

EXPLORE THE POSSIBLE

11 - Intellihub Forms Defects/Life Support

Whole Current Metering Induction



PR 1367 – Customer Installation Defect Notification Process

Customer Defects

1. Purpose

- This procedure describes the IntelliHUB customer installation defect notification process, to ensure that:
- appropriate action is taken when a defect is identified;
- customers, supervisors, IntelliHUB and Retailers are correctly notified of customer installation defects

2. Scope

This procedure applies to Field Service Providers (FSPs), installers and IntelliHUB Operational staff involved with the installation, maintenance and testing of IntelliHUB metering equipment.

Customer installation defects cover three categories:

1. Level 1 Defect
2. Level 2 Defect
3. Level 3 Defect

Review 'PR 1367 Customer Installation Defect Notification Process' via ShareFile

PR 1367 – Customer Installation Defect Notification Process

Customer Defects Continued

Level 1 Defect

A Level 1 defect is the identification of an unsafe customer installation that requires disconnection of part or whole of an electrical installation. Level 1 defects may include but are not limited to; damaged or exposed submains and VIR cabling, failed NST testing, severely damaged metering enclosures and/or equipment, damaged Point of Attachment (POA) connections and pillar boxes identified by risk assessment.

For Level 1 Defects **the installer must not proceed with the meter installation/exchange** and must take appropriate steps to make safe including-

- If the customer is on site Immediately inform the customer of the unsafe situation and the steps to be taken.
- Isolate the supply, prove de-energised and apply a warning tag, if possible.
- Issue a defect notice *FM 1362 Customer Installation Defect Form* to the customer or leave at the property.
- Include a copy of the defect notice in the field mobility tool.
- Inform their supervisor and/or the intelliHUB State Operations Manager immediately when safe to do so.
- Guard the installation until it has permanently been made safe/handed over to an authorised LNSP representative as required.

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Customer Defects Continued

Level 2 Defect

A Level 2 defect is the identification of a customer installation defect that requires the customer to facilitate rectification works prior to the installation of the meter. Level 2 Defects may include but are not limited to sites requiring installation of a Meter Protection Device (MPD) that cannot be isolated at the Service Protection Device (SPD), friable asbestos, VIR cabling, damaged/ deteriorated metering enclosures and equipment, damaged POA connections and pillar boxes identified by risk assessment as not immediately hazardous and not requiring disconnection of supply.

For Level 2 Defects **the installer must not proceed with the meter installation/exchange** and must take appropriate steps including-

- If the customer is on site Immediately inform the customer of the defect and the steps to be taken.
- As required perform temporary rectification works.
- Issue a defect notice, *FM 1362 Customer Installation Defect Form* to the customer or leave at the property.
- UTC the job and include a copy of the defect notice in the field mobility tool.
- Immediately inform their supervisor and/or the intelliHUB State Operations Manager should the customer make a complaint.

PR 1367 – Customer Installation Defect Notification Process

Customer Defects Continued

Level 3 Defect

- A Level 3 defect is the identification of a minor installation defect that provides a recommendation for the customer to facilitate rectification works. Level 3 Defects may include but are not limited to deterioration of electrical equipment currently in a serviceable condition (e.g. some rusting of the meter box) and loose or cracked neutral link covers identified by risk assessment as very minor enabling the meter installation to proceed without the meter installer being at risk of receiving a defect from the various regulators.

For Level 3 Defects **the installer may proceed with the meter installation/exchange** and take appropriate steps including-

- If the customer is on site inform the customer of the defect and recommended steps to be taken.
- Issue a defect notice, *FM 1362 Customer Installation Defect Form* to the customer or leave at the property.
- Record a copy of the defect notice in the field mobility tool.
- Immediately inform their supervisor and/or the intelliHUB State Operations Manager should the customer make a complaint.

PR 1367 – Customer Installation Defect Notification Process

Customer Defects

- When a defect is identified on-site that is outside the scope of metering works and requires customer rectification (e.g. engage an electrical contractor to rectify). The Following must be completed:
 - The technician must complete **'FM 1362 Customer Installation and Defect Form'** onsite;
 - A photo of the defect form must be captured via the OFSC Work Order;
 - A paper copy must be left with the customer
 - If required, a copy to be passed on to the relevant LNSP (e.g. Ausgrid, Energex, SAPN)

FM 1362 Customer Installation Defect Report Form

Customer Name: _____ Retailer: _____
 Site Address: _____
 Meter Number/s: _____ NMI: _____

Overhead Underground No. of Phases 1 2 3

While attending the above site to replace/inspect the electricity meter, the attending metering installer noted that the electrical installation does not comply with relevant regulations (Defect).

The Defect must be rectified by a suitably qualified person and where required the appropriate Certificate of Electrical Safety issued, as required by the relevant jurisdictional regulations. Notification of this Safety Advice has been provided to the appropriate Local Electrical Safety Authority, which may lead to disconnection or isolation by this Authority if the Defect is not rectified.

Level	Category	Description	Non-compliance Category	Defect Location
1	Hazardous	Immediate threat to health and safety, electrical installation unsafe and is likely to cause electric shock or damage to property.	Non-compliance Category 1 (NCC1)	
2	Non-Compliant	Non-hazardous defect present no immediate health and safety risk but is likely to prevent the meter exchange from occurring.	Non-compliance Category 2 (NCC2)	

Defect Location

A Board Overhead Line Connection Box
 B Customer Meter Installation
 C Customer Point of Attachment
 D Incoming Overhead Mains Supply Cable
 E Customer Meter Box
 F Customer Meter Board
 G Inside

Indicate on the picture the location of the defect, provide additional comment / description as required.

Customer Name: _____ Signature: _____ Date: _____
 Once Defect has been rectified, please notify your Energy Retailer.
 INTELLIHUB / Acumen Metering Installer: _____ Signature: _____ Date: _____
 Field Service Provider: _____

THIS NOTICE REFERS ONLY TO THE 'DEFECT' IN THIS ADVICE AND DOES NOT EXCLUDE THE POSSIBILITY OF OTHER INSTANCES OF NON-COMPLIANCE

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Life Support Customers

When isolating a customer premises that is listed on the Work Order as 'Life Support', the following must be completed:

- The customer must be on-site and agree to have their supply interrupted
- The OFSC Work Order will provide a mandatory electronic form for the customer to sign which provides customer acceptance
- Please ensure '**FM 1201 – Life Support Interruption Approval Form**' is available in the event OFSC is not functioning

- **Note: In the event a customer advises they are on Life Support and the Work Order does not state this information, the technician must cease work, UTC the Work Order and advise their supervisor/Intellihub representative.**

Review 'FM 1201 – Life Support Acknowledgement Form' via ShareFile

FM1201 - Life Support Interruption Approval Form

intelliHUB

LIFESUPPORTCUSTOMER NMI:

Dear Customer,

We need to interrupt your supply to undertake installation or maintenance of Electricity Metering. Your premise has been identified as containing life support equipment and before we start the works we required you to confirm the below.

Agreement of Life Support Customer

I consent to the supply interruption detailed below and confirm that the life support equipment at the premise is functioning by an alternative supply or is not required during the interruption timeframe.

I confirm I have received at least 4 business days' notice of the supply interruption. I confirm I am the account holder or am over 18 years old and authorised by the account holder to sign this form.

Name

Address

Date / / Between the hours of : and :

Signature

Please be aware that the metering team will not be liable to pay compensation for damage, loss, or inconvenience suffered due to the interruption.

- Disconnecting any electronic equipment such as computers, printers, media players, televisions and electronic timers from the power outlets
- Switching off three phase motors such as those used in air conditioning units and garage doors.
- You do not need to switch off or adjust your solar energy system before or during the interruption.

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