

Good day everyone,

Attached you will find information in reference to the D2Lite Survey.

Several times we have technicians or supervisors requesting to have the D2 lite survey removed from their job since they cannot close the job.

Please see the below procedure.

Technicians are required to complete D2Lite surveys whenever they are presented on their handhelds.

The process of completing the survey will deem the property either eligible or not eligible.

Be Aware: If a survey is presented to you and you do not fill it out completely, you WILL NOT be able to close the work order!



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D2Lite survey is completed by the tech on his handheld.

They survey determines if they are eligible for D2Lite, which eliminates the need for every customer in the building to have an ODU.

This is for small MDU properties. The survey cannot be deleted and there isn't a way for dispatch to assist.