

## Category A- Emergency

Immediately report to the DB by telephone

Asset Condition Code	Code Description
A04	Physical damage to cut-out/service cable requiring immediate action

### Description:

The DB equipment shows signs of damage with the presence of voltage or broken or severely cracked casing. Internal parts may be exposed or there may be the presence of voltage on a black plastic or phenolic cut out. (See detailed guidance below). Examples of damaged cut-outs and distribution boards include:

~~Exposed live conductors~~  
~~Missing or broken covers~~  
~~Exposed live parts~~

~~Conductive material likely to cause danger.~~

- ~~Presence of voltage on a black plastic or phenolic cut out. (See detailed guidance below)~~

Examples are shown in the photos on the next page.

Examples of damaged service cables include:

- Squashed / deformed service cables (e.g. the cable is squashed flat)
- Cables with severely damaged outer sheathing (e.g. where the conductor itself is visible)

This fault code ~~does-should~~ not ~~include-be used for removed~~ knock-outs or missing plugs for the provision of ~~an-a~~ PME earth connection.

### Actions:

- Contact the DB immediately by telephone – report code A04.
- Remain on Site until the DB staff arrive, unless you are satisfied that you can make the service position safe and secure. (Not applicable for surface voltage issues)
- Note that the cut-out or distribution board (but not the service cable) can often be made safe by the use of appropriate voltage rated shrouding – follow your company policy. (Not applicable for surface voltage issues)
- Continue to monitor the situation, and inform DB if situation deteriorates.
- If you choose to leave the Site, make sure you tell the DB that you are leaving and inform the Customer to remain on Site until the DB arrives or until the DB gets in contact to arrange, so that they know to make contact with the Customer for access.

### Further details on black plastic or including phenolic cut outs

A potential safety issue has been identified with both single and three phase black Phenolic plastic cut-outs installed by DBs across the UK between 1967 and 1992, whereby the plastic casing can in some circumstances become conductive leading to a risk of electric shock and/ or excessive heat.

### Actions:

If, as part of your risk assessment of the work area, you identify that the cut-out ~~might-may~~ be a black plastic Phenolic type cut-out follow these actions:

- Before ~~and-after~~ the ~~installation-of-operation~~ of a ~~meter-cut-out~~ - check for surface voltage on the body of the black plastic cut-out using an appropriate contact voltage indicator (do not operate the DB equipment if a voltage is detected).
- If you discover voltage on the surface of the black plastic cut-out then you should:
  - Contact the DB immediately by telephone – report code A19A04 stating surface voltage present on cut-out.
  - Make the Site as safe as is reasonably practicable.
  - Keep the immediate area clear of obstructions and keep everyone at a safe distance.
  - Remain on ~~site-Site~~ until the DB staff arrive.

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- o Ensure that you have provided the DB with the Customer's contact details and made clear whether the Customer is off supply.
- o Continue to monitor the situation, and inform DB if the situation deteriorates.

Note: Where no surface voltage is recorded report the presence of the Phenolic cut-out to the DB using code C17

#### Black Plastic (Phenolic)



**Commented [BW1]:** ACTION - Group to check if they can find better photo examples  
ACTION – Provide captions for each of the pictures explaining what they are showing

**Commented [BW2]:** Remove reference to live screw and reference broken cut out