



## SENTRYX AMI SERVICES TRAINING COURSE SYLLABUSES

### for Virtual Events

#### CUSTOMER SERVICE & BILLING

Delivered as a 2.5-hour virtual event, the Sentryx AMI Customer Service & Billing training course starts with a platform overview, systems administration, and general navigation and quickly moves into meter listings, alert management, and billing reports. Instruction will also include consumption, account inquiries, account connections/shutoffs, and billing disputes. The course will include a break, an opportunity to apply what is learned, and confirmation that both the training and Sentryx AMI Service will meet customer needs moving forward.

#### OPERATIONS

The Sentryx AMI Operations training course will also be delivered as a 2.5-hour virtual event with a break mid-way through the content. Attendees will first learn how to navigate both the Sentryx user interface as well as the new Sentryx Mobile Workforce app. The course will include meter commissioning/decommissioning, device handling, routes, and work order management for both office and field staff. The course will include an opportunity to apply what is learned, and confirmation that both the training and Sentryx AMI Service will meet customer needs moving forward.

#### NETWORK PLANNING

Presented in a 1-hour virtual format, the Sentryx AMI Network Planning training course begins with a platform overview, systems administration, and general navigation. Water network planning instruction will include managing district metered areas (DMAs), managing groups, insights, and reports. The course will include an opportunity to ask questions, and confirmation that both the training and Sentryx AMI Service will meet customer needs moving forward.

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