



Automatic Meter Reading

WALK-BY FOR WATER AND GAS UTILITIES

METHOD

- Remote (Consultation)
- Instructor-led class
- Field skills verification

PREREQUISITES

- Familiarity with utility billing systems
- Completed set-up checklist

AUDIENCE

Utility personnel responsible for:

- Performing billing tasks
- Providing customer service
- Managing and administering the AutoRead
- Gathering walk-by meter readings

DURATION

- 1/2 Day (Remote consultation)
- 1 Day on-site

RESOURCES

- sensus-training.com
- My Sensus
- education@xylem.com
- 1-800-638-3748

OVERVIEW

The training package for a Walk-By Automatic Meter Reading (AMR) system consists of three parts; consultation, instruction and skills verification for water and gas utility personnel. It includes remote set-up verification of the AMR system components, instructor-led education on meter-reading functions using AutoRead, and operations using a HandHeld device, followed by a verification of these skills in the field.

CONTENT SUMMARY

Part 1: Remote Consultation

Remote Set-Up: System Consultation and Verification

During this consultation, all AMR system components are viewed and tested remotely via a web interface. The customer is interviewed to identify system uses, challenges, proficiency, etc. Technical support is provided as needed to properly configure the system for use and to resolve any difficulties the customer reports with system functionality. Customer-specific information is documented and utilized to tailor the on-site training event to focus on applicable material.

Part 2: Instructor-led Education

Introducing AMR

Introduces and familiarizes utility personnel to the AMR systems purpose and capabilities as well as its features and functions.

- Describes the purpose of AMR.
- Explains the method used by the AMR system to process meter data.

Introducing AutoRead

Familiarizes utility personnel with the purpose of AutoRead as well as the primary meter-reading functions available.



CONTENT SUMMARY CONTINUED

Purpose and Capabilities Of AutoRead

- Describes the purpose of the AutoRead program.

Navigating AutoRead Menus

- Lists the three navigation methods available in AutoRead.
- Identifies the two design views.

Meter Reading Functions In AutoRead

Familiarizes utility personnel with how to perform AutoRead's supplemental meter-reading functions.

Performing Primary Meter-Reading Functions

- Describes AutoRead's five primary meter-reading functions.
- Identifies which meter reading functions are tied to certain statuses.

Supplemental Meter-Reading Functions

- Describes how to perform three supplemental meter-reading functions

Supplemental AutoRead Procedures

- Update the default printer in AutoRead.
- Adjust the automatic report generator in AutoRead.

AutoRead Troubleshooting and Route Types

Provides the student with an overview of the AutoRead's common errors and introduces different route types.

Examining Common AutoRead Errors

- Lists and defines the three most common AutoRead errors.

- Describes the differences between an AutoRead error and a computer error.

AutoRead Route Types

- Lists and describes the different types of routes available in AutoRead.
- Identifies which end devices are compatible with each route type.

Handheld Operations

Introduces utility personnel to the functions and primary tasks of the HandHeld Device (HHD) and its accessories.

Purpose and Capabilities Of The HHD

- Names the two devices used to read meters.
- Lists three features of the HandHeld device.
- Describes how to change a HandHeld battery.

Operating The HHD Accessories

- Identifies the two HHD accessories.
- Describes how to perform the primary operating tasks associated with the AutoGun and CommandLink.

Route Navigation and Management

- Indicates how to navigate a route using the HandHeld software.
- Describes how to perform a manual read, TouchRead, RadioRead, and FlexNet Read within a FieldLogic Route.
- Describes how to perform the primary functions of the FieldLogic HandHeld application.

Programming and Auditing Smartpoint Endpoints

- Activate a SmartPoint
- Describes when to use an Audit on a SmartPoint.



CONTENT SUMMARY CONTINUED

- Provides a usage scenario of Transaction History.

Identifying and Resolving Handheld Errors

- Identifies and resolves the top HandHeld errors.

Part 3: Field Skills Verification

Following the instructor-led classroom education, the instructor may accompany field personnel on a field visit to perform the various meter tasks covered in the classroom education, e.g. activation, meter reads etc. and provide an informal status of participants skills to supervisory or department leadership.