

Monitor / Tank Swap Process

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If a monitor is switched to a new customer tank in Energy Force, or a different monitor is being applied to a tank, the following steps will need to be made to ensure the transfer is completed properly.

1. Access the tank monitor website prior to making changes in Energy Force.
2. Navigate to the monitor within the website.
3. Remove the current Customer Account Number and the Tank RRN number from the monitor that is to be replaced.
4. Open Energy Force and navigate to *Main Menu / Customer Menu / Customer Maintenance*.
5. Select the customer account and choose **Meter/RTM**.
6. Highlight the remote tank monitor and select **Change Inventory Status**.
7. Choose **Pick Up** and select **Process**.

Meter Number	Meter Type	Cycle	A/I	Billing Date	Last Reading	Reading Date	Daily-Use	K-Factor	Elev Cd	Installed
ABC234	7	2	A	08/01/18	0	08/01/18	0.23	0.01	1	00/00/00
WES2200	7	2	A	06/04/24	0	06/04/24	0.00	4.00	1	00/00/00

Location: 1 AVON
Price Code: 1 Tier: A RESIDENTIAL
Default Dept: 1000 RESIDENTIAL
Deposit / Date: \$0.00
Manufacturer: WESROC
Sales YTD: \$0.00 Gallons
Meter Tied to Tank: 517 Cus
Tank Serial Number: 889JJ
Hold Estimates: No Release Date: 00
Route: 1 WEST AVON
Reading Date: Curr Reading:

Remote Tank Monitoring
Change Meter or Monitor Inventory Status
Select An Action
PU (At Customer/Inactive To Be PU) OCS (Change Serial #)
OCT (Customer Transfer action) ORE (Repair)
PU (Pick Up) OOut (change status)
Process Cancel Exit

Change Inventory Status
View Temp Readings
Recurring Billing
Cust. Owned Balance
Print

8. Enter the Division and New Location Number for the Remote Tank Monitor and select **Process**. This will deactivate the monitor on the customer account and place it back into inventory.

METER Pick up
Division: 1
New Location Number: 2 BROWNSBURG
Process Cancel

9. Navigate to the website of the new Remote Tank Monitor and apply the new customer account number and tank RRN (numeric value only) to the monitor.
10. Add the new Remote Tank Monitor to the new customer account in Energy Force.