

AMWG Change Request Form

Change Control Number: 2013-011
Implementation Version: Future

This Section Is Completed by Submitter of Change Request Only:

Submitter Name: Steve Brightman	Submitting Company Name: Southwest Energy Smarts	Phone Number: 214-680-6088
Date of Submission: 6-10-13	Affected Business Process: HAN Status Report?	Submitter's E-Mail Address: steve@swesmarts.com
AMWG Issue cross-reference number: Business Question, Req 11, 12		Market Guide or other Market Impact (Y/N): N

Detailed Description and Reason for Proposed Change(s):

New report to establish metrics for HAN device provisioning.

This *monthly* report will indicate *by TDSP* the average time from a "provision request" to achievement of "meter ready" status. (This is representative of the time taken for the request to be processed and implemented by SMT and the appropriate TDSP, and eliminates possible delays in actual provisioning due to customer delay in moving to "device added" status).

In addition the report can establish metrics for unsuccessful provisioning attempts, by reporting the percentage of provision requests that do not reach meter ready/device added status. (How should we handle the small number of requests initiated just before report generation which have not had time to complete? Too insignificant to worry about?)

Report Fields (by month, by TDSP):

1. Number of provision requests
2. Average time to Meter Ready Status
3. Number of "failures" (does not reach meter ready/device added status)
4. Percentage of total requests that failed

Since the number of failures is expected to be small would this be handled in more detail by an exception report?

Note: the provision request timestamp is already available in the existing HAN report but an additional timestamp is required for when Meter Ready status is reached.

NOTE: Requester must complete above fields and include a redlined example of modifications to each impacted implementation guide. This must be included at the time the request form is submitted.

Please submit this completed form via e-mail to [AMWG Leadership](#) and RMS Chair.

For AMWG Leadership Use Only:

AMWG Recommendation: Approve	Recommendation for Emergency (Y/N): N	Date of AMWG Recommendation: 6/18/2013
Detailed Description and Reason for Revision:		
RMS Decision:	Emergency (Y/N):	Date of RMS Decision:
Summary of RMS Discussion:		

Insert Applicable Documentation Here:



HAN Status Report
Proposal.xlsx