We are currently updating our site; thank you for your patience.

SERVICE

MY WORK – VIEW, ADD METER READINGS

Confirm with your supervisor as to whether you will log the meter readings, or whether call centre administration will do this.

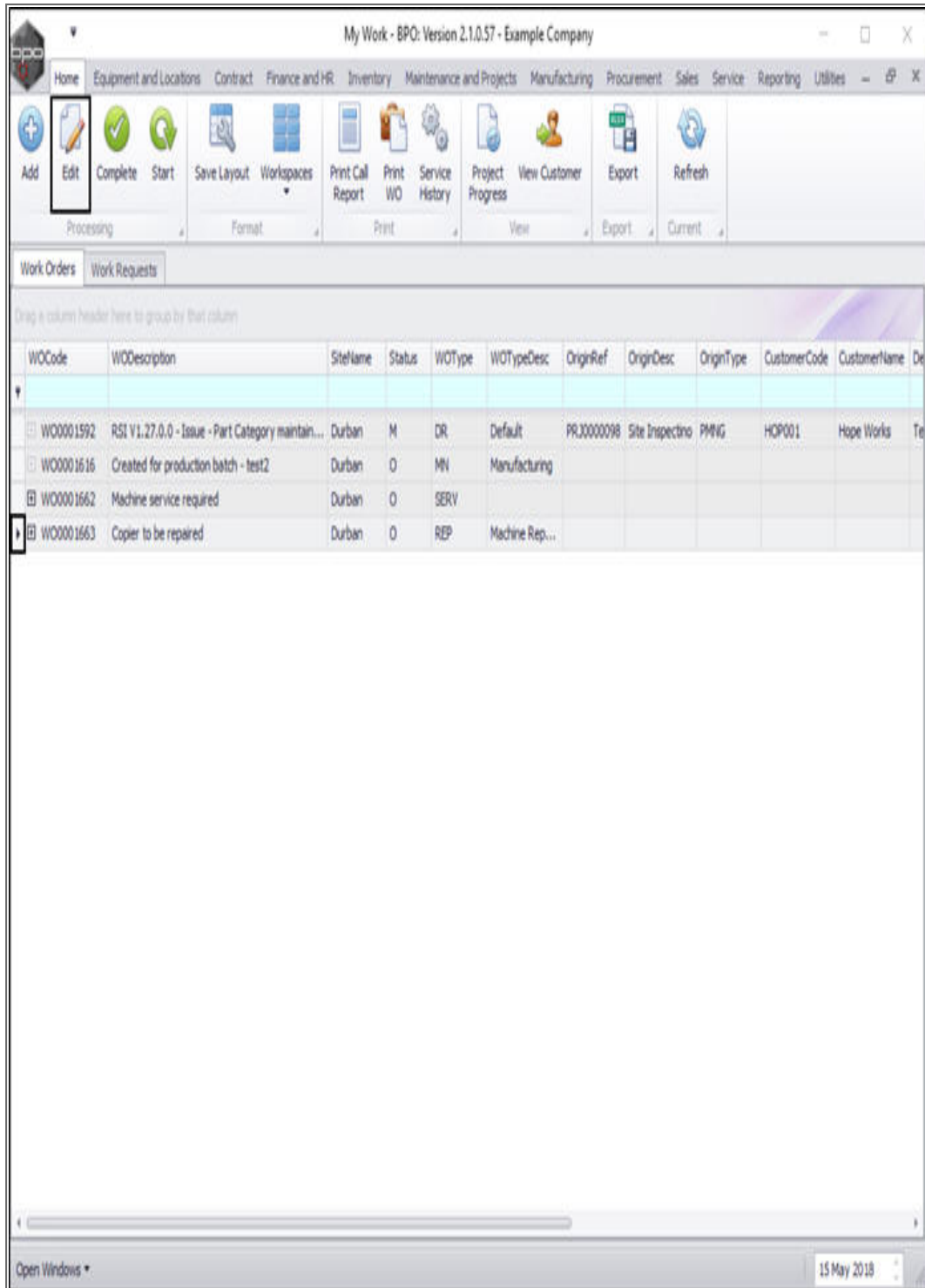For clients using Tech Connect, the meters can be logged via the mobile app.

Ribbon Access: Service > My Work

The **My Work** listing screen will be displayed.

VIEW METER READINGS

- Click on the **row selector** in front of the **work order** that you wish to **view** the meter readings of.
- Click on **Edit**.

- The **Maintain WO - Ref [ ]** screen will be displayed.
- Click on the **Meters** tab.

1. The **Meters** frame will be expanded.
2. Here you can view the latest meter readings for each meter type.

ADD A METER READING

- In the **row** of the meter that you wish to **add** a reading to, click in the **Meter Reading** field.

- Type in the **new** reading.

1. Click in the **Reading Date** field. (This will be populated with the current date.)
2. A drop-down arrow will be displayed.
   - Either highlight over the date and type in the correct reading capture date,
   - or click on the arrow and use the calendar function to select the correct date.

1. Click in the **Reading Time** field. (This will be populated with the current time.)
2. Directional arrows will be displayed.
   - Either highlight over the time and type in the correct reading time,
   - or use the directional arrows to select the correct time.

- Click in the **Period** field.

  - Highlight over the period and type in the correct period.

- Click in the **Roll Count** field.
  - Highlight over the count and type in the correct roll count.

- Click in the **Comments** field.
  - Type in any comments relevant to this meter reading as required.

1. When you have finished adding details to the editable fields in the meter row,
2. click on **Save**.

- The details will be **saved** and you will return to the **My Work** listing screen.

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