

# Work Assignment & Tracking Tool(WATT) Webinar

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**Electric Delivery Senior Analyst**

# Supplier Portal WATT Functionality

- Why we are migrating from ordinary email to Supplier inquiries via the Supplier Portal
- Submit Inquiries and view the status of Inquiries submitted to Supplier Coordination
- Work Assignment Tracking Tool (WATT) User Interface Administration
- Submitting an inquiry will pre-populate the user's name, email address and phone number based upon user's logon
- Selecting a contact category will assist in Supplier Coordination work assignments and priorities
- You can add a CC and BCC to your inquiry.
- Inquiries about specific bill account numbers. Bill account number validates, dates are optional and specific bill account comments are also optional
- General Overall Comment section
- Upload documents
- Receive confirmation number
- Inquire on status of all of your company's inquiries

# Submit Web Inquiry

## Supplier Portal

Welcome!

e166067admin  
 jpysher@pplweb.com  
 Log Out

Navigation

- GENERATION SUPPLIER
  - > View Bills
- RETAIL SUPPLIER
  - > Account Number Lookup
  - > Account Status Lookup
  - > Request Customer Bill
  - > Request Monthly Usage
  - > Request ICAP and NITS
  - > Request Account Interval Usage
  - > Request Meter Interval Usage
  - > Current Rates
  - > Rate Code History

Choose a Supplier: ADMINISTRATOR

### Submit Web Inquiry

Supplier Information

Name:  E-mail:  Phone:

Submitter Information

First Name:  Last Name:   
E-mail:  Phone:

Inquiry Information

Category:

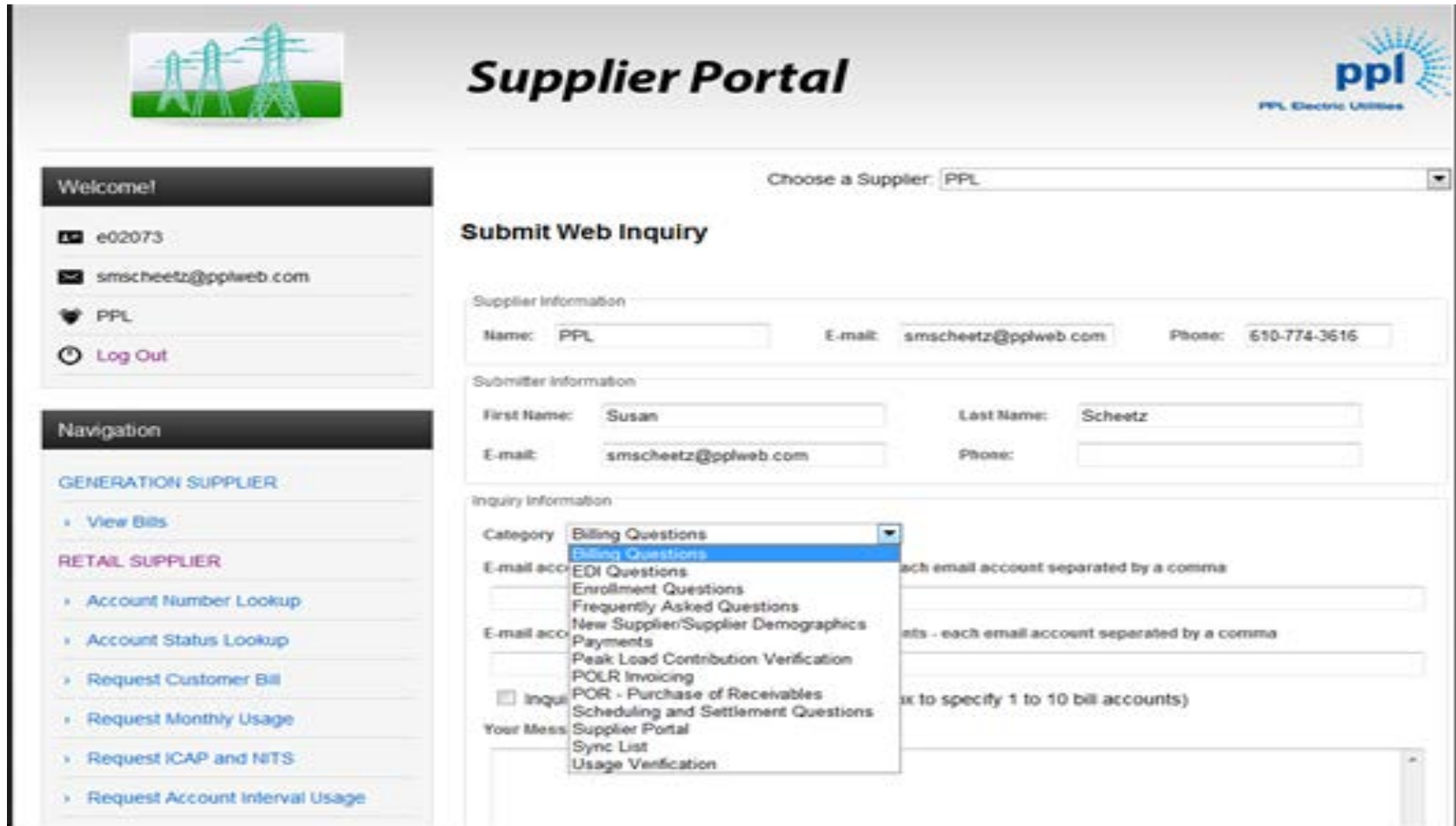
E-mail account(s) of response copy (cc) recipients - each email account separated by a comma

E-mail account(s) of response blind copy (bcc) recipients - each email account separated by a comma

Inquiring about Bill Accounts? (check the box to specify 1 to 10 bill accounts)

Your Message

# Select Inquiry Category



The screenshot shows the PPL Supplier Portal interface. At the top left is a logo of three power lines. The main header is "Supplier Portal" with the PPL logo on the right. A "Choose a Supplier" dropdown menu is set to "PPL". The "Submit Web Inquiry" section contains three input fields: "Supplier Information" (Name: PPL, E-mail: smscheetz@pplweb.com, Phone: 610-774-3515), "Submitter Information" (First Name: Susan, Last Name: Scheetz, E-mail: smscheetz@pplweb.com, Phone: empty), and "Inquiry Information" (Category: Billing Questions, E-mail accounts: empty, Your Message: empty). A dropdown menu for "Category" is open, showing a list of options: Billing Questions, EDI Questions, Enrollment Questions, Frequently Asked Questions, New Supplier/Supplier Demographics, Payments, Peak Load Contribution Verification, POLR Invoicing, POR - Purchase of Receivables, Scheduling and Settlement Questions, Supplier Portal, Sync List, and Usage Verification. The "Billing Questions" option is highlighted. On the left side, there is a "Welcome!" section with user ID "e02073", email "smscheetz@pplweb.com", and a "Log Out" button. Below that is a "Navigation" section with links for "GENERATION SUPPLIER" (View Bills) and "RETAIL SUPPLIER" (Account Number Lookup, Account Status Lookup, Request Customer Bill, Request Monthly Usage, Request ICAP and NITS, Request Account Interval Usage).

# CC and BCC fields



## Supplier Portal



Welcome!

e166067admin

jpysher@pplweb.com

Log Out

### Navigation

#### GENERATION SUPPLIER

> [View Bills](#)

#### RETAIL SUPPLIER

> [Account Number Lookup](#)

> [Account Status Lookup](#)

> [Request Customer Bill](#)

> [Request Monthly Usage](#)

> [Request ICAP and NITS](#)

> [Request Account Interval Usage](#)

> [Request Meter Interval Usage](#)

> [Current Rates](#)

> [Rate Code History](#)

Choose a Supplier: ADMINISTRATOR

### Submit Web Inquiry

#### Supplier Information

Name: PPL

E-mail: jpysher@pplweb.com

Phone: 6107746040

#### Submitter Information

First Name: Jenn

Last Name: Ainsworth

E-mail: jpysher@pplweb.com

Phone:

#### Inquiry Information

Category: EDI Questions

E-mail account(s) of response copy (cc) recipients - each email account separated by a comma

CC

**Response E-mail CC format is invalid!**

E-mail account(s) of response blind copy (bcc) recipients - each email account separated by a comma

BCC

**Response E-mail BCC format is invalid!**

Inquiring about Bill Accounts? (check the box to specify 1 to 10 bill accounts)

Your Message

Text area for entering the message content.

# Inquiries for specific bill account numbers

- › View Bills
- RETAIL SUPPLIER**
- › Account Number Lookup
- › Account Status Lookup
- › Request Customer Bill
- › Request Monthly Usage
- › Request ICAP and NITS
- › Request Account Interval Usage
- › Request Meter Interval Usage
- › Current Rates
- › Rate Code History
- › Standard Offer Pending Enrollments
- › Standard Offer Referrals
- › Supplier Contact Information
- › Download Eligible Customer List
- › Download My Current Customer List
- › Submit Web Inquiry
- › Web Inquiry Status
- ADMINISTRATIVE**
- › Maintain Users
- › Manage Access Confirmations
- › Maintain Suppliers

Inquiry Information

Category: EDI Questions

E-mail account(s) of response copy (cc) recipients - each email account separated by a comma

E-mail account(s) of response blind copy (bcc) recipients - each email account separated by a comma

Inquiring about Bill Accounts? (check the box to specify 1 to 10 bill accounts)

Account Number	Bill Period Begin	Bill Period End	Comments
1 1234567890			Comments for this particular bill account number <span>Clear</span>
2			<span>Clear</span>
3			<span>Clear</span>
4			<span>Clear</span>
5			<span>Clear</span>
6			<span>Clear</span>
7			<span>Clear</span>
8			<span>Clear</span>
9			<span>Clear</span>
10			<span>Clear</span>

Your Message

General Overall Message

# Browse and upload attachments

- > Request ICAP and NITS
- > Request Account Interval Usage
- > Request Meter Interval Usage
- > Current Rates
- > Rate Code History
- > Standard Offer Pending Enrollments
- > Standard Offer Referrals
- > Supplier Contact Information
- > Download Eligible Customer List
- > Download My Current Customer List
- > Submit Web Inquiry
- > Web Inquiry Status
- ADMINISTRATIVE**
- > Maintain Users
- > Manage Access Confirmations
- > Maintain Suppliers
- > Site Outages
- > Event Log
- > Access Rules
- > Roles Admin
- > Standard Offer Participating Suppliers
- > Broadcast Message

	Account Number	Bill Period Begin	Bill Period End	Comments	
1	0123456789	09-01-2014	09-16-2014		Clear
2					Clear
3					Clear
4					Clear
5					Clear
6					Clear
7					Clear
8					Clear
9					Clear
10					Clear


### Your Message

General message comments


### Attachments

To upload attachments, click Browse..., select the file to be uploaded and then, click Upload Attachment.

# You will receive a confirmation number



## Supplier Portal



PPL Electric Utilities

Welcome!

e02073

smscheetz@pplweb.com

PPL

Log Out

Navigation

GENERATION SUPPLIER

- View Bills

RETAIL SUPPLIER

- Account Number Lookup
- Account Status Lookup
- Request Customer Bill
- Request Monthly Usage
- Request ICAP and NITS
- Request Account Interval Usage

Choose a Supplier: PPL

### Web Inquiry Confirmation

We have received your message!

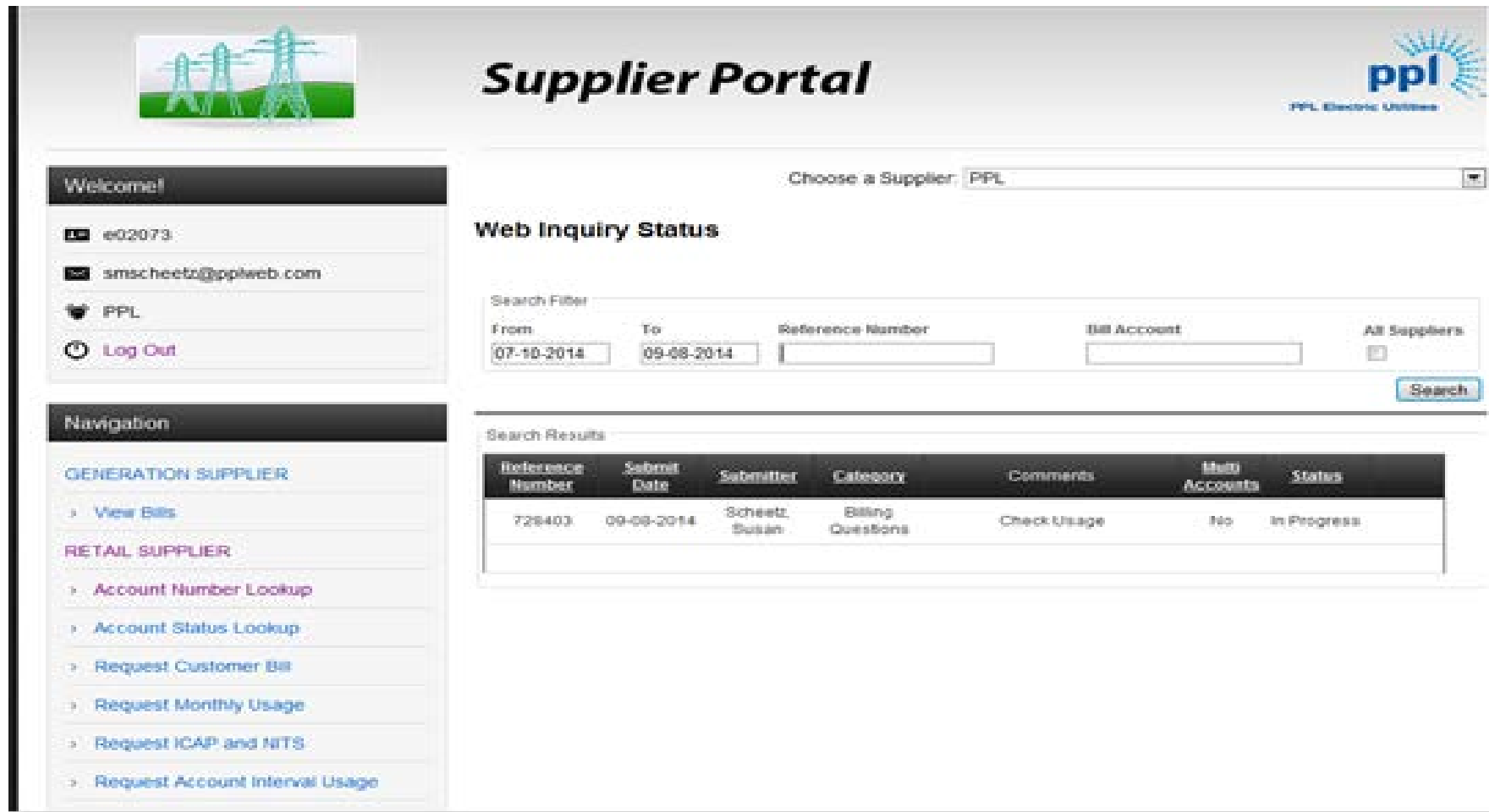
Thank you for using our Web site.

The confirmation number is: **728403**

Your message has been submitted. We will respond to email inquiries within 3 business days.



# Web Inquiry Status – Search Filter and Sorting



The screenshot displays the Supplier Portal interface. At the top left is a logo of three power lines. The main header reads "Supplier Portal" and the PPL Electric Utilities logo is in the top right. A "Welcome!" banner is present. On the left, a navigation menu includes "e02073", "smscheetz@pplweb.com", "PPL", and "Log Out". Below this is a "Navigation" section with links for "GENERATION SUPPLIER" and "RETAIL SUPPLIER". The main content area features a "Web Inquiry Status" section with a "Choose a Supplier" dropdown set to "PPL". Below this is a "Search Filter" form with fields for "From" (07-10-2014), "To" (09-08-2014), "Reference Number", "Bill Account", and "All Suppliers" (checkbox). A "Search" button is at the bottom right of the filter form. The "Search Results" section contains a table with one entry.

Reference Number	Submit Date	Submitter	Category	Comments	Multi Accounts	Status
728403	09-08-2014	Scheetz, Susan	Billing Questions	Check Usage	No	In Progress

# What PPL Supplier Coordination Sees

The screenshot shows a Windows Internet Explorer browser window displaying the search results for a work item in the WATT (Work Assignment & Tracking Tool) system. The browser address bar shows the URL: <https://watt.qa.ppltest.com/watt/WorkItem/Search>. The page header includes the WATT logo and the PPL Electric Utilities logo. A navigation menu at the top lists various tools and resources. The main content area shows a search result for a work item with the following details:

Search Results: 1 records matched

Id	Bill Account	Ratepayer	Customer	Work Item Type	Status	Assigned To	Date Created
728403			PPL	Billing Questions	New		09/08/2014

The left sidebar contains navigation options: Create New Work Item, Get New Work Item, My Work, Backlog, Backlog Summary, CS Letters, and Your Account (with links for Change Password, Change Secret Question, and Sign out). The bottom of the page shows the version information: "@VERSION: ui-version: '9/3/2014 3:12:50 PM-1T' service-version: '9/4/2014 11:59:23 AM-3T'". The browser status bar at the bottom indicates "Local intranet | Protected Mode: Off" and "100%".

# What PPL Supplier Coordination Sees

The screenshot shows a web browser window displaying the Watt WorkItem application. The browser address bar shows the URL: <https://watt.qa.ppltest.com/watt/WorkItem/Edit/728403>. The application header includes the 'watt' logo and the PPL Electric Utilities logo. A navigation menu on the left contains items like 'Create New Work Item', 'Get New Work Items', 'My Work', 'Backlog', 'Backlog Summary', 'CS Letters', and 'Your Account'. The main content area displays details for work item '728403 - SC Web Inquiry - Billing Questions'. The status is 'New'. Key details include: Supplier Type: Retail; Supplier Name: PPL; Supplier CSS#: 0220; Due Date: 9/8/2014; Submitter Name: Scheetz, Susan; Submitter Email: smscheetz@pplweb.com. A comment from 'JAMES D SCHEETZ' is visible, stating 'Submitter said: September usage question.' The interface includes buttons for 'Cancel', 'Help', 'Show All', and 'Show Details'. At the bottom, there is an 'Add Comment' button and a table header for 'Comment', 'Date', and 'User'. The footer shows 'Use WATT as: Agent' and links for 'Create Bug', 'Create Story', 'TSS Web Admin', and 'Performance'.

# What PPL Supplier Coordination Sees

The screenshot shows a web browser window displaying the WATT (Work Assignment & Tracking Tool) interface. The browser address bar shows the URL: https://watt.qa.ppltest.com/watt/WorkItem/Edit/728403. The page header includes the WATT logo and the PPL logo. A navigation sidebar on the left contains links for 'Create New Work Item', 'Get New Work Item', 'My Work', 'Backlog', 'Backlog Summary', 'CS Letters', and 'Your Account'. The main content area displays details for work item 728403, including a 'Cancel' and 'Help' button, and a detailed view of the submission by James D. Scheetz regarding a September usage question. The detailed view includes a table of account information and a list of key-value pairs for billing and rate details.

**728403 - SC Web Inquiry - Billing Questions** Status: New

Supplier Type: Retail      Supplier Name: PPL      Due: 9/9/2014  
 Submitter Name: Scheetz, Susan      Supplier C.S.S#: 0226      Assigned To:  
 Submitter Phone:

[Cancel](#)   [Help](#)

**JAMES D SCHEETZ**      Submitter said: September usage question.      Completed: No      [Hide Details](#)

Bill Period	09/01/2014 - 09/30/2014	On/Off Contact	No	Current Supplier	IGS Energy	Supplier Effective Date	08/06/2014	Current Bill Status	Billed	
Account Status	Active	Water	No	CSO	No	No Bill	No	Billed with Usage	9242, 7636	
Submitter Comments	September usage question								Bill Option	Rate Ready
Comments:									Bill Group	6
									Load Profile	RS-GRS
									Rate Class	(R90) Gen Residential 1999 - Dist

SC Email - CC  
 SC Email - BCC  
 Submitter Email: smscheetz@pplweb.com

Use WATT as: [Agent](#)

[Create Bug](#)   [Create Story](#)   [JFS Web Access](#)   [Performance](#)

# When the Work Item is completed by PPL

**From:** [CustomerService@pplweb.com](mailto:CustomerService@pplweb.com) [mailto:CustomerService@pplweb.com]  
**Sent:** Wednesday, November 27, 2013 2:26 PM  
**To:** ISD, EU Web Self Service  
**Subject:** =( PT )=- PPL Electric Utilities: Web Contact Inquiry

PPL Electric Utilities Account Activity

[Home](#) [My Account](#) [At Your Service](#) [About Us](#) | [Sign in](#)



## Response to your online inquiry now available

Thank you for contacting PPL Electric Utilities through [ppllectric.com](http://ppllectric.com). A response to your online inquiry is [now available](#). Should you need additional assistance about this inquiry, please reference to the Response ID number below when contacting us.

**Response ID:**                    **W695856**

If you did not make this request and feel you are receiving this message in error, please contact us at **1-800-DIAL-PPL (1-800-342-5775)**. Customer Service representatives are available from 8 a.m. to 5 p.m., Monday - Friday.

Thank you for using [ppllectric.com](http://ppllectric.com). We appreciate the opportunity to serve you.

## Manage Your Account Online

[Sign in to your online profile](#) to manage your PPL Electric Utilities account online.

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Please do not reply to this automated email. This mailbox is not

# Supplier

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- Click on email link
- The response from Supplier Coordination will be populated
- You can respond that we did not answer your question and we will receive a new WATT work item in our backlog
- You can view the status of all of your inquiries

# Next Steps

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- Open up Submit Web Inquiries on the Supplier Portal
- Create new links for anonymous WATT Users
- Use new WATT tool to communicate with PPL Electric's Supplier Coordination Team!
- Implementation December 31, 2014

Questions?