

## **CARMA Process to Recover Meter Read Information as a Result of Hardware/Software Malfunctions**

Meter read information is logged on site within CARMA's Energy Monitoring Pods or EMP's. The EMP's are interrogated nightly and meter reads are uploaded onto CARMA's server.

If communication to the site is interrupted or a meter does not report an error log is created.

An IT technician will remotely interrogate the site and see if communication can be brought back on line. If remote interrogation is not successful in restoring communication or recovering the meter reads a technician is sent out to site to troubleshoot the problem within 1 week of the issue occurring.

While on site the field technician will collect the meter reads so Billing can perform its duties. If the field technician cannot correct the issue on site they will prepare a work order to replace faulty equipment. Equipment is typically replaced within 1 week of the work order being issued.

CARMA backs up its meter read and billing files nightly and the backed up information is stored at an offsite location. If an issue occurs with the server, data can be retrieved and restored within a couple of days.

If meter read information cannot be obtained prior to bills being issued or if meter read information is lost, CARMA will follow its VEE procedures and generate estimate bills. If reads are obtained previous estimations are corrected with actual usage.