

Attachment 13 – Ausgrid’s pass through application

Contact Centre Hazard Codes

August 2015



CONTACT CENTRE OMS CODES

Updated: July 2015

PROBLEM CLASS		
→ Domestic	(D)	Residential premise
→ Hazard	(H)	Shocks, wires hanging low
→ Wires Down	(W)	Wires must be on the ground
→ Commercial	(C)	Commercial premise
→ Misc	(M)	Miscellaneous jobs
SUPPLY		
→ NS	No Supply	No power at premise
→ PS	Part Supply	No lights but have power points / vice versa
→ LV	Low Volts	Lights are dim AKA Brown Out
→ HV	High Volts	Reports of volts in excess of 250
→ CK	Check	Supply is on now, may have been going on and off; arcing power points, current in water meter (NOT reported by Sydney Water)
→ 06	Hot Water	No hot water, hot water system fault etc
→ 05	Stove	Hot plate wont turn off, no power to stove etc
→ PI	Sydney Water Investigation	<u>ONLY</u> use this code if call lodged by Sydney Water reporting current in water meter.
→ SU	Sundry	See Reconnection section

HAZARD		
→ SW	Service Wires	Run from pole to house
→ DW	Distribution Wires	Run from pole to pole
→ SH	Shocks	For all reported shocks
→ FR	Fire	<u>ONLY</u> to be used if call lodged by Fire Brigade
→ PA	Point of Attachment	Connection where service wires attach to house
→ PO	Poles	EMERGENCY JOBS <u>ONLY</u>
→ SL	Street Lights	EMERGENCY JOBS <u>ONLY</u>
→ SB	Switchboard	Where fuses and meter box are located
→ UG	Underground	Wires that run underground, often found in new housing estates
PRIORITY		
→ Normal	(N)	<u>No additional urgency:</u> No supply, part supply, hot water etc
→ Urgent	(U)	<u>Life threatening:</u> Hazard, shocks, wires down, fire etc
→ Priority	(P)	<u>Dangerous but not life threatening:</u> Low voltage, fluctuating supply etc
→ Held		DO NOT USE Not utilised by Contact Centre

QUALITY OF SUPPLY COMPLAINTS - If a caller wants to make a complaint about continual or ongoing outages, pls follow this process:

- Is the power on or off at the time of call? If **off**, you **must** log a job in OMS, and enter notes on the job.
- Is the power **on**? Then enter a CSN/CCNE in SAP.

RECONNECTIONS – Where a reconnection order has not been completed due to access issues, the **Retailer must raise a new order** via normal B2B Processes. A new job **MUST NOT** be entered into OMS directly

Where a reconnection has been carried out but the **Main Switch has been left "OFF"** the **Retailer must raise a new order** via normal B2B Processes. A new job **MUST NOT** be entered into OMS directly. The retailer will be charged a fee for Ausgrid to reattend.

CONTACT CENTRE OMS CODES

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LIGHTS AND POWER	Problem Class	Hazard	Supply	Priority
▪ No Supply	D / C	-	NS	N
▪ Part Supply	D / C	-	PS	N
▪ Intermittent, Fluctuating, Flickering (power is on)	D / C	-	CK	P
▪ Low Volts	D / C	-	LV	P
▪ Lights wont turn OFF	D / C	-	CK	N
▪ Smoking, Arcing Power Points	H	-	CK	U
▪ After Hours Reconnection requested by Retailer through B2B process. AH Fee must be accepted and noted with Retailer name in Comments	M	-	SU	N

RANGE (STOVE)	Problem Class	Hazard	Supply	Priority
▪ No power to Range	D / C	-	05	N
▪ Hot Plate wont turn OFF	H	-	05	U

TREES	Problem Class	Hazard	Supply	Priority
▪ Trees leaning on Service Wires	H	SW	-	U
▪ Trees leaning on Distribution Wires	H	DW	-	U

SWITCHBOARD	Problem Class	Hazard	Supply	Priority
▪ Switchboard Hot, Arcing, Buzzing or Saturated	H	SB	-	U
▪ Fuse Blackened	D / C	SB	-	N
▪ Fuse Melting or Smoking	H	SB	-	U

MISCELLANEOUS	Problem Class	Hazard	Supply	Priority
▪ Smell burning Power Point	H	-	CK	U
▪ Current in Water Meter (Advice by Sydney Water)	M	-	PI	P
▪ Broken Neutral Missing Neutral	H	-	CK	U

FIRE	Problem Class	Hazard	Supply	Priority
▪ Fire (Reported by Fire Brigade only)	H	FR	-	U
▪ Fire (advice from customer)	H	SB	-	U

WATER	Problem Class	Hazard	Supply	Priority
▪ Water Cold	D / C	-	06	N
▪ Current in Water Meter (Reported by other)	H	-	CK	U

POLES	Problem Class	Hazard	Supply	Priority
▪ Pole Leaning or Split or Fallen on ground	H	PO	-	U

HAZARDS	Problem Class	Hazard	Supply	Priority
▪ Shocks	H	SH	-	U
▪ Customer heard explosion from POA	H	PA	-	U
▪ Customer heard explosion from Pole	H	PO	-	U
▪ Customer heard explosion from Switchboard	H	SB	-	U
▪ Customer heard explosion from Service Wires	H	SW	-	U
▪ Customer heard explosion from Distribution Wires	H	DW	-	U
▪ Substation Door Open	H	-	CK	U
▪ Water Saturation (Ceiling, Power Point etc)	H	-	CK	U
▪ High Volts	H	HV	-	U

WIRES	Problem Class	Hazard	Supply	Priority
▪ Service Wire Down on Ground	W	SW	-	U
▪ Distribution Wire Down on Ground	W	DW	-	U
▪ Unidentified Wire Down on Ground	W	-	CK	U
▪ Service Wire within Reach / Pulling Away	H	SW	-	U
▪ Distribution Wire within Reach / Pulling Away	H	DW	-	U
▪ Point of Attachment Pulling Away / Taut	H	PA	-	U
▪ Service Wire Taut or Twisted	H	SW	-	U
▪ Bird, Bat, Possum etc on a wire	M	-	CK	N
▪ Dug up Underground Cable	H	UG	-	U
▪ Arcing, Exploding Service Wires	H	SW	-	U
▪ Arcing, Exploding Distribution Wires	H	DW	-	U