Networks
JobAid

NPA De-Energisation:

De-Energisation of Premises NOT Successfully Completed.

Supervisor Actions

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

- Where second visit is necessary (ref. scenario 6 & 7 overleaf), ensure that job has been rescheduled for action and completion within 3 days of the first site visit.

Network Technician Actions

- There are nine different scenarios that can arise resulting in the de-energisation request not being actioned (Refer to the Flow Chart on reverse of this Job Aid). For seven of these, (1-5 and 8-9), the call is finished on Areas after a single site visit with the status remaining as energised. **In cases where there is no access to meter position, outside de-energisation must be carried out wherever possible on this single visit.** Contact the ACO by phone from site with the result for scenarios 1-5 & 8-9.

- There are two scenarios where a second visit must be carried out:
  Scenario 6: No adult present (i.e. children in the house without an adult)
  Scenario 7: No Access and requiring substantial additional resources to undertake an outside de-energisation.
  In these cases, reschedule the call in Areas for a second site visit to be carried out within 3 days of the first one.
  On finishing the second visit, whether successful or not, contact the ACO by phone with the result.

- In scenarios 2,6,7 & 8, a letter is left at the premises. (Use letter for Process 2)

- Finish the Call in Areas on the same day with appropriate status depending on the scenario.

- Forward the CX to Database (with MPRN status box ticked as energised).

Note: This is the only time where we finish a call in Areas but we have not actually done what the CX required.

ACO Actions

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

- E-mail Supplier using standard template ("Was NOT N.P.A. De-Energised") on same day as site visit. Email should include 3 numbers: (i) MPRN
  (ii) Networks' Service Order No. (iii) Supplier's Purchase Order No.

Note: For scenarios 6&7, it is important to be aware of the possibility of cancellation requests being received in workflow.

Process 2 - NPA De-energisation where Networks does NOT effect De-Energisation

Supplier

NPA De-energisation requested via market message

Supplier receives E-Mail

Supplier decides on follow up action

Transactional charge included in Supplier monthly Invoice

ESB Networks

Call scheduled on ESB Areas system

NT calls at premises

1. Customer indicates there is a sickness or bereavement in the house

2. Premises is vacant and cannot be de-energised outside without incurring substantial extra cost for which Supplier is liable

NPA De-energisation NOT effected. NT leaves letter with Supplier's Phone No.

3. Supplier's Authorised person does not answer phone when customer makes call.

4. Customer makes arrangement over phone with Supplier who then instructs Networks to withdraw

5. Customer has already paid but Supplier has failed to cancel call, and Supplier then confirms this when customer makes phone contact.

*** Ref: Scenarios 6 & 7 If de-energisation is successful on second visit, Process 1 applies for completion of this Service Order**

6. No adult present at when first call is made

Call rescheduled within 3 days on Areas

No adult present when second call is made *

NPA De-energisation NOT effected. NT leaves letter with Supplier's Phone No.

7. No access on first visit. Premises appears occupied. Cannot be de-energised outside without incurring substantial extra cost for which supplier is liable

Call rescheduled within 3 days on Areas

No access when second call is made *

NPA De-energisation NOT effected. NT leaves letter with Supplier's Phone No.

8. Staff safety cannot be ensured without incurring substantial extra cost for which Supplier is liable

NPA De-energisation NOT effected. NT leaves letter with Supplier's Phone No.

9. Supplier accepts COLE at premises and instructs Networks to withdraw

NT phones back details to local NS office a.s.a.p.

Call finished on Areas - status remains energised

E-mail sent from local ESB Network Services to Supplier confirming site visit was made, and the reasons for not carrying out the de-energisation

Supplier is invoiced as per approved charges

CX returned to Database

- ■ **ACO Actions**
- ■ **Network Technician Actions**
- ■ **Supervisor Actions**