Jemena Limited

AMI - Operational Management Plan

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Owning Functional Area

Business Function:	Network Assets – Electricity Metering

Review Details

Review Period:	Revision Date/Last Review Date + 2 years
NEXT Review Due:	01/10/2027

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1. Step 1: Communication & Letter Drop & Site Scoping & Initial Risk Assessment

1.1 Communications & Stakeholder Management Plan

- Develop a communication management plan and align on requirements
- Prepare Letter of Notification of Works
- Setup Master Sheet (incorporate all meters and relevant site and task information)
- Communicate external contact details and processes to internal stakeholders, e.g. Customer Care and Contact Centre

1.2 Site Visit & Visual Inspection

1.2.1 Assess site access

- Verify that the site provides safe and unobstructed access to the meter location. This includes checking for locked gates, narrow or uneven pathways, and any other physical barriers that may impede personnel or equipment.

1.2.2 Vegetation Management

- Identify any vegetation such as overgrown shrubs, trees, or vines—that may interfere with access to the meter or pose a safety risk. If vegetation clearing is required, ensure appropriate arrangements are made before work commences.

1.2.3 Asbestos Assessment

- Conduct a visual inspection for materials that may contain asbestos, particularly in older installations. If asbestos is suspected, cease work immediately and follow established asbestos management protocols, including notifying relevant stakeholders and engaging licensed professionals.

1.2.4 Electrical Wiring

- Inspect all visible wiring associated with the meter installation. Look for signs of damage, wear, or non-compliance with current electrical standards. Any deficiencies must be addressed prior to proceeding with the replacement.

1.2.5 Fascia Condition

- Examine the fascia board or mounting surface for structural soundness. Check for signs of rot, cracking, or instability that may compromise the secure installation of the new meter. Repairs should be completed as necessary.

1.2.6 Meter Box Integrity

- Assess the physical condition of the existing meter box, including its structural integrity, cleanliness, and security. Look for corrosion, broken components, or missing covers. The meter box must be in suitable condition to support the new installation.

1.3 Photographic Documentation

1.3.1 Site Overview

- Capture wide-angle images that show the general layout of the property and the meter location. These photos should provide context for the installation environment.

1.3.2 Access Points

- Photograph all relevant access routes to the meter, including gates, pathways, driveways, and any potential obstructions. This helps verify accessibility and identify any logistical challenges.

1.3.3 Meter Panel

- Take clear, close-up images of the existing meter panel, including the meter, wiring, and mounting surface. Ensure any visible damage, wear, or irregularities are documented.

1.3.4 Vegetation Clearance

- Document any vegetation near the meter that may require trimming or removal. Include images that show the extent of overgrowth and its proximity to the work area.

1.3.5 Service Condition

- Photograph the condition of the electrical service infrastructure, including cables, conduits, and connection points. These images should highlight any concerns related to safety, compliance, or required upgrades.

1.3.6 Fascia Condition

- Capture detailed images of the fascia board or mounting surface where the meter is installed. Photos should clearly show any signs of rot, cracking, warping, or other structural issues that may affect the secure installation of the new meter.

1.4 Record Existing Meter Data

- Identify and record the type of meter currently installed (e.g., single-phase, three-phase, smart meter, etc.).
- Document the unique serial number of the existing meter.
- Confirm and record the full site address where the meter is located. Ensure the address matches internal records and is clearly legible in all documentation.
- Capture the precise geographic coordinates (latitude and longitude) of the meter location.
- If any preliminary tests are conducted on the existing meter (e.g., voltage, load, or functionality checks), record the results clearly.

1.5 Identify Site Non-Compliances Issues

1.5.1 Asbestos Presence

- Visually inspect for materials that may contain asbestos, particularly in older meter boxes, mounting surfaces, or surrounding structures.

1.5.2 Unsafe Wiring

- Identify any exposed, damaged, or non-compliant electrical wiring in or around the meter installation area.

1.5.3 Structural or Physical Damage

- Assess the site for any structural issues or physical damage that could compromise the safety or stability of the meter installation. This includes damage to the meter box, fascia board, mounting surfaces, or surrounding infrastructure.

1.5.4 Previous Poor Installation

- Look for signs of substandard or non-compliant previous installations, such as improper mounting, incorrect wiring, or use of unsuitable materials.

1.6 Site Analysis & Scope Development

- Perform site analysis & develop Statement of Work (SoW)
- Develop installation & meter configuration requirements
- Conduct customer tariff analysis & mapping
- Identify risks & update risk register and Risk Assessment (RA)

1.7 Master Sheet Update

- Consolidate site data, photos, and notes into the master register

1.8 BoM & Logistics Planning

- Develop Bill of Materials (BoM)
- Firm up Statement of Work (SoW)
- Develop logistics & delivery plans

1.9 Establish & Maintain a dedicated customer call centre

1.9.1 Call Centre Setup

- The call centre must be fully equipped to manage all customer interactions related to the meter replacement program, Monday to Friday [8am] to [6pm]. This includes both inbound and outbound communications such as scheduling appointments, providing outage notifications, responding to enquiries, confirming service details, addressing defect-related queries, and managing escalations.
- The call centre must be equipped to handle calls transferred from JEN's contact centre between the hours of [8am] to [6pm] Monday to Friday, and have back up processes for recording details of calls when the call centre is not available.
- All customer interactions must be logged in the appropriate system and handled promptly and professionally to ensure a consistent and high-quality customer experience

1.9.2 Full-time on Call Role

Recruit and appoint a full-time customer support officer, and this role is responsible for:

- Responding to customer enquiries and concerns in real time

- Logging all interactions in the ME system or equivalent Upvise
- Coordinating with field teams to provide updates and resolve issues
- Managing escalations and ensuring timely follow-up

1.9.3 Customer Escalation and Complaints Management

- Implement a structured process for managing customer escalations and complaints that is aligned to JEN's values and its obligations under the Electricity Distribution Code of Practice administered by the Essential Services Commission. . This includes identifying issues, assigning appropriate resolution pathways, and ensuring follow-up actions are completed. All complaints must be documented, tracked, and resolved in accordance with service standards and regulatory requirements.

1.9.4 Support tools and Documentation

- Standardised call scripts for common scenarios
- Access to real-time scheduling and installation data
- Escalation matrices and contact directories
- Templates for customer follow-up and issue tracking

2. Step 2: Outage Planning & Customer Carding

2.1 Outage Scheduling

- Use Project Outage Coordination Management (POCM) system to allocate outage time slots. This includes selecting time windows that align with customer availability, network constraints, and operational requirements. All scheduled outages must be logged and confirmed within the system.
- Use ME to deploy schedule and tasks

2.2 Outage Evidence Logging (ME)

- Record time, date, area, crew assignments, and estimated restoration time

2.3 Customer Outage Notification (Carding)

2.3.1 Digital Carding

- Where applicable, issue digital outage notifications to customers via approved communication platforms (e.g., SMS, email). These notifications must include the scheduled outage time, expected duration, and contact details for further assistance.

2.3.2 Physical Carding

- A printed outage notification card must be delivered to the premises in advance of the scheduled outage. The card must clearly state the outage details and provide emergency contact information and involves:
- Travel time
- Verification of site details
- Addition of the customer site details to the electronic notification system for on-the-day electronic reminders
- Call centre support for questions regarding the cards.

2.3.3 Evidence Recording

- All carding activities (digital and physical) must be recorded in the ME system against the relevant customer node or meter. This includes timestamps, delivery method, and confirmation of receipt where applicable.

2.4 Risk Assessment (RA) Update

- Reflect all new hazards for installation day

2.5 System Use

- Use Upvise for planning & post-installation data capture

2.6 Escalated Case Management

- For complex customer scenarios or sites presenting unique challenges, a tailored approach must be adopted to ensure successful delivery and customer satisfaction. Escalated cases require additional planning, coordination, and documentation beyond standard procedures.

- Develop a customised delivery and upgrade plan for each escalated case. This may include specialised installation methods, modified scheduling, additional resources, or coordination with third-party contractors. Plans should be designed to address site-specific constraints, customer requirements, and any regulatory considerations.

3. Step 3: Installation & Execution

3.1 Develop Site-Specific JSA & SWMS

- Include updated risks and mitigation
- In view of risks, always ensure customer is back on supply within agreed timeframe

3.2 Execute Installation

- Review scope and begin works

3.3 Finalise Scope

- Complete the installation as outlined in Step 1 of the Scope of Work (SoW), ensuring alignment with the AMI electricity meter installation manual, unless defects are identified.
- Develop Escalated Meter Replacement Plan as per defects

3.4 Meter Preparation

- Prior to attending site for installation, all meters must undergo a pre-deployment inspection to ensure they are in proper working condition and meet project requirements. This step is critical to avoid delays, ensure safety, and maintain installation quality
- Inspect each meter before dispatch to confirm it is free from physical damage, correctly configured, and compliant with the required specifications. This includes checking the meter type, firmware version (if applicable), and ensuring all accessories or components are present and intact.
- Any meters found to be faulty, incorrectly configured, or incomplete must be set aside and reported for further assessment or replacement. Only meters that pass inspection should be approved for deployment to site.

3.5 Meter Commissioning Checks

- Perform all relevant tests in accordance with the VESI – Installation Supply Connection & Test Procedures, including specific commissioning checks outlined in the AMI Meter Installation Manual, to verify correct meter operation
- Initiate the supply connection test in accordance with the AMI electricity meter commissioning procedure, including verification of polarity, phase sequence, connection integrity, continuity and integrity of the neutral conductor, as well as the correct installation and operation of the metering equipment

3.6 Post-Installation Requirements

3.6.1 Photographic Evidence

- Capture clear photographs of the completed installation, including the meter, wiring, and surrounding area. These images serve as official records and provide visual confirmation that the installation was completed to standard.

3.6.2 System Data Entry

- Accurately record all relevant installation and customer data into the WAR sheet, ME, Upvise, SAP AMI platforms. This includes meter details, installation time, technician notes, and any site-specific observations. Ensure all entries are complete and submitted in real time or as soon as practicable.

3.6.3 Customer Notification

- Leave a post-installation card at the premises to inform the customer that the work has been completed. The card should include key information such as the date of installation, technician ID, and contact details for any follow-up queries.

3.7 Customer Installation Rejection Handling

- Perform NST (Neutral Supply Test) as per regulatory requirement.
- Record NST results and update records in system.

4. Step 4: Defect Handling & Rectification

4.1 Identify Defects

- Conduct a thorough assessment to determine the nature and extent of any defects present at the site. This may include issues related to the meter installation, electrical wiring, mounting surfaces, or surrounding infrastructure. Each defect should be evaluated for its potential impact on safety, functionality, and regulatory compliance.
- Update master sheet to reflect the defect details

4.2 Notify Customer

4.2.1 Defect Communication

- Contact the customer to explain the nature and extent of the identified defect. This may include issues related to meter installation, wiring, structural damage, or other site-specific concerns. Ensure the explanation is clear, respectful, and includes any relevant safety implications.

4.2.2 Rectification Planning

- Provide the customer with an overview of the proposed rectification plan, including timelines, responsibilities, and any required access or approvals. Where applicable, offer support in coordinating repairs or follow-up visits.

4.3 Implement Defect Rectification

- Undertake all required corrective actions to address the identified defect, whether related to meter installation, wiring, structural components, or previous installation issues. All works must be performed in accordance with relevant safety regulations, technical standards. Ensure that rectification is completed with minimal disruption to the customer and that the site is left in a safe and serviceable condition. Upon completion, update all relevant records and systems to reflect the resolution and close out the defect.

4.4 Coordinate Any Required Outage

- Follow Step 2 process if outage is required

4.5 Update Systems

- Log actions and update customer records as above

4.6 Leave Post Installation Card

4.6.1 Work Completion Confirmation

- Ensure the post-installation card clearly states that the meter replacement has been completed. Include key details such as the installation date, technician ID or name, and any relevant notes regarding the work performed.

4.6.2 Customer Handover & Support

- Use the card to formally hand over the installation to the customer. Provide contact details for customer support, including phone numbers or email addresses for enquiries, feedback, or issue

resolution. The card should also include instructions for next steps, if applicable (e.g., tariff changes, system updates, or follow-up visits).