RIG/Metering Appointment Driven Fieldwork Support

To maintain a high level of customer support and efficiency, beginning October 1, 2012, the Metering Group (Revenue & RIG) will be implementing our new “Appointment Driven” support process.

All related fieldwork and/or any other task requiring Metering/RIG support will need to meet the following requirements:

- All Fieldwork (Metering and/or RIG) must have an appointment and a SLIC Outage scheduled in advance. No exceptions – unless the work in question is deemed an emergency by the CAISO to support the operation of the grid.

- **Appointment Availability:**
  - Monday – Thursday 08:00 – 12:00 13:00 – 16:00
  - Closed daily for lunch 12:00 – 13:00

- Appointments can be made by contacting the ISO Metering and RIG scheduling line or by sending an email to RIG and Meter Engineering.
  - Scheduling line: (916) 351-2476
  - Metering Engineering: meterengineering@caiso.com
  - RIG Engineering: rigengineers@caiso.com

- Please provide the Resource ID(‘s), Meter Device ID(‘s)(if applicable) and a brief description of the work when making the appointment. Person scheduling appointment needs to have good understanding of work.

- If a SLIC Outage is required, an email must be submitted containing the SLIC Outage number along with your pre-scheduled appointment (Date & Time) within 5 Business days of scheduling the appointment or the appointment will be cancelled.

- Scope of the work and the scheduled time cannot be modified once appointment has been confirmed without rescheduling and cannot be changed on the day of the work. Any changes will have a risk of not having support from California ISO.

- No support will be available during the lunch hour (12:00 – 13:00)

For more information on RIG and Metering Outages and New site Point to Point tests please refer to the below documents.

1. Business Practice Manual for Metering
2. Business Practice Manual for Telemetry
3. RIG Acceptance Test (RAT) Procedures
4. Meter Program Validation