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Subject: OTC work at NON-CONTACTLESS SITES

Importance: High

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Attn: NEE Service Managers and DSS Subcontractors

Please note that effective immediately if your technicians arrive at a site for an OTC installation and find that the site does not have contactless currently installed, they will still be required to **perform all OTHER OTC work** (s/ware upgrade, TCR switch fixes, PAM board change as necessary etc....).

They are not to upgrade the site with new GCMs if no contactless is currently installed.

Please contact your local NEE service office if you require any further clarification.

Thank you,
Nama Namasivayam