AETHERONE / AETHERDISPATCH

AetherDispatch

Catalogue

Utility field work and contractor operations for AMI.

A meter job is more than a site visit

In an AMI utility, changing a meter touches several records at once. Someone has to confirm the request and decide who is qualified for the job. The crew needs the right meter and parts, the technician has to show that the correct meter went in at the correct service point, and a reviewer has to be satisfied with the evidence before the metering record changes. When contractors carry part of the load, the same chain also has to cross a company boundary. AetherDispatch is the AetherONE component responsible for that field workflow and for the contractors who share it.



CONCEPT ILLUSTRATION; NOT A CUSTOMER INSTALLATION OR RUNTIME EVIDENCE.

Concept illustration, not a customer installation or a product screen. A dispatcher assigns the job on a map board, two technicians swap a wall meter and record the site on a tablet, and the photos travel back with the job record for review.

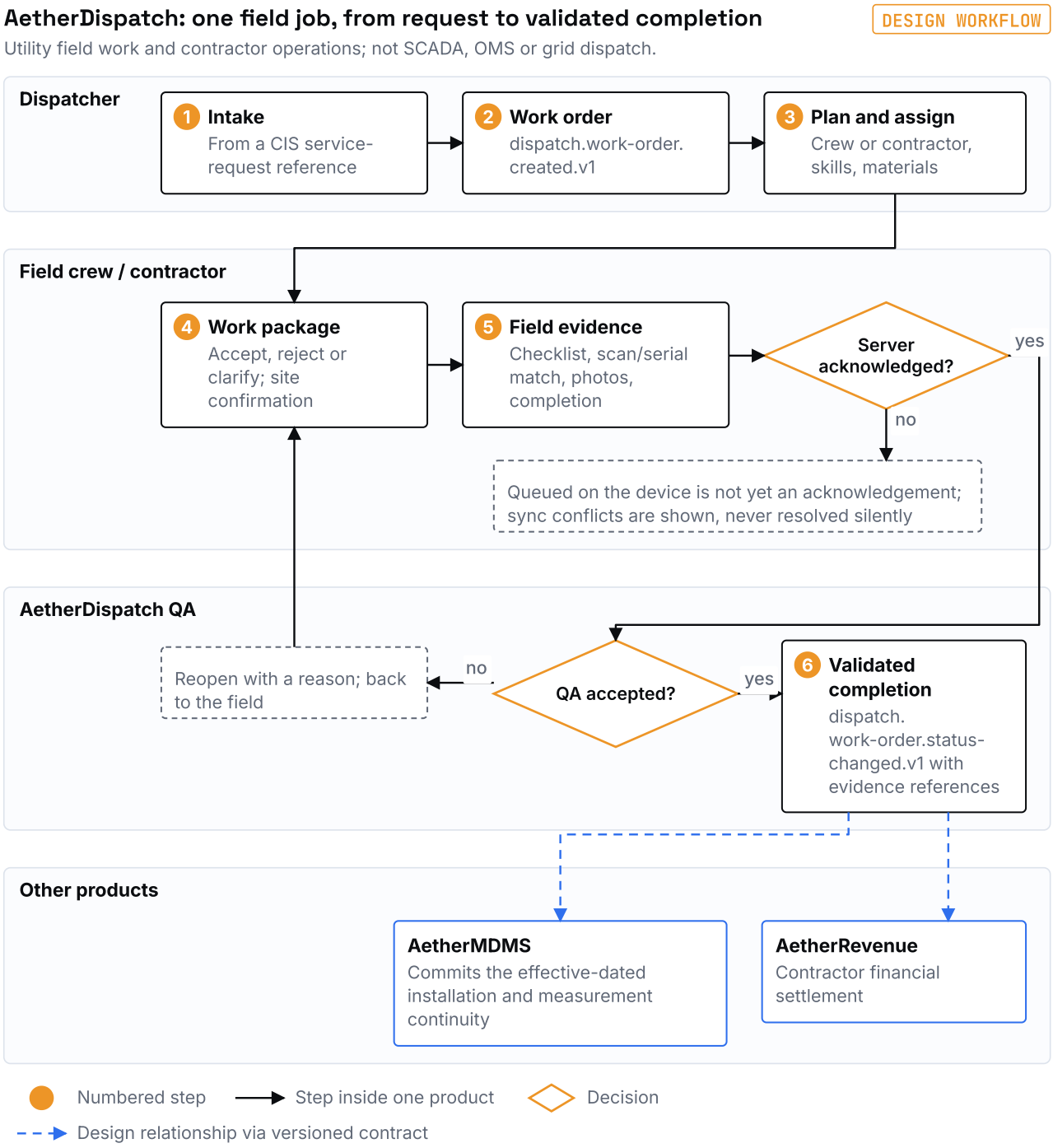
One meter job, from request to installation

The approved design follows a single job. A CIS service request for a new connection or a meter replacement reaches Dispatch as a reference, because CIS keeps the identity and lifecycle of the request. Intake validates it and creates a work order that carries the work type, priority, territory and due time, the references that tie it to the service point, the metering point and the site, and the skills the crew must hold.

The dispatcher then plans the job. Required skills and territory are matched to a crew or contractor, the calendar shows appointments and crews, and a schematic map places the job and the crew. The crew lead receives a field package, accepts it, rejects it or asks for clarification, follows the route and works through the checklist. At the meter the technician matches the meter serial number, confirms the site, and records photo, reading and seal evidence before closing the job.

When the crew cannot get in, finds a safety problem or lacks a part, the exception goes back with its reason and the visit is rescheduled. A QA reviewer inspects the evidence. A job that fails is reopened with a reason and returns to the field for correction or a revisit. A job that passes becomes a validated completion that

Dispatch hands to AetherMDMS through a versioned contract, and MDMS commits the effective-dated installation. Dispatch never rewrites what MDMS holds.



DESIGN WORKFLOW Design workflow of one field job. The dashed lines are design relationships through versioned contracts, not running integrations.

Who works in it

The **dispatcher** turns validated requests into assigned work and watches the calendar and map. The **crew lead and technician** carry the field package, the checklist and the evidence. The **contractor supervisor** sees assignments and capacity and answers QA corrections. The **QA reviewer** decides whether evidence is good enough to close a job. The **field-operations manager** looks across all of it: reopened jobs, revisits, and the first-time-fix and contractor analytics.

Three situations a field organization knows

These illustrate the intended responsibility of the product. They are not customer cases.

A new connection by an in-house crew. The dispatcher opens the work order for a single-phase new connection and checks the service request, metering point and site references it carries. The planning view shows which crews in the territory hold the skills the job needs, and the dispatcher assigns one before the due time.

1 One work order: job, assignee, due time and the CIS and MDMS references it carries

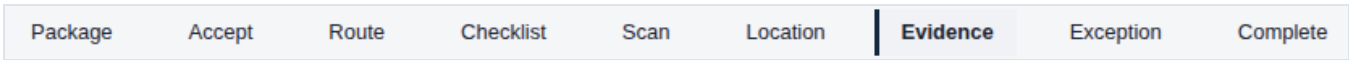
Work order	WO-2026-0842
Title	Single-phase meter installation, new connection
Type	METER_INSTALL
Status	ASSIGNED
Priority	P2
Territory	TER-NORTH
Assignee	CREW-A1
SLA due	2026-09-03T15:00:00Z
CIS service request (reference)	SR-2026-11407
MDMS metering point (reference)	MP-100200
Site (schematic)	12-4 Hwarang-ro, Seo-gu (schematic)
Skills required	SKILL-MI, SKILL-SAFE-LV
First-time fix	OPEN

PRODUCT SCREEN · DEMONSTRATION DATA A work order in the evaluation interface, shown with demonstration data: the job, status, priority, territory, crew and due time, the CIS service request and MDMS metering point it references, a schematic site and the required skills.

A meter replacement through a contractor. A contractor supervisor reviews the assignments and the contractor's capacity, accepts the work and sends crews out. After the visit a QA reviewer asks for a clearer site photo. The supervisor sees the correction request in the contractor portal, together with the settlement status, which AetherRevenue owns and Dispatch only displays.

An exception at the door. A technician arrives and cannot get in, finds an unsafe installation or has no spare part. The exception and its reason return to the dispatcher, who reschedules. If a finished job later fails QA, it is reopened, and the field-operations manager sees the revisit alongside the others.

1 Field work package steps, from package to completion



PRODUCT SCREEN · DEMONSTRATION DATA The step bar of a field work package in the evaluation interface, in demonstration mode: Package, Accept, Route, Checklist, Scan, Location, Evidence, Exception and Complete. The strip shows the sequence of steps only. It does not show a photo, a reading, a seal record or an upload.

What stays with other products

AetherCIS owns the service request. AetherMDMS owns the validated, effective-dated installation and measurement continuity. AetherGIS owns spatial truth, so the Dispatch map is a schematic projection. AetherRevenue owns financial settlement. Dispatch works from versioned contracts and projections, reads no other product's private store and writes nothing across product boundaries. It covers utility field work, not grid, SCADA or OMS dispatch.

Availability and evaluation conditions

The scenarios above describe the approved product design. The current edition is a browser evaluation interface running on deterministic demonstration data, so the dispatcher workspace, the field app and the contractor portal can be reviewed screen by screen. It opens without records by default and shows demonstration data only when that mode is chosen. Its action controls say what they would do and which integration they would need, and none of them runs a job.

Optimizer runs, scanner, camera and NFC access, positioning, signature capture, persistent offline storage, resumable upload and contractor payment are not established by this edition. The map is schematic, and the acknowledgements and percentages on screen are synthetic. A deployment would also need a Dispatch backend, authentication, a private store, field software on the device and approved contracts with the neighbouring products. Document edition 2026.10 is not a product release, and no certification, capacity, service level or customer outcome is claimed.

Talk to us

If your meter installation and replacement work crosses crews, contractors and several systems of record, the ARCHAI team can walk you through how AetherDispatch divides those responsibilities.