

Vacant Premises:

De-Energisation not Completed.

Supervisor Actions

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

Network Technician Actions

- There are four different scenarios that can arise. *Refer to Flow Chart on reverse of this Job Aid.*
- Update ACO by phone from site with full details.
- Reschedule the Call in Areas to facilitate subsequent cancellation by ACO.
- Time & Date of site visit required.

ACO Actions

Scenario 1, 2 & 3

- ACO will send e-mail to the Supplier using standard template ("MPRN 10***** Request for De-Energisation of Vacant Premises") immediately after the site visit. (This email will include a reminder to the Supplier to issue a cancellation request for this Service Order) Email should include 3 numbers: (i) MPRN (ii) Networks Service Order No. (iii) Suppliers Purchase Order No. Supplier's Email address is: *DataBase.Supply@esb.ie*

Scenario 4

- ACO will send an e-mail advising if chargeable or non-chargeable once cancellation request is received in workflow. Email should include 3 numbers: (i) MPRN (ii) Networks Service Order No. (iii) Suppliers Purchase Order No.

Note: It is important to check workflow on an hourly basis for cancellation requests issued by Supplier. Related service orders should be cancelled immediately on receipt of request in workflow.

Process 4 - Vacant Premises De-energisation where Networks does not effect De-Energisation

