

# National Grid Electricity Distribution Category A update

While NGED are in the process of building an external facing reporting process to allow images to be sent for any category A or B defects, an interim solution is being trialled in four areas for category A codes only.

The initial trial was held in Birmingham City areas only for ten days in late February with over 80% uptake, and it is now going to be used across Birmingham, Leicester, Taunton and Swansea areas before being rolled out across all areas by the end of March 2024.

The MEM will call in with the A code defect as normal and all the standard triage questions will be completed as usual. Once established what the defect is and whether the MEM is remaining on site the MEM will be asked if they can send in an image.

If they are able to do so then the call handler will ask the following –

- “Thank you for logging the defect, could you please help us by sending a photo of the defect on the DNO asset to our email inbox”
- If yes... “thank you, I will now send you a text with the email address, can you please include the postcode of the property and the following call reference in the subject line of the email”

A text will be sent to them which contains an email address –

- “Thank you for your call, Can you please email a photo of the defect to [dispatchenquiries@nationalgrid.co.uk](mailto:dispatchenquiries@nationalgrid.co.uk) and include the following in the subject line 1. The call reference number \*\*\*\*\* and 2. The postcode of the property.”

Once the Call has been logged and the text sent 20 minutes are given for the response and image to come through. If it is not received in this period, the dispatcher will raise the call and dispatch the NGED First Responder to site.

If the photo is received within the allotted time, the dispatcher will pass the photo through to the relevant local team for evaluation of the image ahead of next steps.

**If the call requires immediate attendance the Technician/Fault TM will advise dispatch that attendance is required as per the MOCOPA Guidance document process and they will send out the relevant resource as advised by the local depot.**

**However, if the evaluation deems the DNO equipment to be safe or has been made safe by the MEM, the local team will raise an enquiry for attendance required at a later date (within 10WD ideally) and will attach the photo to the enquiry. Contact will be made to the customer to arrange an appointment ASAP.**

**Please remind all staff of the new process within NGED if working in the four areas detailed. If the MEM has no ability to send images through email then the call will be treated as a standard category A defect call.**

**Going forward NGED are working on an open URL reporting form which will allow any category A and B code defects to be reported with images, and the latest customer contact details. This platform will hopefully be available in late Q2 2024.**