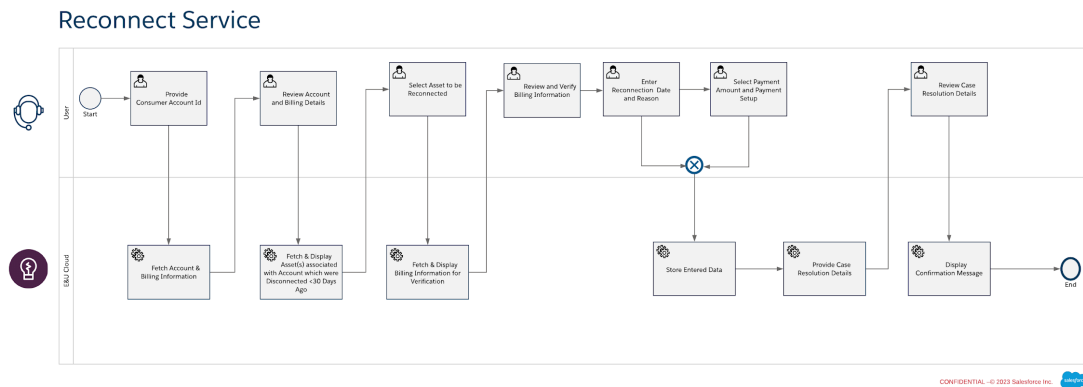


# Reconnect Service

The "Reconnect Service" process guides a customer or user through the steps to Reconnect Service for an Account that was disconnected for non-payment related reasons.



## Overview

The Reconnect Service process guides a front office user or customer through the steps to Reconnect Service after disconnection due to non-payment related reasons.

## Use Case Scenario

An Energy Consumer or Business requests a Reconnection Service.

The user or customer selects the Reconnect Service action. The user or customer is guided through the reconnection process. The user or customer selects the product for reconnection, enters the reconnection details and makes a payment to complete the reconnection.

## Assumptions

1. The Payment Options screen will calculate the Amounts for each payment option and the updated account balance when a payment option is selected.

## User Story

1. The User or Customer must be provided with the Account and Billing details.
2. The User should be provided with a list of assets who's disconnection date is not more than 30 days.

3. Based on the selected Asset(s), the user must be provided with the Billing profile of the associated Billing Account.
4. The User must be allowed to enter Reconnection Date and Reconnection reason to proceed with payment setup.