ESB Networks
JobAid

NPA De-Energisation:

De-Energisation Successfully Completed on First Visit to Site.

Supervisor Actions

- Schedule job for action and completion within 5 days of receiving service order.

Network Technician Actions

- Contact ACO by phone from site to update.

- Leave letter at premises. *(Use letter for "Process 1")*

- Finish the call in Areas on same day, giving details of meter readings.

- Return CX (with MPRN status showing de-energised) to Database within 24 hours.

ACO Actions

- Take phone call from NT on site giving details on status of job.

- E-mail Supplier using standard template (N.P.A. De-Energisation Action Report) immediately after phone call is received from NT.
  Email should include 3 numbers: (i) MPRN (ii) Networks' Service Order No. (iii) Supplier's Purchase Order No.

Process 1 - NPA De-energisation where Networks completes De-Energisation on the first visit

Supplier

| NPA De-energisation requested via market message | | Supplier receives E-Mail | Transactional charge included in Supplier monthly Invoice | Supplier receives market message |

E S B Networks

Call scheduled on ESB Areas system → NPA De-energisation effected. NT leaves letter with Supplier's Phone No. → NT phones back details to local NS office → E-mail sent from local ESB Network Services inbox to Supplier confirming de-energisation details

Supplier is invoiced as per approved charges

NPA De-energisation Notification via market message

NT reports call as finished on the Areas System on same day → CX returned to Database and updated on SAP

■ ACO Actions
■ Network Technician Actions
■ Supervisor Actions