EVERSOURCE KNOWLEDGEBASE

SEARCH

Create Non-Exclusive Use Investigation CTE

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Recent Communications
• **IBM Notes Form and Non-Exclusive Use/Mixed Meter Investigations** - sent 9/3/26

System: C2, IBM Notes

Performed by: Customer Service Representatives

Purpose: To initiate an investigation when a customer claims they are being billed for electric usage that is not for the exclusive use of their home/apartment

Before you begin:

For residential CTE customers only

- Refer to **Create Non-Exclusive Use Investigation CTG** for CTG residential claims of Non-Exclusive Use.
- Refer MA residential customers to their local health department, as this would fall under a Sanitary Code Violation. Use the **WMA Town List** to provide the name and phone number.
- Refer NH residential customers and all commercial (CTE/WM/NH) customers to their landlord, we do not get involved
- Person requesting the investigation is either the customer of record or an agent of the customer of record
- Customer has provided specific item(s) they believe they are paying for in addition to their own. Do not create this order if customer is merely speculating they are paying for someone else's electric usage.
- Customer has been made aware we need access to the main circuit breaker as well as all appliances or items the customer believes they are paying for
- Begin on the account of the customer to whom you are speaking

IMPORTANT: Follow all steps as listed. REMEMBER to complete **IBM Notes Form** beginning with Step 8

Step	Action
Order Creation	
1	From the C2 *General* screen hover over the **Orders** tab and select **Meter Orders** *The service tab of the meter order screen displays*

Step	Action
2	If enabled, click **Pending Orders** and / or **Site Notes**. *Potentially pertinent information may be present that alters your course of action, i.e. the order you're creating is already pending, or a note that an investigation has already taken place.*
3	Click **Order Details** at the top of the screen or **Next** at the bottom of the screen *The Order Details tab of the Meter Order displays*
4	Use drop down arrows to select the following three options in the *Order Details* section: • **Order Category**: select **INVESTIGATE – ELECTRIC** • **Order Type**: select **INVESTIGATE ELECTRIC** • **Primary Reason**: select **NON-EXCLUSIVE USE** *Scheduling fields and the Create Order button will enable*
5	Consult with the customer to schedule an investigation 5-7 business days in the future, **using a four hour window.** In the *Schedule Information* section, • For **Schedule Field Type**: select **Field** • For **Date**: enter date <*MM/DD/YYYY*> format or use the C2 Calendar Icon to select the date • For **Time**: select 8AM - NOON or NOON – 4PM as appropriate *The Scheduling information will populate* **Note:** If the customer does not have access to the breakers and/or the suspect items/appliances they are paying for, change the order status to **FILL IN**. The field will contact the owner / landlord to arrange access.
6	In **Order Instructions** field:, enter a *daytime contact phone number and the specific item(s) to be investigated*. Click **Create Order** button *The order has been created. Icons indicating pending orders will populate the customer header*
Note Account	
7	For C2 note: • Select **Note Type**: **NON-EXCLUSIVE USE** • Enter **Note Text**: include the *full name of the person making the report, as well as all items the customer feels they are paying for in addition to their service* ◦ i.e. *Joe Customer said the washer / dryer in the common area basement is attached to his meter.* • **Copy** this note, click **Save** *The note has been saved and stored at the site level* **Note:** Do **NOT** create a non-exclusive use profile, that will be populated after the investigation is complete if it is confirmed.
IBM Notes Form	

Step	Action
8	Hover over the **Lotus Notes (IBM Notes)** icon in the customer header and select **Mixed Metering** from the dropdown list *The CS Call Solutions database will open. A Mixed Metering/Customer – Non-Exclusive Use/Mixed Wiring investigation request will open in a separate tab labeled New Document*
9	Click **New Document** tab to open the form • **Extension** field: *<your phone extension>* • Use the drop down list to select the supervisor who will review your investigation request. **Note:** This would normally be your own supervisor, however if your supervisor is on leave or will be out of office, select a different supervisor.
10	In the **Work Type** field, use the dropdown arrow to select **NonExclusive Use/Mixed Wiring**
11	Complete the following fields to provide Owner information: • **Owner** • **Street Address** • **Town/State** • **Zip Code** • **Daytime Tel. No** *Our meter service group will likely need to speak with the owner to coordinate access to breakers and other rental units for the investigation.*
12	**Confirm** the daytime phone number of the customer complaining and update the customer's **Daytime Tel. No** field if necessary *The Meter Service group now has a confirmed contact number should additional contact with the customer be necessary*
13	**Select** the appropriate radio button (Yes or No) to indicate if the location is served by both Connecticut Gas (Yankee Gas) and Connecticut Electric (Electric)
14	**Paste** the C2 note you copied into the *Comments* field *Your note containing the details of the complaint now populates the Comments field*
15	Confirm the meter number at the bottom of the form, the meter number will auto populate (if you navigate from C2) *Only one number should be listed in the table, no other information should be entered in the table except in the table except for the meter number of the customer making the claim.*
16	Click **Submit for Approval** at the top of the form. *Your supervisor will receive an email notification. After reviewing your order, note, and IBM Notes form, the supervisor will forward the investigation request to the meter service group.* **Note:** If additional work / research is needed before going to the meter service group, your supervisor may return the IBM notes request to you along with guidance regarding additional steps needed.

Common Next Steps/Additional Information

Situation	Action
The investigation	Meter service will meet the customer, and if necessary, the property owner to investigate Results will go to the Billing department for any needed follow-up, including the addition Exclusive use Icon
Non-Exclusive use confirmed	If non-exclusive use is discovered, the owner has 10 days to correct the condition. If no service goes into the owner's name until corrected by a E1 Electrician. Electrician can submit form via: • Fax 866-855-9921 • Secure document uploaded - Proof of ID

How the CT electrician can find the "Electric Non-Exclusive Use for Electricians form" on Eversource.com	• Hover over Services
	• Select Construction & Renovation
	• Click on Resources and FAQs
	• Click on See all Builder and contractor requirements
	  • Scroll down to the Important Documents and Forms
	  • Select Electric Non-Exclusive Use for Electrician's form
	
	OR
	Using the Search function, search "Important Documents and Forms" **using quotation**
	
	Select Connecticut Builders and Contractors/Eversource
	
	Scroll down to the **Important Documents and Forms**

Landlord Admits Non-Exclusive Use	• Transfer service to landlord's name - refer to **Move In CTE/WMA/NH Res El**
	• Add Profile - refer to **Add & Remove a Profile CTE, CTG, WMA, NH**
	  • Category - Alert
	  • Type - Non-Exclusive Use
	• Send the ' **NON -EXCLUSIVE USE- SVC PUT IN Landlord NAME'** letter to t refer to **Correspondence CT WMA NH**
	• Add **Non-Exclusive Use** Note - Non-Exclusive Use Verified and note the ap affected
	• **Obtain owner information and contact telephone number –** Create an Owner/Landlord note with the information.

Customer has Partial Power Due to Non-Exclusive Use	• SONP
	  1. Issue a Credit Reconnect stating possible non-exclusive use.
	  2. Note CACS and notify a call center supervisor to route the account to state due to non-exclusive use)
	  3. Create investigation
	  4. Contact District Meter Service Dept supervisor or admin rep (See **Tow** Electric) and advise them this is a priority investigation
	• Occupant Account/Old Customer Moved Out
	  1. Issue a same day unseal meter order
	  2. **IMPORTANT:** Note account - Use on a meter that is "OFF" in C2 will r coming up in the "Billing Exceptions -Unidentified Usage" Inbox.
	  3. Create Investigation
	  4. Contact the District Meter Service Dept supervisor or admin rep (see **T** AWC Electric) and advise them this is a priority investigation. Attempt call first, follow up with email.

If appointment will be missed by the field (CTE)	If the field is unable to keep either the 4 hour or 2 hour window, the meter AWC adn out to the customer.

Keywords/Search Terms: non-exclusive use, non exclusive use, investigate non-exclusive use, investigate non exclusive use, Create non-exclusive use investigation CTE, Create non exclusive use investigation CTE, what electrician's form is needed for non-exclusive use, what electrician's form is needed for non exclusive use, what electricians form is needed for non-exclusive use, what electricians form is needed for nonexclusive use, what electrician's letter, non exclusive electrician's letter, non-exclusive electricans letter, electrician's letter for non exclusive, electric non-exclusive use for electricians letter, non exclusive use electricians letter.

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Top