METER EXCEPTION ROUTING TOOL / ILLUSTRATIVE CASE

How many meter alerts need separate investigations?

The management decision

Use a known set of alerts to test whether one issue opens one ticket without hiding another meter’s problem. Give staff a route back to the original notifications.

One interruption can create repeated alerts while a separate problem waits in the queue. Staff end up investigating the same incident twice or miss a reading that affects a report. A routing tool brings alerts together, preserves the original notifications and directs each distinct problem to the team that owns it. The result can give reporting staff a better idea of when missing data is likely to be available.

Worked example

Fifty notifications relate to 32 distinct incidents. Handling each incident once could avoid 18 duplicate tickets while retaining all 50 original alerts for reference.

Example figure	What it represents
50	Notifications
32	Different incidents
18	Duplicate tickets avoided

What changes the answer

Two meters can issue alerts at the same time. A rule based solely on time might hide a genuine second incident. Test that case before relying on the reduction in ticket count.

Meter exception routing tool

What to commission

Route one family of meter or import alerts to named teams, including repeated notifications and two meters with the same timestamp.

We agree how the tool recognises the same incident, who receives different kinds of issue and what to do when a notification arrives again. Tests check that problems affecting different meters are kept separate even when they occur at the same time.

How to judge the result

Every test alert stays traceable and genuinely separate incidents retain their own ticket and owner.

Measure duplicate investigations avoided and distinct incidents missed. A smaller queue helps only when responsible teams can still find the problems they must resolve.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Metering operations lead. Name the person who will approve the next step.
Records to gather	Examples of missing readings or failed imports and the teams that respond to them.
Agreed output	A review queue, documented routing rules and tests for repeated notifications.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us which alerts your team sees the most, how they arrive and who should handle them. Describe a recent repeat that led to unnecessary work, or an incident missed in a busy queue. We can agree which alert type is most suitable to address first.

Email info@oxetc.co.uk and mention DEV-08. All figures in the worked example are illustrative.