



Guidance for collating incident evidence

Where we find instances such as cross polarity, loose connections at meter or cut-out, or general poor workmanship by meter operators.

- Save photos on job of initial findings prior to progressing
- Add photo of rectification work
- Record meter seals and photo - bag and tag relevant evidence if required
- Check supplier details and history with customer
- Compile a report detailing your findings and thoughts on job
- Record with Control and post install log message

As the first person on the scene you have a responsibility to assist. Information you capture will be addressed directly with the meter operator and help with finding a root cause and stop it reoccurring.



Industry smart intervention categories for meter operators

Cat A Emergency 3 Hour Response	
A01	Signs of overheating
A03	Defective fuse carriers
A04	Physical damage requiring immediate attention
A05	Signs of burning smoking or arcing
A07	Exposed live conductors
A10	Earthing Issue - Immediate Risk
A12	Damaged Asbestos component in DB cutout
A14	Polarity identified as incorrect at cutout
A15	Service location / environment - Immediate Risk
A17	Live unearthed metal clad cutout
A19	Surface voltage on plastic cutout

Cat C - Asset Condition Report	
C02	Signs of bitumen compound leaking
C03	Fuse rating less than 60 A
C06	Metal clad cutout
C07	Unable to seal cutout
C11	Asbestos component in cutout
C14	Customer fed from distribution board
C15	Incoming service to cutout is VIR or MICC
C16	Cutout mounted on asbestos meter board
C17	Black plastic cutout
C18	Rewireable fuses in cutout
C19	Single insulated conductor phase or SNE neutral
C20	Missing CNE earth cover on cutout

Category B - Remedial Work	
B01	Fuse carrier welded into cutout
B02	Cutout loose on meter board
B03	Damaged missing phase barriers
B04	Damaged / Broken cutout terminals or screws
B05	Non withdrawable fuse by design
B07	Cutout issue preventing replacement of meter tails
B08	Unhinged cutout with missing phase barriers
B10	Unearthed metal clad cutout
B11	Cutout with fused or removeable neutral link
B12	DB owned CT metering equipment issue

Cat A - Emergency Report - immediate attention required supported by a 3 hour response SLA - where follow up is required - call local faults scheduler to arrange appointment - a clear plan of work is required with pictures saved of the cutout open and closed highlighting the issue and if excavation is required, pictures of the area to excavate with cable position marked out.

Cat B - Non urgent remedial work provided via data flow - for issues normally preventing the meter exchange these are scheduled from the regional scheduling centre - If resources are unable to carry out work at first visit - Consider options with line manager while on site, agree work plan to resolve, arrange appointment with customer and provide supporting photographs - For B11's must also check adjacent properties for similar cutouts.

Cat C - Asset Information provided in data flow by the Meter Operator - These jobs would not automatically raise work requests