### **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.



### PR 1367 – Customer Installation Defect Notification Process

#### **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.

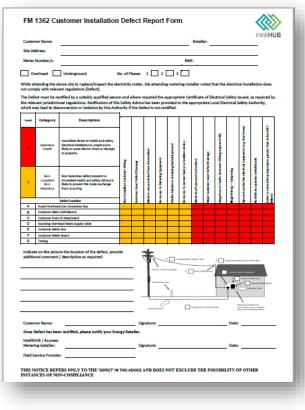


### **PR 1367 – Customer Installation Defect Notification Process**

#### **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)

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





PR 1367 – Customer Installation Defect Notification Process

#### **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* 

