# Meter/ZEV

- Meter Monitoring Server (EC)

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## Monitoring on the server

The system checks whether meter readings have been received within a defined time period.

- If **no meter readings** are **received** within **24 hours**, an alarm is triggered.
- If **no change in the meter readings** is **detected** within **24 hours**, an alarm is also triggered.

When an alarm is triggered, either a ticket is automatically created for our support team, or an email is sent to the relevant integrator. The support team investigates the cause and processes the ticket without the customer needing to intervene.