Energex
Electrical Partners Portal

BASS
(Booking Appointment Scheduling System)
Authorised External Contractors
User Guide

Energex Limited
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energex
Part of Energy Queensland

Version Control

Version	Date	Description
1.0	11/02/2021	Initial

Contents

Log In

You can access the Energex EP Portal by entering in the direct link or via the Energex internet website.

Direct EP Portal Link
Enter the direct link of http://www.energex.com.au/energexportals
You can save this link to your favourites for your ease of access!

Energex Internet Website
1. Access the Energex website on http://www.energex.com.au
2. You can either:
   - click on LOGIN in the top toolbar, or
   - click on the Portals tile located in the centre of the home page
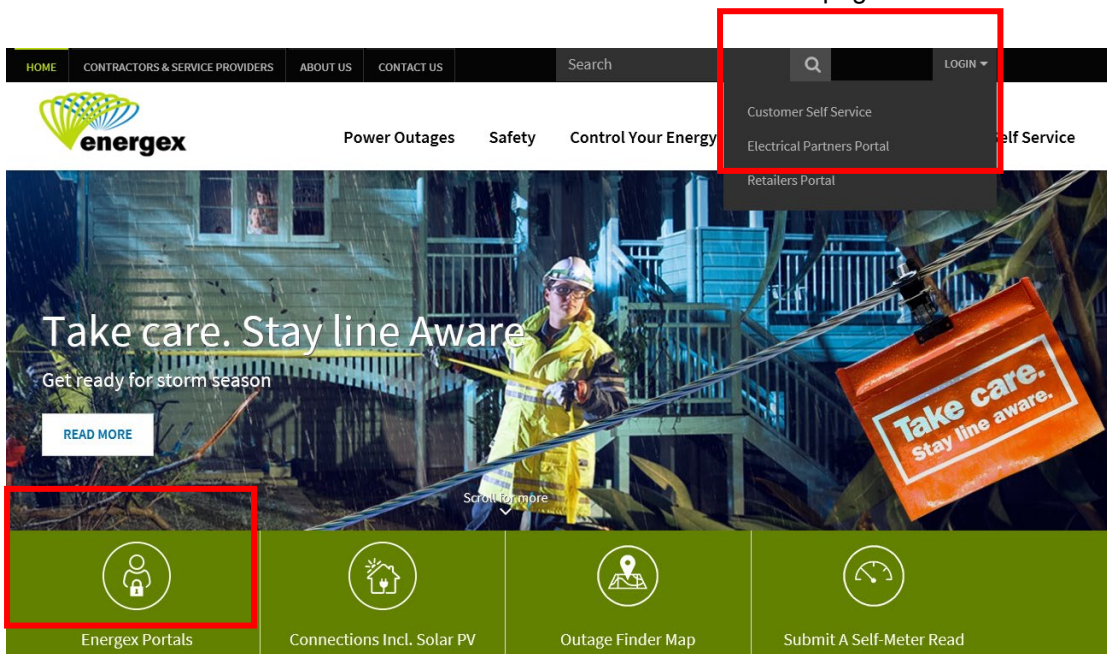
3. Click on the **Electrical Partners Portal** from the Portals page:
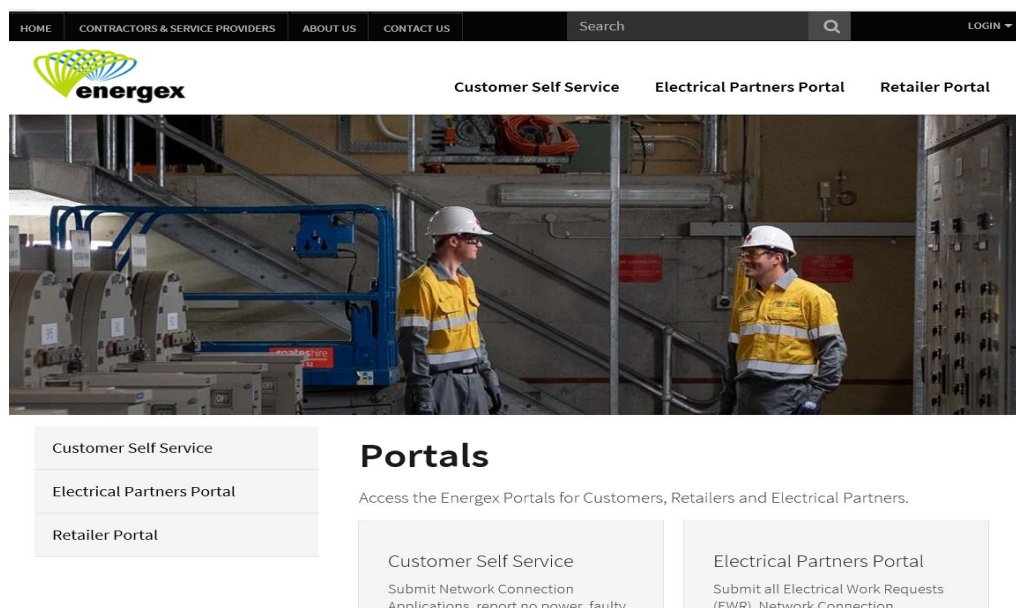
I'm Registered and Want to Login

If you have already registered to the EP Portal, you can enter in your username and password and click LOGIN.

Once you click on LOGIN the 'You are logged in' page will load. This will display your username and

the date and time of your last login. Click on CONTINUE to enter the EP Portal.
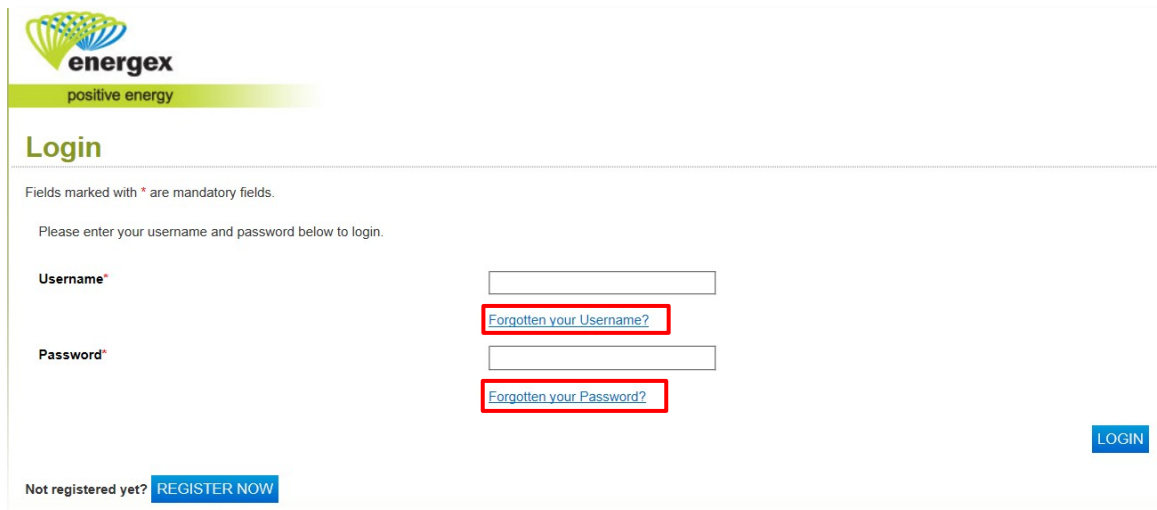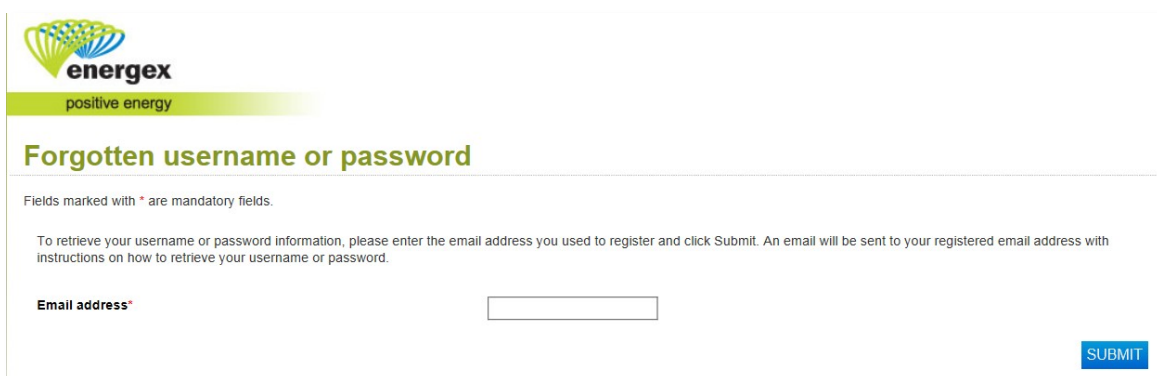
Forgotten Your Username or Password?

If you have forgotten either your username or password, you can simply click on the 'Forgotten your Username?' or 'Forgotten your Password?' link on the main login page to reset your details.

When these links are clicked, a screen will load requesting your email address.
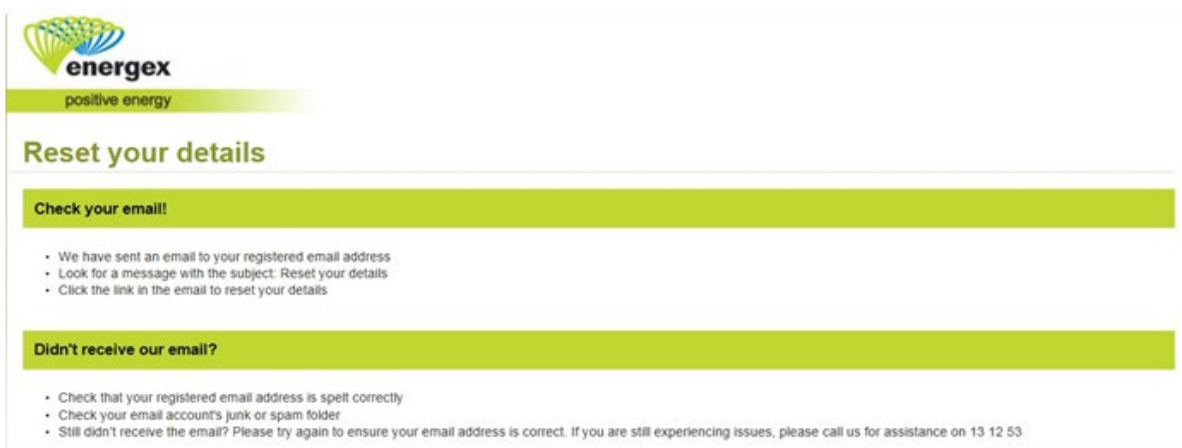
Enter your registered email address in the Email address field provided and click on Submit. Once you

click on Submit you will receive the below message – Reset your details - advising you what to do next.

- Once you receive the below message, go to your registered email address to access the Reset your details email:

MyHome

The MyHome screen configuration will relate to the user's group subscriptions. While all users of the Electrical Partners Portal will show a New Alerts section at the top of their MyHome screen, the dashboards below this field can be different for each user.

For example: An Electrical Contractor will have a dashboard that relates to the submission of Electrical Work Requests, whereas an Authorised External Contractor may see a BASS dashboard and/or a SANS dashboard.

Alerts

Energex can send alerts to all users in the EP Portal. These alerts are considered either a *Priority Alert* or a *New Alert*. When a message is sent to the EP Portal, it will appear in the New Alerts area and the All Alerts area.

Priority Alerts

If Energex deems the message to be important, the alert will pop-up on the screen as a Priority Alert.

- This alert message will also appear under New Alert and View All Alerts.

- The alert will be displayed with a Title and Message.

- There are two options when reading this message:

  - **Close & Don't Display These Alerts Again** – This will close the alert pop-up box and it won't display again.

  - **Close** – This will the close the alert pop-up box temporarily. The pop-up box will re-appear each time the user clicks on MyHome.
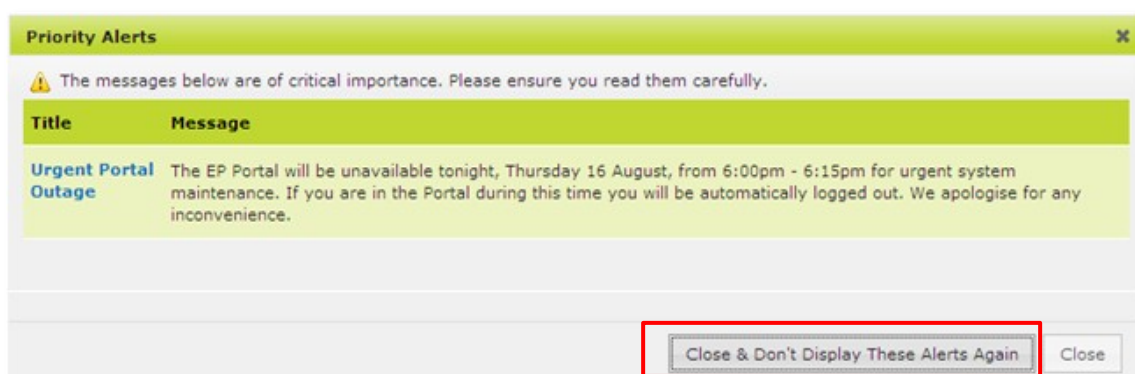
New Alerts

This is a general message from Energex and appears under the New Alerts heading. The Portal will not provide a pop-up box on general messages.

- Once you have read the New Alert, click on Mark As Read to remove the message from New Alerts.

- If a Priority Alert is closed, it will also continue to appear under New Alerts until you Mark As Read.
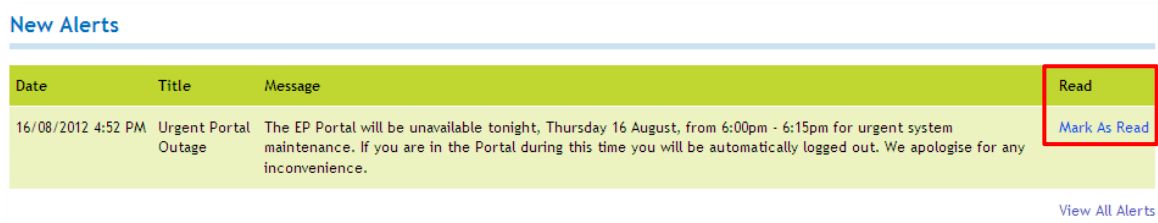
View All Alerts

View All Alerts will take you to the All Alerts page which contains any current alerts that have been sent to EP Portal users. For example, New Alerts that have been marked as read will still show under View All Alerts until the alert expires.

Once an Alert has expired, it will automatically be removed from the Alerts area.
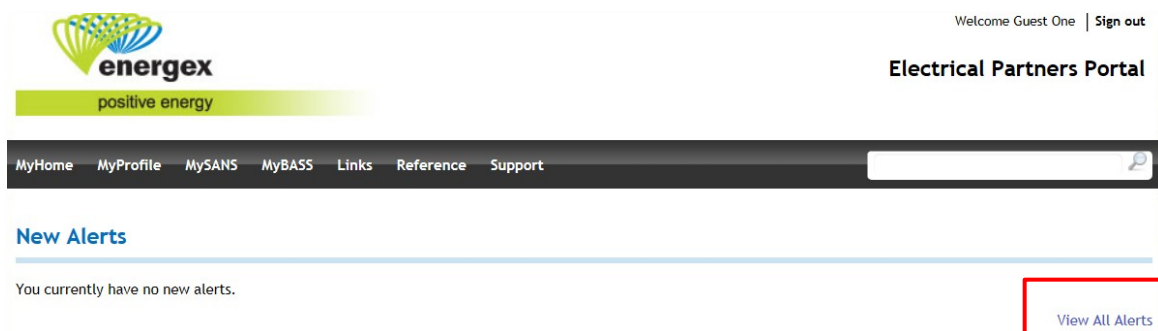
BASS Dashboard

The dashboard located on the MyHome page provides access to jobs at different statuses. A user's dashboard will only show work types relevant to the groups that the user has subscribed to.

- There are four job categories that may show. This selection includes:
    - OHSL – Overhead Service Line Replacement
    - Fuse Replacement
    - Meter Test
    - Meter Replacement
- Each job type will be categorised using the current job status. Jobs can be accessed at four statuses from the MyHome screen. This selection includes:
    - Ready to Schedule & Notify
    - Schedule & Notify
    - Ready For Completion
    - Completion in Progress
- The numbers within BASS Dashboard grid represent the different statuses for each job type. These numbers also act as a hyperlink to the relevant jobs.

EXTERNAL CONTRACTORS (BASS)

Type	Ready To Schedule & Notify	Schedule & Notify	Ready For Completion	Completion In Progress
OHSL	65	3	3	1
Fuse Replacement	65	0	0	0
Meter Test	109	7	0	0
Meter Replacement	64	8	0	0

View Recent | View All

View Recent

The View Recent option located in the bottom right hand corner of the dashboard will provide a list of jobs for your group that have been updated within the last 14 days. The jobs will be filtered by most recently updated at the top of the list regardless of the current status.

View All

The View All option will provide access to all jobs for your group. The jobs will be filtered by several parameters including the PI Reference numbers in sequence, Job type and last updated. Use the search fields to filter the results.

NECF Compliance – Notification

Customer Notification

Last Mail Out/ Last Letter Drop Dates

- These fields are calculated from the Outage Details section of the BASS job.

- When the start and end date are entered for the planned interruption, the system will calculate the last date for a mail out and last date for a letter drop to ensure the notification is compliant.

- System calculators will consider federal public holidays to ensure compliance requirements are accommodated accurately.

- Australia Post delivery timeframes are also considered when the system calculates timeframes for the mail merge option.

Customers must <u>receive</u> notification 4 full business days prior to a planned interruption.

- This cannot include the day of the outage or the day the notification is sent/received.

- It cannot include weekends or public holidays.

- An extra three business days must be incorporated when the notification is sent by mail. This will allow for Australia Post delivery timeframes.

Notification must include the following information:

- Expected Date

- Expected Time

- Expected Duration

Life Support customers <u>must</u> be notified in writing.

- Failure to provide notification in writing to a life support customer is classed as a type 1 reportable breach.

- Type 1 breaches are the most serious and must be reported to the AER.

- Fines can be up to $1m and individual Energex officers may be subject to civil penalties.

- Acceptable notification can be provided by:

    o   Mailout

    o   Letter Drop

    o   Waiver

Retailer Notification

- The system will automatically provide notification to the Retailer when you commit to Schedule & Notify.

- To be compliant, the retailer must also be provided notification 4 full business days prior to the planned interruption.

Waivers

- If a waiver is received less than 4 business days prior to the outage, the retailer must be notified on the same day as the customer. This is achieved by entering the waiver details into BASS.

- If the waiver is received on the date of the outage, the obligation to notify the Retailer in advance is negated.

- Waiver requirements:

    o   An Energex approved waiver must be used.

    o   The waiver must be completed in full.

    o   The script located on the inside cover of the waiver book must be read to the customer.

    o   The customer must read and sign the waiver. This must be done by an affected person at the premises who agrees they are over 18 years of age.

    o   The waiver must be signed by the Energex representative (user ID or crew code is acceptable).

    o   All waivers must be kept for a 2 year period (Energex will archive upon return of the completed waiver book)

    o   The waiver must be signed prior to an outage.

Ready to Schedule & Notify

Results will show all work currently at a status of Ready to Schedule & Notify for the selected Job Type. To access a specific job, click on the PI reference number located under the Reference heading.

There is no timeframe on jobs at this status. Work will remain available at this status until either the External Contractor transitions the job or Energex cancels the job within internal systems.

Reference	Contractor Ref	Outage Start date	Job Type	Premises	Life Support	Multi-Tenancy
PI16BAB00000447 Ready to Schedule & Notify	Test 9		OHSL	11 BABYLON PL FOREST LAKE QLD 4078 Primary NMI: **QB131811061**	No	No

Job Information

When the BASS job loads, several the fields will be locked as the information is prepopulated when the job is generated within Energex's systems. The fields that an External Contractor can update within this section are:

- Multi-Tenancy
- Contractor Reference
- Job Description
- Remarks

- **Job Number:** System generated locked field. This field refers to the PI Reference Number.

- **Job Type:** System generated locked field. Selection includes:

  o OHSL (Overhead Service Line Replacement)

  o Fuse Replacement

  o Meter Test

  o Replace Meter

- **Job Code:** System generated locked field. This code is utilised within Energex systems to correctly allocate work to the right External Contractor group.

- **Multi Tenancy:**

  o If the box is blank, the system has not identified the premises as multi tenancy.

  o If the box is ticked, the system indicates there are additional NMIs for the premises.

  o The external user will need to add any relevant secondary NMIs to the job to ensure notification if the premises will be affected by the outage.

  o This is an indication only and may not be accurate. The system will look for several different parameters to ascertain whether the premises is multi tenancy including but not limited to multiple NMIs against one lot and plan number and address configurations indicating unit numbers (e.g. 1/24, 2/24, 24A, 24B).

  o This selection can be updated by the external user.

- **Depot:** System generated locked field. Energex Depot code and Suburb.

- **PTJ Type:** System generated locked field. Energex PTJ type.

- **Primary PTJ Number:**

  o System generated locked field. The PTJ number is a unique reference number applied to an individual job within Energex's PEACE system.

  o Commonly used by Energex employees when referencing a specific job.

- **Status:** System generated locked field. This field will alter as the status of the job updates.

- **Job Created Date:** System generated locked field. The date the job was entered into Energex systems/ the date the external user used the Create Job option and submitted via the EP Portal.

- **Contractor Reference:**

  o Free form text field. This field is searchable and can be updated by the external user.

  o Any information included in this field will be visible in the second column of the search results (Contractor Ref).

- **Company:** The business group provided when registering the business to the portal for the first time.

- **Business Unit:** Set by Energex when the job is loaded into Energex systems. The business unit allows Energex to allocate the work to the relevant External Contractor group.

- **Job Description:** This is a free form text field. Any information added to this field can be used as a search option. Enter the details into the 'Search Text' search field.

- **Remarks:** This is a free form text field. Details saved in this field will be provided as Field Worker Remarks via Energex systems e.g. FFA/Toughbook.

Primary Premises

All fields within the Primary Premises section are locked and cannot be altered by an external user. The BASS gateway pre-populates this information from the job request and system details relating to the primary premises NMI.

- **NMI:**
    - o National Metering Identifier. Identifies a connection point with the market.
    - o It is made up of 10 digits plus a checksum (11th digit).
- **Address:**
    - o The address information links to the NMI for the primary premises.
    - o Energex address details align with council information.
- **NMI Status:** The NMI status indicates whether supply is on at the premises. The statuses are:
    - o Active – premises is connected and supply is available to the premises.
    - o De-energised – supply is at the premises however a physical disconnection (either via fuse or meter isolation link) has occurred.
    - o Unknown – The NMI exists in Energex systems however the premises is not connected to the Network.
    - o Greenfield – The NMI exists in Energex systems and a request from a retailer for connection has been received. The retailer request has not yet been completed.
    - o Extinct – The NMI has been made extinct within Energex and Market systems. Normally an extinct NMI indicates meter and service removal.
- **Next Scheduled Read:**
    - o This field will provide the date for the next scheduled read. A meter reader could attend the premises 2 business days either side of this date to conduct the cycle reading.
    - o Do not schedule the work for the date provided.
- **Meter Location:** This field provides the meter location if this has been previously entered into Energex's systems.
- **Number of Phases:** Indicates how many phases are connected to the premises.
- **Access Instructions:**
    - o When Energex is provided specific access instructions, the details will be provided in this field.
    - o Access Instructions can be provided to Energex in several ways. For example: The current retailer, the retail customer or a resident at the premises, a meter reader or an Energex field crew.
    - o The Access Instructions relate specifically to accessing the meter point at the premises.

- These instructions could include details such as:
  - Gate codes
  - Which unit to buzz for access when there is an onsite manager at a secure estate
  - Which street to access the premises from if the property is a corner block etc.
- **Pole Pillar Number:** The pole or pillar number that the service line or consumer's mains are connected to.
- **NAP:** Network Attachment Point. The specific transformer that the premises is connected to.
- **Supply Phases:** The number of phases available at the transformer.
- **Property Title:** If the premises is registered under a title this information will be provided in this field.
- **Form 3 Open Status:** This field will be set to either 'Yes' or 'No'.
- **Is Premises De-energised:** This field is set to either 'Yes' or 'No'.
- **Connection Type:**
  - This field will show:
    - UG – Underground
    - OH – Overhead
  - BASS will not compare the Connection Type with the Job Type.
    - If for example the Job Type is an Overhead Service Line Replacement and the premises is listed with a Connection Type of Underground, the job will still enter the system as a valid request.
    - This should be considered when actioning work.
- **Customer Details:**
  - This section will provide the details for the Retail Customer as advised by the current Retailer.
  - The Customer Classification field will show either RES (Residential) or BUS (Business).
  - Contact numbers will be provided if Energex systems have this information available.

- **Meter Details:** To access the metering information, click on the View Meter Details button.

Meter Details

Meter Number	Status	Install Code	Install Date	Reg ID	Time Of Day	Unit Of Measure	NTC	Dial Format	Multiplier	Cons Type	Controlled Load
4-1474602	C	BASIC		01	TOTAL	KWH	8400	8.0	1	C	N
				02	TOTAL	KWH	9900	8.0	1	C	N
4-363554	C	BASIC		01	TOTAL	KWH	9100	5.0	1	C	Y

Meter Details

Meter Number	Status	Install Code	Install Date	Reg ID	Time Of Day	Unit Of Measure	NTC	Dial Format	Multiplier	Cons Type	Controlled Load
4-596981	C	BASIC		01	TOTAL	KWH	8400	5.0	1	C	N
4-596982	C	BASIC		01	TOTAL	KWH	9000	5.0	1	C	Y

- o Once this button is clicked, any current meter data will load. This search is completed in real time and accesses Energex's systems to provide up to date details.

- **Meter Number:** A valid meter number contains 6 or 7 digits and can be prefixed with a meter source code.

- **Status:** C – connected.

- **Install Code**

- **Reg ID**

- **Time of Day:** Total or TOU

- **Unit of Measure:** kWh

- **NTC:** Energex records tariff information using the Network Tariff Code. Each Network Tariff Code will have a relevant Gazetted Tariff.

- **Dial Format:** Indicates the count format.

- **Multiplier:** A multiplier indicates whether the meter is whole current (1), Solar (+1) or CT (40, 160, 300).

- **Cons Type**

- **Controlled Load:** Results will state either Y (yes) or N (no).

Each line indicates an individual tariff. There may be more than one tariff registered to a single meter. In the below example, the meter number 4-1474602 is an integrated meter measuring both solar (9900) and general supply Tariff 11 (8400).

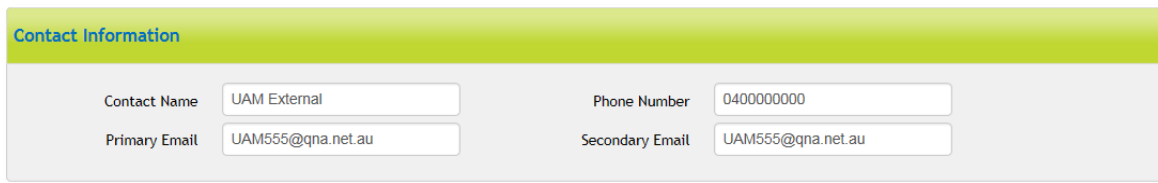| Hazards	
Customer Hazard	
Dog Hazard	
Premises Hazard	

Hazards

Hazard notes should always be considered when scheduling work via BASS. An appointment may be required if a hazard is present.

- **Customer Hazard:**
  - o This information is often provided by an Energex employee or contractor and is prompted by an interaction with the customer onsite.
  - o An example of a customer hazard note is Police Escort/ Police Assist, indicating not to go to site for any work without a police officer present.

- **Customer Hazard Contains a Police Assist Note:**
  - o If Police Assist has been noted against the premises, the information will be displayed as a Customer Hazard. The police will endeavour to accommodate the date and time of the job, however at times this type of work will require rescheduling due to available police resources.
  - o Please ensure that you use the term Police Assist rather than Police Escort. A Police Escort relates to providing an escort for transport of a wide load and carries a charge.
  - o To request Police Assistance, complete the following steps:
    - ▪ Call Energex on 1300 SITE ID (7483 43) and select Option 2 for Access Information.
    - ▪ Advise the Energex Representative that you have a job to schedule and the NMI has a customer hazard note indicating 'Police Assist'.
    - ▪ The Energex staff member will investigate why the note has been placed against the NMI and provide you with the details.
    - ▪ It is up to the External Contractor whether they want to book a Police Assist once this information has been provided.
    - ▪ If the decision is made to request Police assistance the following information will be requested:
      - • Primary PTJ number
      - • Job type e.g. Meter Test, Replace Meter.
      - • Customer name (if known)
      - • Address
      - • Behaviour causing Police Assist – provide the details obtained calling 1300 Site ID
      - • Name and phone number of crew contact who will attend the job

- Call the Police Link number 131 444 and advise that you require a Police Assist.

- Ask Police to adhere to date and timeframe e.g. Meter Test appointment access window.

- Make a note in the Remarks field in BASS, *'Police Assist arranged with Police Link to call   mechanic (crew code) to arrange to meet onsite'.*

- **Dog Hazard:**
    - Energex has been notified that there is a dog at the premises.
    - There are two different types of Dog Hazard note:
        - 'Information' Dog Hazard Notes: e.g. the name and breed of dog, where a dog can be located on the premises or an assurance that the dog is restrained / fenced away from the meter point.
        - 'Warning' Dog Hazard Note: e.g. DANGEROUS DOG, CAUTION, DO NOT ENTER.
    - A dog hazard note can be added to a premises by an Energex employee or contractor, the retail customer, or the current retailer.

- **Premises Hazard:**
    - Energex has been notified that a physical hazard exists at site. For example, a trip hazard near the entry point to the property.
    - A premises hazard note can be updated by the retail customer or the current retailer.

Contact Information

The Contact Information will default to the contact person for your business group; however, it will be updated with the current user's details when a change is saved against the job.
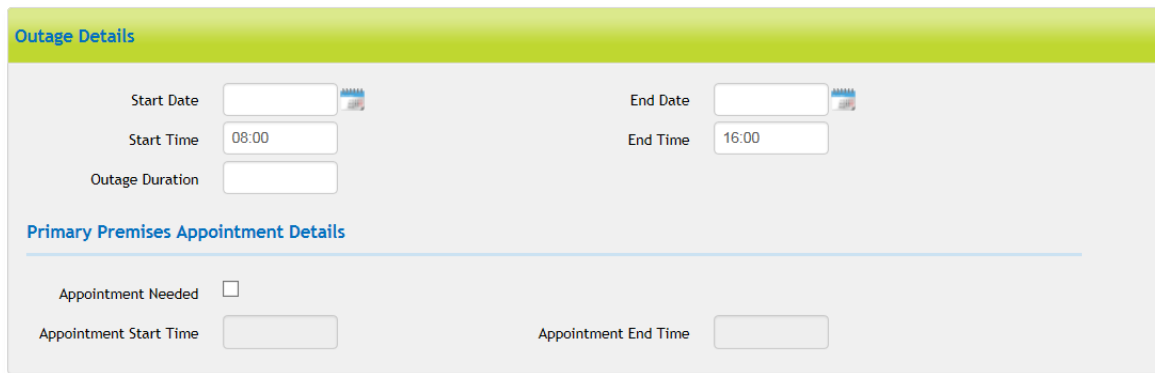
These fields can be manipulated by the external user if required.

Outage Details

Set the details such as date, time, duration and whether an appointment is required in this section.

- **Start Date/End Date:**

- o Click on the calendar icon next to the date field to select the start date and end date to schedule the outage.

- o The system will default to the current month and year. Select the drop down boxes to alter these fields.

- o Select the day of the outage by clicking within the calendar.
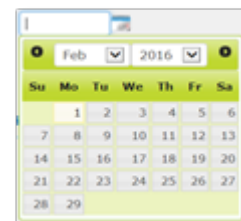
- **Scheduling Impact:**

- o A warning will populate if the selected dates do not allow enough time for notifications to occur.

- o The external user can override this warning by clicking on the 'Yes Schedule' button.
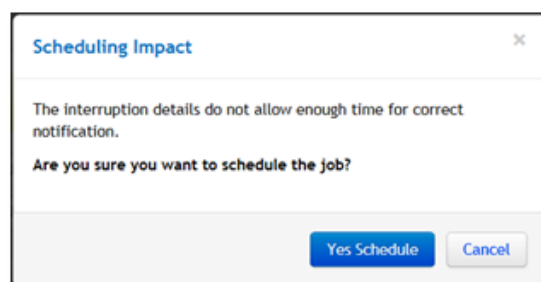
- **Start Time/End Time:**

    o The start time and end time will default to 08:00 and 16:00.

    o These times can be altered by the external user.

    o To choose a new time, click in the field and a pop up box will populate.

    o Use the Hour and Minute slides to select a time and click on 'Done'.

- **Outage Duration:** Use the Hour and Minute slides to select a time and click on 'Done'.

- Primary Premises Appointment Details

- **Appointment Needed:** If an appointment is required with the Primary Premises customer, tick the 'Appointment Needed' box.

- **Appointment Start Time/Appointment End Time:** Select the Appointment Start Time and Appointment End Time using the Hour and Minute slides and click on 'Done'.

    o An appointment cannot exceed a 5 hour period. If an appointment is not met, or exceeds the 5 hour time frame, a GSL will apply.

Obligation Dates

The obligation Market Start Date and Market End Date are indicators only and can be overridden by accepting the warnings when an external user is ready to commit the schedule and notifications.

Interrupted Premises

This section will provide:

- Count for important details about the job (see below for further details).
- The external user the ability to search for additional premises.
- The option to autofill notification information where there is more than one NMI affected by the required outage.
- Compliance information – Last Mail Out Date and Last Letter Drop Date.
  - **Affected Premises:** The number of premises currently listed as affected by the outage.
  - **Notified Count:** The number of Affected Premises that have been notified.
  - **Notified LS Count:** How many customers flagged as Life Support have been notified. This information will show in red.
  - **Life Support Count:** The total number of listed premises that are flagged in Energex's systems as Life Support. This information will show in red.
  - **Not Notified Count:** The total number of affected premises that are not yet notified.
  - **Not Notified LS Count:** The total number of Life Support customers affected by the outage that are yet to be notified. This information will show in red.
  - **Non-Compliant Count:** How many of the listed affected premises are non-compliant in relation to notification.
  - **Non-Compliant LS Count:** How many of the listed affected premises that have a life support flag are non-compliant in relation to notification. This information will show in red.

Search Premises

When the Search Premises button is clicked, the screen will load several different search options. The search function will default to an Address search.

- The option can be changed to the NMI, Meter number, or Lot and Plan.

- Once an address has been selected, options will populate relating to street numbers. The options are:

    o Filter Street No – choose from Odd, Even, or All

    o Tick the box Get All Premises

    o Enter a specific Street No. or Range e.g. 1-20

- Click on Search for Address to apply the search parameters.

- **Search Results:**

    o A list of search results will appear. If a large number of search results are returned, a scroll bar will show on the left hand side of the screen.

    o A result count will be present on the left hand side advising Total Premises Searched.

    o If all the results are relevant, select the tick box next to Select All Premises Search Results.

    o Alternatively scroll through the results and tick the box on the right hand side of each relevant NMI.

    o To add the results to the schedule and notify list, click the Add Premises button.

    o To move the screen up click on the Hide Search button.

Letter Drop or Mail Merge – Create Documents

- Notification documents can be generated within the BASS system.

- To access the document generation options, click on the Mail Merge button.

- The external user can enter information into the following fields:

  - o Other Information – Optional
  - o Contact – Mandatory
  - o Phone – Mandatory

- **Job Number:** System generated locked field. This field refers to the PI Reference Number.

- **Job Description:** Details can be added to this field by an external user when the job is at Ready to Schedule and Notify. Once the Commit to Schedule and Notify button has been pushed, this field becomes locked. Any information added to this field can be used as a search option. Enter the details into the 'Search Text' search field.

- **Estimated Start/ Estimated Finish:** This information was saved to the job when the external user entered the Outage Details at the status Ready to Schedule and Notify. If the information is incorrect click on the 'Back to BASS Job' button.

- **Estimated Duration:** This information was saved to the job when the external user entered the Outage Details at the status Ready to Schedule and Notify. If the information is incorrect click on the 'Back to BASS Job' button.

- **Other Information:** Details can be added to this field however it is not mandatory. Use this field if there is the requirement to provide further information to the affected customer.

- **Contact:** This is a mandatory field**.** The user can either enter the name of the individual responsible for the outage, or the business name.

- **Phone:** This is a mandatory field. The user can either enter the individual's contact details, or the business contact number.

- **Company:** Business name entered on first time Registration.

- **Job Type:** Energex Job Type

- **Switchboard Access:** Tick this box if switchboard access will be required

- **Traffic Control:** Tick this box if traffic control will be required for the outage

- **Default Notification Method:**

    o Select Mail or Letter Drop

    o The system will default this selection to Letter Drop.

    o A warning will populate if the default notification method is changed:
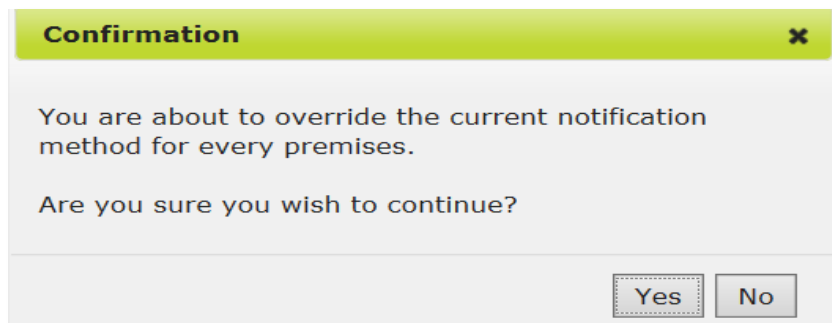
- Default Address to Use:

    o Select Mail or Premises

    o The system will default this selection to Premises.

    o A warning will populate if the default address is changed:
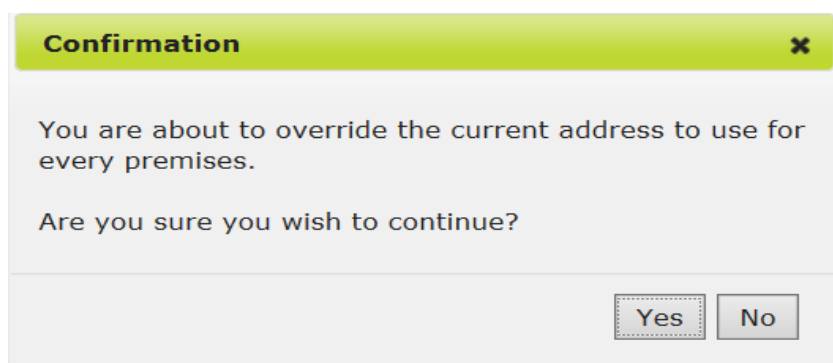
Checking Address Details and Default Notification Settings.

When double checking the notification selections for a job the following should be considered:

- Confirm all the addresses included in a Mail Merge are accurate.
  - NMI #5 in the below example has the mailing address set to 'Site Vacant'.
  - For this NMI the Mail Merge address has been changed from the default and set to Premise.
- There is an option for Mail Merge to set the 'Address Used' to 'Both'.
  - This means two letters will be generated, one for the premises address and one for the mailing address.
  - NMI #6 shows the 'Address Used' function set to 'Both'.
- Notification Method can be individualised per NMI.
  - This can be beneficial when the user wishes to do a letter drop for all units and the Body Corporate has a PO Box listed.

Generate Mail/ Letter Drop/ Run Sheet Documents

To generate the documents for each NMI, click on the 'Generate Mail Documents' button or 'Generate Letter Drop Documents' button. A run sheet can also be downloaded for both Mail Merge and Letter Drop.

- **Mail Merge:**

Download mail document

The following **1** premises will be included in this document. Click download if the list is correct.

NMI	Premises
███████████████████	

[Download] Cancel

- **Letter Drop:**

Download letter drop document

The following **1** premises will be included in this document. Click download if the list is correct.

NMI	Premises
████████████████	

[Download] Cancel

- **Run Sheet:**

Download runsheet document

The following **1** premises will be included in this document. Click download if the list is correct.

NMI	Premises
███████████████████	

[Download] Cancel

- Click on the Download button to either open or save the documents.
  - If the Notification Method does not match the document selection an error message will populate.
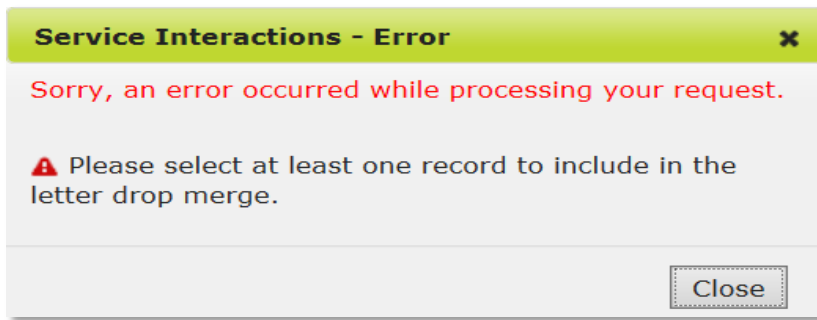
- **Letter Box Drop:**
  - No address will be specified on the document for ease of distribution
  - The PI Reference Number will be provided as a reference on the document.
  - All Secondary premises that have been added to the outage will list under the same PI Reference Number.

- **Mail Merge:**
  - The selected address (either premise or mail) will be listed at the top of the notification.
  - The affected premises information will also be provided within the body of the notification
  - The PI Reference Number and the NMI for the primary premises will be provided as a reference.
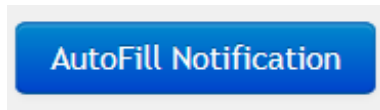
Notification

- **Primary NMI:** The Primary Premises will always show at the top of the list. This relates to the NMI that the job has been raised against. Additional premises that may be impacted by the Planned Interruption also require notification and are classed as secondary premises.
- **Secondary NMIs:** Any secondary premises once added will list in descending order.
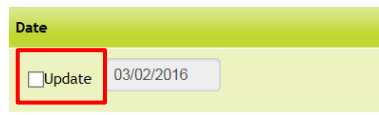
- **Column Headings:**
  - NMI – Each premises added to the list will display the National Metering Identifier as 10 digits plus the checksum (11th digit).
  - Premises – The address for each NMI as per Energex systems.
  - Life Support –
    - A premises flagged with Life Support will show Life Support written in bold red in this column with a pale red background.
    - A premises flagged as Critical Load will show Critical Load in the column.
  - Notification Date –
    - This field must be filled out on or after the date of notification. This cannot be set to a future date.
    - This is to ensure that notification dates are not scheduled and forgotten.
  - Notified By - Enter the initials/username etc. of the person completing the notification process.
  - Notification Method – The selection includes:
    - Customer Requested
    - Door Knock
    - Email
    - Letter Drop
    - Mailout
    - Not Notified
    - Phone
    - Waiver
  - When notifying a Life Support customer, notification must be provided in writing. Written notification can be in the form of a mail out, letterbox drop or waiver.
  - Waiver Number – If a waiver has been used the specific waiver number must be entered when completing this information.
  - Non-Compliant –
    - If any of the notification details entered in this section do not allow enough time for compliance, this will be presented in this field.
    - Possible non-compliant details are:
      - Customer
      - Customer/Retailer
      - Retailer

Auto Fill Notifications

The external user can either update notification information for each premises affected by the interruption individually or click the 'AutoFill Notification' button to update all premises with the same details.

- The notification fields that can be updated using this option are:
    - Notified Date
    - Notified By
    - Method of Notification
    - Apply to (All Rows or Selected Rows)

- Select the AutoFill options you wish to include by ticking the box next to 'Update' for each relevant field.
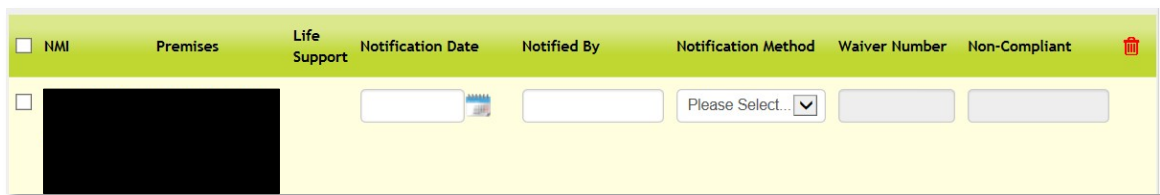
- **Apply To:**
    - The AutoFill options can be applied to All Rows or Selected Rows
    - When using Select Rows as the AutoFill option, the tick box next to the NMI must be selected first. If the external user has not done this and selects this option, an error will appear:

    - When 'Selected Rows' is checked. At least one premises must be selected.

- **Notification Date Error:** Notification details cannot be entered for a future date. This information must be added in the system for a date in the past as the user is confirming that the notification occurred. If the selection is for a future date, an error will populate:

    - Notification date cannot be in future.

Set Notification Details for Individual Premises

- **Notification Date:**
  - The Notification Date can be generated by clicking on the calendar icon next to the field. A pop up calendar will generate.
  - The system will default to the current month and year. Select the drop down boxes to alter these fields.
  - Select the day of notification by clicking within the calendar.
  - Notification details cannot be entered for a future date. This information must be added in the system for a date in the past as the user is confirming that the notification occurred. If the selection is for a future date, an error will populate:

Please correct the following errors before attempting to commit the schedule:

⚠ **Interrupted Premises : Notification Date should be today or a date in the past.**

  - If completing the schedule and downloading Mail Merge and/or Letter Drop documents only at this stage, the information can be saved against the job. The job will continue to show under the Dashboard status ready to schedule and notify until the notification information is entered and saved.
- **Notified By:** Enter a contact person's details here, for example their username.
- **Notification Method:** Select an option from the drop down box. The selection includes:
  - Letter Drop
  - Mailout
  - Waiver
  - Doorknock
  - Phone
  - Radio
  - Newspaper
  - Email
  - Electronic Notice Board
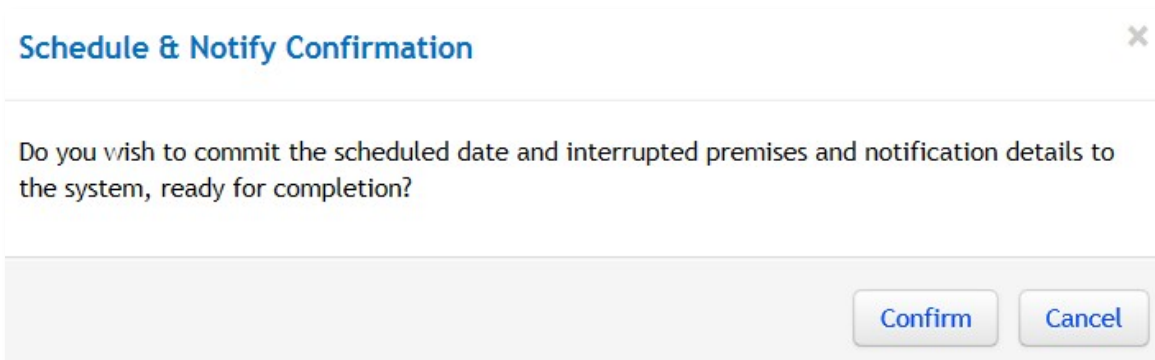 - Not Notified
  - Customer Requested

- **Waiver Number:** If the Notification Method selected was 'Waiver', the individual Waiver number must be entered into this field.

- Non-Compliance**:** The Non-Compliance field will auto populate with any of the following combinations if the notification and scheduling is not within compliance requirements:
  - Customer
  - Retailer
  - Customer/Retailer
  -

Commit to Schedule & Notifications

Click on the Commit Schedule & Notifications button to save the information to the job.

| Commit Schedule & Notifications | Save | Mail Merge | Cancel |

The following pop up will show to confirm this action, Click on Confirm to commit or Cancel to return to the BASS job:

Schedule & Notify Confirmation   ✕

Do you wish to commit the scheduled date and interrupted premises and notification details to the system, ready for completion?

Confirm   Cancel

Scheduled & Notified

Once the BASS job has provided all required updates back to Energex's systems, the status will transition to Scheduled & Notified. The BASS Job can be located on the BASS Dashboard under this status.

To access a specific job, click on the PI reference number located under the Reference heading:

EXTERNAL CONTRACTORS (BASS)

Type	Ready To Schedule & Notify	Schedule & Notify	Ready For Completion	Completion In Progress
OHSL	179	8	0	8
Fuse Replacement	277	7	7	1
Meter Test	337	10	4	0
Meter Replacement	248	18	1	0

View Recent | View All

Reference	Contractor Ref	Outage Start date	Job Type	Premises	Life Support	Multi-Tenancy
PI16MUI00000274	nm068	17/02/2016	OHSL		No	No
Scheduled & Notified						

Reschedule

At this status an external user can reschedule a BASS job. All other fields will be locked at this status.

A pop up confirmation box will appear. Select 'Confirm' to send the job back to a status of Ready to Schedule & Notify. Select 'Cancel' to leave the job at the current status without changes.

Reschedule   **Save**   **Mail Merge**   **Cancel**

Reschedule Job Confirmation   ✕

Do you wish to commit any changes and Reschedule this Job?

Confirm   Cancel
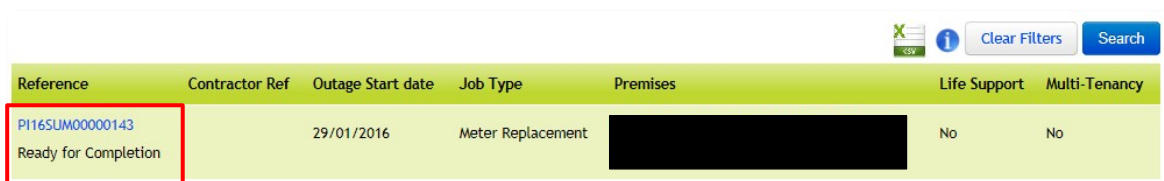
Ready for Completion

BASS jobs will automatically progress from 'Schedule and Notified' to a 'Ready for Completion' status 7 calendar days from the outage start date. The BASS job is then unlocked, allowing the user to complete the following actions:

- Add Form3 (defect notice)

- Reschedule BASS job

- Proceed to Complete a BASS job

- Add and delete secondary premises. The primary premise cannot be deleted.

- Modify existing notification details.

To access these options:

- Select the relevant BASS job.

- Click on one of the buttons pictures below.

Upon completion of the BASS job, the completion details are required to be updated in the BASS user interface.

Completion in Progress

Upon completion of the BASS job, the completion details are required to be updated in the BASS user interface.
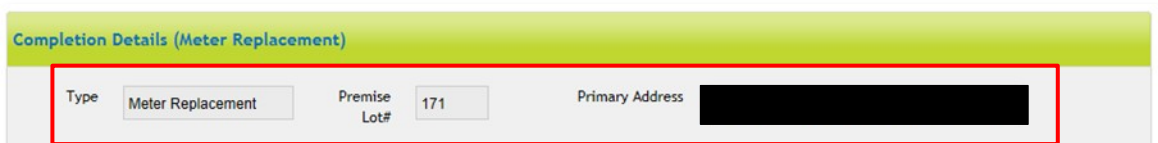
When the user clicks the "Proceed to Complete Job" button, the status of the job changes to "Completion in Progress" until the user has entered all the required completion details and selects the "Complete Job" button.

Meter Replacement

Under the Completion Details heading within the BASS job completion page, the following fields will the prepopulated and locked for editing.

- Type

- Premise/Lot Number

- Primary Address

- Pole Pillar number

- Network Attachment Point

Users will be required to enter completion information relevant to the job;

Actual Completion Details

- Actual Start Date

- Actual End Date

- Actual State Time

- Actual End Time

If the job was completed as planned, select the 'Completed as Planned' button and the actual completion details will be populated automatically.

General Completion Tab

- **Completion Code:** Choose an option from the drop down box. The selection includes:
    - 00 – Completed OK
    - 01 – Connected Form 3 Left on Site
    - 02 – Connected to Main Switchboard only Electrical Contractor Required
    - 04 – Connected/Left Disconnected (New Occupant) Application Required
    - 05 – No Access to Main Switchboard Card Left
    - 06 – No Access to Meter Position Card Left
    - 07 – No Access to Site (refer to comments)
    - 10 – ENERGEX Supply not available
    - 11 – Form 3 Defects New Form 2 Required
    - 12 – Installation Not Ready for Test – New Form 2 Required
    - 15 – Not at Home card left
    - 16 – Reconnection not Complete – Form 3 left
    - 23 – Relay tests OK
    - 24 – Faulty Hot Water System
    - 26 – Installed/Replaced equipment
    - 43 – Unmetered Supply Connected
    - 50 – Meter Test Passed
    - 51 – Meter Test Failed – Meter Replaced
    - 52 – Meter Test Failed – Unable to Replace Meter
    - 99 – Review Required.

If the user selects a Completion Code of "01 – Connected Form 3 Left on Site" or "11 – Form 3 Defects New Form 2 Required" the user must submit a Form 3 before they can complete the job.

- **Action Type:** Specific Action Codes will be populated within the drop down box, depending on the Completion Code selected. Choose an option from the drop down box. The selection includes:

  - Installed/Replaced Equipment
  - Meters Removed with Readings
  - Meters Removed without Readings
  - Service Removed without
  - Service and Meters Removed
  - Installed/Replaced Equipment
  - Not Completed

- **Connection Status:** Choose a Connection Status option from the drop down box. The selection includes:

  - C – Connected
  - D – Disconnected
  - N – No Status Change/Never Connected

- **Disconnection Point:** Choose most appropriate option from the drop-down box. Selection includes:

  - H – Primary Fuse on House
  - L – Metering Link
  - M – Meters
  - N – Not Applicable
  - P – Primary Fuse on Pole/Pillar
  - S – Main Switch (Taped)
  - W – Service Disconnected

- **Meter Position:** Select the Meter Position from the drop down box. The selection includes:

BB	Back Middle	CM	Central Metering	IP	In Passageway
BI	Back Inside	FF	Front Middle	LB	Left Back
BL	Back Left	FI	Front Inside	LF	Left Front
BM	Basement	FL	Front Left	LI	Left Inside
BQ	Barbeque	FR	Front Right	LL	Left Middle
BR	Back Right	FT	Front Trapdoor	LT	Left Trapdoor
BT	Back Trapdoor	FU	Front Under	LU	Left Under
BU	Back Under	FV	Front Verandah	LV	Left Verandah
BV	Back Verandah	IC	In Carport	PL	Prop/ Fence Left
PM	Prop/ Fence Middle	PO	On Post	PP	Property Pole
PR	Prop/Fence Right	PS	Pump Shed	RB	Right Back
RF	Right Front	RI	Right Inside	RR	Right Middle
RT	Right Trapdoor	RU	Right Under	RV	Right Verandah
SP	Sewage Pump/ Cabinet	SR	Switch Room		

- **MEC Test Result:** Free form text field. The external user is to enter the Test result details.

- **Technician Name:** Enter name of technician completing the Meter Replacement.

- **Technician Phone Number:** Enter telephone number of technician completing the Meter Replacement.

- **Form 121 Submitted:** Select the checkbox, if a Form 121 has been submitted. After selecting this checkbox, enter the Form 121 number.

- **Phase Connection:** Select an option from the drop-down box. The selection includes;

    o A

    o AB

    o ABC

    o AC

    o B

    o BC

    o C

- **Connection Type:** Select an option from the drop-down box. The selection includes:

    o CMTY - Community

    o LIGTNG - Lighting

    o MULCON - Multi-Connection

    o OTHER - Other

    o PERMAN - Permanent

    o TEMPOR - Temporary

    o UNMTSU - Unmetered Supply

- **Manual Review:** Select an option from the drop down box. The selection includes:

    o 03 - Connected Temporarily further work reqd by EGX Hub crew

    o 08 - Service Pillar Upgrade Required

    o 14 - Unable to carry out tariff change - Appointment Required

    o 30 - Failed high/low reading check

    o 31 - Large Site - Completed

    o 32 - Large Site - Not Completed

    o 33 - Additional Phases Connected

    o 34 - Additional Metering Connected

    o 35 - Police Escort Required

    o 90 – Other. If the user selects 90 –Other within the Manual Review field, the Comments/Additional Work field must be populated.

- **Comments/Additional Work:** Free text field that can be used to enter any additional information or commentary about the Meter Replacement job.

- **Premises Hazard:** This is a free text field that can be used to enter any additional premise hazard information. This information will be recorded against the premise for future jobs.

- **Access:** This is a free text field that can be used to enter any additional premise access information. This information will be recorded against the premise for future jobs.

- **Dog Details:** This is a free text field that can be used to enter any additional information regarding dogs at the premise. This information will be recorded against the Premise Dog Hazard notes for future jobs.

Contract Items Tab

- **Contract Number:** Select an option from the drop down box. The selection includes;
    - C07035 -UAM
    - C07037A - Skilltech
    - CS-C10202 - Formway - Customer Services
    - NG-C10202 - Formway - Next Gen Mtrg
    - TR-C10202 - Formway - Mtr Test & Replcmt

Specific contract items will be populated within the Contract Item drop down box, depending on the Contract Number selected.

- Select the quantity from the drop down box
- Select the relevant Contract Item

Multiple contract items can be added by selecting the '+' button again. Contract Items can be deleted by selecting the rubbish bin.

- **Extraordinary Conditions:** Can be added to the Meter Replacement job by:
  - Selecting an Extraordinary Condition from the drop down box.
  - Selecting the Time in minutes, the options are 15 minute intervals.
  - Describing the Reason for Claim.
  - Options for Extraordinary Conditions are specific to the Contract Number selected.

Metering Tab

Each meter number relating to the BASS Meter Replacement job can be viewed and modified by selecting the relevant meter number heading.

Populate each Meter Number with the Meter Replacement completion details.

- **Action:** Selecting the Action from the drop down box. Selection includes:
    - E – Exchanged
    - I – Installed
    - M – Modified
    - N – Read Only
    - R – Removed
    - Z – N/A

- **Existing Readings:** Populate the existing Meter Reading details.

- **New Metering Information:**

- **New Meter Installation:** Click "Add New Card" button to capture New Meter information.

- **Program ID:** Select the Program ID from the drop down box. Selection includes:
  - A11L
  - EM1000
  - EM1000E
  - EM1210
  - EM5131
  - All E/Mech
  - MK10 D.C.
  - MK10A D.C.
  - MK7A
  - MK7C
  - Q3 All.
  - Q4 D.C.
  - Q4A All.
  - U1325
- **Source:** Select the Source from the drop down box. Selection includes:
  - Brisbane City Council
  - SEA of QLD
  - ENERGEX/SEQEB
  - ENERGEX/SEQEB
- **Meter Number:** Enter the Replaced Meter number.
- **Meter Sequence:** Select the Meter Sequence from the drop down box, options are 1-10.

- **New Relay**
- **Action:** Selecting the Action from the drop down box. S election includes;
  - E – Exchanged
  - I – Installed
  - M – Modified
  - N – Read Only
  - R – Removed
  - Z – N/A

- **Internal/External:** Select an option from the drop down box. Selection includes;

    o   EX – External

    o   IN – Internal

- **Relay Number:** This is a numeric field to record the new relay number

- **Channel:** This is a numeric field to record the new channel number. Energex will use this information to differentiate between hot water and appliance channels.

- **Num Contacts:** Select an option from the drop down box. Selection includes:

    o   One

    o   Two

    o   Three

    o   Four

    o   Zero

- **T-Switch/Relay:** Select an option from the drop down box. Selection includes;

    o   Relay

    o   T-Switch

To delete a New Meter Card, select the "Delete Card" button:

Meter Test

Under the Completion Details heading within the BASS job completion page, the following fields will the prepopulated and locked for editing.

- Type
- Premise/Lot Number
- Primary Address
- Pole Pillar number
- Network Attachment Point

Users will be required to enter completion information relevant to the job.

Actual Completion Details

- Actual Start Date

- Actual End Date
- Actual State Time
- Actual End Time

If the job was completed as planned, select the 'Completed as Planned' button and the actual completion details will be populated automatically

General Completion Tab

- **Completion Code:** Choose an option from the drop down box. The selection includes:
    - 00 – Completed OK
    - 01 – Connected Form 3 Left on Site
    - 02 – Connected to Main Switchboard only Electrical Contractor Required
    - 04 – Connected/Left Disconnected (New Occupant) Application Required
    - 05 – No Access to Main Switchboard Card Left
    - 06 – No Access to Meter Position Card Left
    - 07 – No Access to Site (refer to comments)
    - 10 – ENERGEX Supply not available
    - 11 – Form 3 Defects New Form 2 Required
    - 12 – Installation Not Ready for Test – New Form 2 Required
    - 15 – Not at Home card left
    - 16 – Reconnection not Complete – Form 3 left
    - 23 – Relay tests OK
    - 24 – Faulty Hot Water System
    - 26 – Installed/Replaced equipment
    - 43 – Unmetered Supply Connected
    - 50 – Meter Test Passed
    - 51 – Meter Test Failed – Meter Replaced
    - 52 – Meter Test Failed – Unable to Replace Meter
    - 99 – Review Required.

    If the user selects a Completion Code of "01 – Connected Form 3 Left on Site" or "11 – Form 3 Defects New Form 2 Required" they must submit a Form 3 before they can complete the job.

- **Action Type:** Specific Action Codes will be populated within the drop down box, depending on the Completion Code selected. Choose an option from the drop down box. Selection includes:
    - Installed/Replaced Equipment
    - Meters Removed with Readings
    - Meters Removed without Readings
    - Service Removed without
    - Service and Meters Removed
    - Installed/Replaced Equipment
    - Not Completed

- **Connection Status:** Choose a Connection Status option from the drop down box. Selection includes:

- o   C – Connected

- o   D – Disconnected

- o   N – No Status Change/Never Connected

- **Disconnection Point:** Choose the most appropriate option from the drop down box. Selection includes:

  - o   H – Primary Fuse on House

  - o   L – Metering Link

  - o   M – Meters

  - o   N – Not Applicable

  - o   P – Primary Fuse on Pole/Pillar

  - o   S – Main Switch (Taped)

  - o   W – Service Disconnected

- **Meter Position:** Select the Meter Position from the drop down box. Selection includes:

BB	Back Middle	CM	Central Metering	IP	In Passageway
BI	Back Inside	FF	Front Middle	LB	Left Back
BL	Back Left	FI	Front Inside	LF	Left Front
BM	Basement	FL	Front Left	LI	Left Inside
BQ	Barbeque	FR	Front Right	LL	Left Middle
BR	Back Right	FT	Front Trapdoor	LT	Left Trapdoor
BT	Back Trapdoor	FU	Front Under	LU	Left Under
BU	Back Under	FV	Front Verandah	LV	Left Verandah
BV	Back Verandah	IC	In Carport	PL	Prop/ Fence Left
PM	Prop/ Fence Middle	PO	On Post	PP	Property Pole
PR	Prop/Fence Right	PS	Pump Shed	RB	Right Back
RF	Right Front	RI	Right Inside	RR	Right Middle
RT	Right Trapdoor	RU	Right Under	RV	Right Verandah
SP	Sewage Pump/ Cabinet	SR	Switch Room		

- **MEC Test Result:** A free form text field. The external user is to enter the Test result details.

- **Technician Name:** Enter name of technician completing the Meter Test.

- **Technician Phone Number:** Enter telephone number of technician completing the Meter Test.

- **Form 121 Submitted:** Select checkbox if a Form 121 has been submitted. After selecting this checkbox enter Form 121 number.

- **Phase Connection:** Select an option from the drop down box. Selection includes;

  - o   A

  - o   AB

  - o   ABC

  - o   AC

  - o   B

  - o   BC

  - o   C

- **Connection Type:** Select an option from the drop down box. Selection includes;

  - o   CMTY – Community

- LIGTNG – Lighting

- MULCON - Multi-Connection

- OTHER – Other

- PERMAN – Permanent

- TEMPOR – Temporary

- UNMTSU - Unmetered Supply

- **Manual Review:** Select an option from the drop down box. Selection includes;

   - 03 - Connected Temporarily further work reqd by EGX Hub crew

   - 08 - Service Pillar Upgrade Required

   - 14 - Unable to carry out tariff change - Appointment Required

   - 30 - Failed high/low reading check

   - 31 - Large Site – Completed

   - 32 - Large Site - Not Completed

   - 33 - Additional Phases Connected

   - 34 - Additional Metering Connected

   - 35 - Police Escort Required

   - 90 – Other

   If the user selects 90 –Other within the Manual Review field, the Comments/Additional Work field must be populated.

- **Comments/Additional Work:** A free text field that can be used to enter any additional information or commentary about the Meter Test job.

- **Premises Hazard:** A free text field that can be used to enter any additional premise hazard information. This information will be recorded against the premise for future jobs.

- **Access:** A free text field that can be used to enter any additional premise access information. This information will be recorded against the premise for future jobs.

- **Dog Details:** A free text field that can be used to enter any additional information regarding dogs at the premise. This information will be recorded against the Premise Dog Hazard notes for future jobs.

Contract Items Tab

- **Contract Number:** Select an option from the drop down box. Selection includes:
    - C07035 -UAM
    - C07037A - Skilltech
    - CS-C10202 - Formway - Customer Services
    - NG-C10202 - Formway - Next Gen Mtrg
    - TR-C10202 - Formway - Mtr Test & Replcmt
- **Contract Items:** Select the '+'button to add Contract Items to the job.

Specific contract items will be populated within the Contract Item drop down box, depending on the Contract Number selected.

- Select the quantity from the drop down box
- Select the relevant Contract Item

Multiple contract items can be added by selecting the '+' button again. Contract Items can be deleted by selecting the rubbish bin.

- **Extraordinary Conditions:** Extraordinary Conditions can be added to the Meter Test job by;

    o   Selecting an Extraordinary Condition from the drop down box.

    o   Selecting Time in minutes, the options are 15 minute intervals.

    o   Describing Reason for Claim.

  Options for Extraordinary Conditions are specific to Contract Number selected.

Metering Tab

Each meter number relating to the BASS Meter Test job can be viewed and modified by selecting the relevant meter number heading.

Populate each of the Meter Numbers with the Meter Test completion details.

- **Action:** Selecting the Action from the drop down box. S election includes;

    o   E – Exchanged

    o   I – Installed

    o   M – Modified

    o   N – Read Only

    o   R – Removed

    o   Z – N/A

- **Existing Readings:** Populate existing Meter Reading details:

- **New Metering Information:**

- **New Meter Installation:** Click "Add New Card" button to capture New Meter information.

- **Program ID:** Select Program ID from the drop down box. Selection includes:
  - A11L
  - EM1000
  - EM1000E
  - EM1210
  - EM5131
  - All E/Mech
  - MK10 D.C.
  - MK10A D.C.
  - MK7A
  - MK7C
  - Q3 All.

- o Q4 D.C.

- o Q4A All.

- o U1325

- **Source:** Select the Source from the drop down box. Selection includes:

  - o Brisbane City Council

  - o SEA of QLD

  - o ENERGEX/SEQEB

  - o ENERGEX/SEQEB

- **Meter Number:** Enter the Replaced Meter number.

- **Meter Sequence:** Select the Meter Sequence from the drop down box, options are 1-10.

- **New Relay**

- **Action:** Selecting the Action from the drop down box. Selection includes:

  - o E – Exchanged

  - o I – Installed

  - o M – Modified

  - o N – Read Only

  - o R – Removed

  - o Z – N/A

- **Internal/External:** Select an option from the drop down box. Selection includes:

  - o EX – External

  - o IN – Internal

- **Relay Number:** This is a numeric field to record the new relay number

- **Channel:** A numeric field to record the new channel number. Energex will use this information to differentiate between hot water and appliance channels.

- **Num Contacts:** Select an option from the drop down box. Selection includes:

  - o One

  - o Two

  - o Three

  - o Four

  - o Zero

- **T-Switch/Relay:** Select an option from the drop down box. Selection includes;

    o   Relay

    o   T-Switch

To delete a New Meter Card, select the "Delete Card" button.

Overhead Service Line Replacement

Under the Completion Details heading within the BASS job completion page, the following fields will the prepopulated and locked for editing.
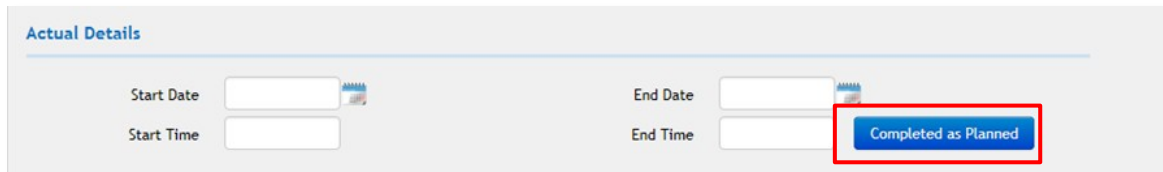
- Type
- Premise/Lot Number
- Primary Address

Users will be required to enter completion information relevant to the job.

Actual Completion Details

- Actual Start Date

- Actual End Date

- Actual Start Time

- Actual End Time

If the job was completed as planned, select the "Completed as Planned" button and the actual completion details will be populated automatically.

General Completion Tab

- **Completion Code:** Choose an option from the drop down box. Selection includes:
  - 00 – Completed OK
  - 01 – Connected Form 3 Left on Site
  - 03 – Connected Temporarily Further Work Required by ENERGEX
  - 05 – No Access to Main Switchboard Card Left
  - 06 – No Access to Meter Position Card Left
  - 07 – No Access to Site (refer to comments)
  - 09 – OH Service Not Connected
  - 10 – ENERGEX Supply not available
  - 11 – Form 3 Defects New Form 2 Required
  - 15 – Not at Home card left
  - 25 – Installed/Replaced equipment'

  If the user selects a Completion Code of "01 – Connected Form 3 Left on Site" or "11 – Form 3 Defects New Form 2 Required" they must submit a Form 3 before they can complete the job.

- **Connection Status:** Choose a Connection Status option from the drop down box. Selection includes:
  - C – Connected
  - D – Disconnected
  - N – No Status Change/Never Connected

- **Disconnection Point:** Choose an option from the drop down box. Selection includes:
  - H – Primary Fuse on House
  - L- Metering Link
  - M- Meters
  - N – Not Applicable
  - P – Primary Fuse on Pole/Pillar
  - S – Main Switch (Taped)
  - W – Service Disconnected
- **Comments/Additional Work:** A free text field that can be used to enter any additional information or commentary about the Overhead Service Line job.
- **Pole Pillar #:** Enter the Pole Pillar number if the information in this field is not current.
- **Network Attachment Point:** Enter the Network Attachment Point if the information within this field is not current.
- **Pole Open Point Check:** Choose an option from the drop down box. Selection includes:
  - Pole is an open point
  - Pole is not an open point
- **Upstream Pole #**
- **P/Pole Type:** Choose an option from the drop down box. Selection includes:
  - C - Concrete
  - N – None
  - SR – Steel B.I.G
  - SR – Steel Ragbolt
  - W - Wood
- **Service Type:** Choose an option from the drop down box. Selection includes:
  - OF - Flying Fox
  - OH - Overhead
  - UG - Underground
  - UT - Underground Transformer
- **Cable Type:** Choose an option from the drop down box. Selection includes:
  - M - XMT
  - N - NS PVC
  - O - Open PVC
  - P - PW PVC
  - T - Twisted PVC
  - X - XLPE

- **Phase Connection:** Select an option from the drop down box. Selection includes:

  - A
  - AB
  - ABC
  - AC
  - B
  - BC
  - C
  - Unknown

- **Condition/Action:** Select an option from the drop down box. Selection includes:

  - 1 – OK inspected and found to be OK
  - 2 - REPAIRED
  - 3 - REPLACED
  - 4 - NEEDS REPAIR
  - 5 - NEEDS REPLACE
  - 6 - NO ACCESS

- **Low Risk Action:** Select an option from the drop down box. Selection includes:

  - 1 - No Action – No Low Risk Actions Exist
  - 2 -Serv Break – Needs a Service Break
  - 3 - Stat <500 – Under Stat Height < 500mm
  - 4 - Stat >500 – Under Stat Height > 500 mm

- **Fuse Size:** Select an option from the drop down box. Selection includes:

  - -100
  - -50
  - -80

- **Fuse Position:** Select an option from the drop down box. Selection includes;

  - H – House
  - P – Private Pole
  - S – ENERGEX Pole

- **Technician Name:** Enter name of technician completing the Overhead Service Line Replacement.

- **Technician Phone Number:** Enter telephone number of technician completing the Overhead Service Line Replacement.

Statutory Height

Information regarding the Statutory Height for Carriage, Driveway, Fence Line and Kerb can be entered into the OHSL Replacement job completion.

Statutory Height measurements are required to be entered in meters with 2 decimal places

Contract Items Tab

- **Contract Number:** Select an option from the drop down box. Selection includes;
    - C07035 - UAM
    - C07037A - Skilltech
    - CS-C10202 - Formway - Customer Services
    - NG-C10202 - Formway - Next Gen Mtrg
    - TR-C10202 - Formway - Mtr Test & Replcmt

- **Contract Items:** Select the "+" button to add Contract Items to the job.

    o Specific contract items will be populated within the Contract Item drop down box,

depending on the Contract Number selected.

- Select the quantity from the drop down box

- Select the relevant Contract Item

- Multiple contract items can be added by selecting the "+" button again.

- Contract Items can be deleted by selecting the rubbish bin.

- **Extraordinary Conditions:** Can be added to the Overhead Service Line Replacement job by:

    o Selecting an Extraordinary Condition from the drop down box.

    o Selecting the Time in minutes, the options are 15 minute intervals.

    o Describing the Reason for Claim.

    o Options for Extraordinary Conditions are specific to the Contract Number selected.

Fuse Replacement

Under the Completion Details heading within the BASS job completion page, the following fields will the prepopulated and locked for editing.

- Type

- Premise/Lot Number

- Primary Address

Users will be required to enter completion information relevant to the job.

Actual Completion Details

- Actual Start Date

- Actual End Date

- Actual State Time

- Actual End Time

If the job was completed as planned, select the "Completed as Planned" button and the actual completion details will be populated automatically.

General Completion Tab

- **Completion Code:** Choose an option from the drop down box. Selection includes:

    o 00 – Completed OK

    o 01 – Connected Form 3 Left on Site

    o 03 – Connected Temporarily Further Work Required by ENERGEX

    o 05 – No Access to Main Switchboard Card Left

    o 06 – No Access to Meter Position Card Left

    o 07 – No Access to Site (refer to comments)

    o 09 – OH Service Not Connected

    o 10 – ENERGEX Supply not available

    o 11 – Form 3 Defects New Form 2 Required

    o 15 – Not at Home card left

    o 25 – Installed/Replaced equipment

    If the user selects a Completion Code of "01 – Connected Form 3 Left on Site" or "11 – Form 3 Defects New Form 2 Required" the user must submit a Form 3 before they can complete the job.

- **Connection Status:** Choose a Connection Status option from the drop down box. Selection includes:

    o C – Connected

    o D – Disconnected

    o N – No Status Change/Never Connected

- **Disconnection Point:** Choose an option from the drop down box. Selection includes:
    - o H – Primary Fuse on House
    - o L- Metering Link
    - o M- Meters
    - o N – Not Applicable
    - o P – Primary Fuse on Pole/Pillar
    - o S – Main Switch (Taped)
    - o W – Service Disconnected

- **Comments/Additional Work:** A free text field that can be used to enter any additional information or commentary about the Fuse Replacement job.

- **Pole Pillar #:** Enter the Pole Pillar number, if the information contained in this field is not current.

- **Network Attachment Point:** Enter the Network Attachment Point, if the information contained in this field is not current.

- **Pole Open Point Check:** Choose an option from the drop down box. Selection includes:
    - o Pole is an open point
    - o Pole is not an open point

- **Upstream Pole #**

- **P/Pole Type:** Choose an option from the drop down box. Selection includes:
    - o C - Concrete
    - o N – None
    - o SR – Steel B.I.G
    - o SR – Steel Ragbolt
    - o W - Wood

- **Service Type:** Choose an option from the drop down box. Selection includes:
    - o OF - Flying Fox
    - o OH - Overhead
    - o UG - Underground
    - o UT - Underground Transformer

- **Cable Type:** Choose an option from the drop down box. Selection includes:
    - M - XMT
    - N - NS PVC
    - O - Open PVC
    - P - PW PVC
    - T - Twisted PVC
    - X - XLPE

- **Phase Connection:** Select an option from the drop down box. Selection includes;
    - A
    - AB
    - ABC
    - AC
    - B
    - BC
    - C
    - Unknown

- **Condition/Action:** Select an option from the drop down box. Selection includes;
    - 1 - OK inspected and found to be OK
    - 2 - REPAIRED
    - 3 - REPLACED
    - 4 - NEEDS REPAIR
    - 5 - NEEDS REPLACE
    - 6 - NO ACCESS

- **Low Risk Action:** Select an option from the drop down box. Selection includes;
    - 1 - No Action – No Low Risk Actions Exist
    - 2 -Serv Break – Needs a Service Break
    - 3 - Stat <500 – Under Stat Height < 500mm
    - 4 - Stat >500 – Under Stat Height > 500 mm

- **Fuse Size:** Select an option from the drop down box. Selection includes;
    - -100
    - - 50
    - - 80

- **Fuse Position:** Select an option from the drop down box. Selection includes;
    - H – House
    - P – Private Pole
    - S – ENERGEX Pole
- **Technician Name:** Enter name of technician completing the Fuse Replacement.
- **Technician Phone Number:** Enter telephone number of technician completing the Fuse Replacement.

Statutory Height

Information regarding the Statutory Height for Carriage, Driveway, Fence Line and Kerb can be entered into the Fuse Replacement job completion. Statutory Height measurements are required to be entered in meters with 2 decimal places.

Contracts Items Tab

- **Contract Number:** Select an option from the drop down box. Selection includes;
    - C07035 -UAM
    - C07037A - Skilltech
    - CS-C10202 - Formway - Customer Services
    - NG-C10202 - Formway - Next Gen Mtrg
    - TR-C10202 - Formway - Mtr Test & Replcmt
- **Contract Items:** Select the "+" button to add Contract Items to the job.

- Specific contract items will be populated within the Contract Item drop down box, depending on the Contract Number selected.
- Select the quantity from the drop down box
- Select the relevant Contract Item
- Multiple contract items can be added by selecting the "+" button again.
- Contract Items can be deleted by selecting the rubbish bin.

- **Extraordinary Conditions:** Can be added to the Fuse Replacement job by:

  o   Selecting an Extraordinary Condition from the drop down box.

  o   Selecting the Time in minutes, the options are 15 minute intervals.

  o   Describing the Reason for Claim.

  o   Options for Extraordinary Conditions are specific to the Contract Number selected.

Cancelling a BASS Job

A BASS job can be cancelled by emailing; smocontracts@energex.com.au with the Job reference number to be cancelled.

Once a job has been cancelled, the job can no longer be modified or updated.

Form 3

A Form 3 must be left on a customer's premises where wiring or other serious defects have been identified by an Energex Field Worker when performing work on the premises. This information also needs to be captured via the electronic Form 3, when completing a job in BASS.

To create a Form 3 against a premise:

1. Open the relevant BASS Job to enter the completion details.

2. Select "Add Form 3"

3. A Form 3 screen will open allowing the user to enter the information pertaining to the defect.
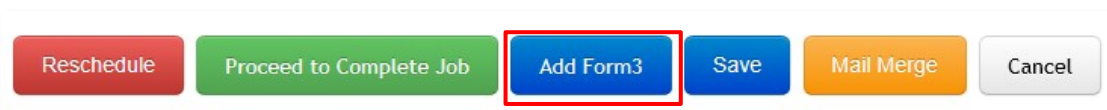
- **Form 3#:** Enter the Form 3#. This is the Form 3 number on the paper based form.

- **Connection Status:** Select an option from the drop down box. Selection includes;
    - 11 – Connected but requires your attention
    - 12 – Not connected
    - 13 – Disconnected for Energex supply

- **Was Any Person Injured?:** Check the box, if an injury has occurred

- **Were Impacts the Result of Electrical Energy or Event?:** Check the box to indicate whether or not the injury was a cause of the fault.

- **DEE/SEI Types:** Select an option from the drop down box to further detail the nature of the fault. Selection includes:
    - 00 - Conductor Grounded/Low
    - 01 - Conductor/Clamp
    - 02 - Conductor/Dead end
    - 03 - Conductor/Splice
    - 04 - Conductor/Tie
    - 05 - Crossarm
    - 06 - Electrical Equipment Security
    - 07 - Electrical Work - ENERGEX
    - 08 - Electrical work - ENERGEX subcontractor
    - 09 - Electrical work - External
    - 10 - Insulator
    - 11 - Non-electrical work - ENERGEX
    - 12 - Non-electrical work - ENERGEX subcontractor
    - 13 - Non-electrical work - External

- o 14 - Other

- o 15 - Other ENERGEX Asset/Equipment

- o 16 - Pole

- o 17 - Stay

- **DEE/SEI Sub Types:** Select an option from the drop down box to further detail the nature of the fault. Selection includes:

  - o 01 - Air Break Switch

  - o 02 - Aircraft

  - o 03 - Boat

  - o 04 - Building/Structure

  - o 05 - Crane

  - o 06 - Defective Equipment

  - o 07 - Dozer

  - o 08 - Drilling/boring machinery

  - o 09 - EWP

  - o 10 - Excavator

  - o 11 - Exclusion Zone

  - o 12 - Exposed Live Parts

  - o 13 - External non-electrical work

  - o 14 - Farm Machinery

  - o 15 - Fault Condition

  - o 16 - Fire

  - o 17 - High Load

  - o 18 - HV Switching and Access

  - o 19 - Inadequate Circuit Protection

  - o 20 - Inadequate Testing

  - o 21 - Irrigation Equipment

  - o 22 - Leakage

  - o 23 - Mechanical

  - o 24 - Misadventure - Domestic

  - o 25 - Misadventure – Workplace

  - o 26 - Neutral

  - o 27 - No MEN

  - o 28 - Other

  - o 29 - Painter/Plumber/other worker

  - o 30 - Polarity

- o 31 - Public Place

- o 32 - Storm

- o 33 - Substation

- o 34 - Substation (Cubicle)

- o 35 - Substation (Ground)

- o 36 - Traffic Management

- o 37 - Tree Cutting

- o 38 - Tree Cutting - Private

- o 39 - Truck

- o 40 - Unassisted

- o 41 - Unauthorised/unlicensed

- o 42 - Vandals/misadventure

- o 43 - Vegetation

- o 44 - Vehicle impact

- o 45 – Vibration

- o 46 - Welder

- o 47 – Wildlife

- o 48 - Wiring Defects

- o 49 - Work Methods

Job Information

Job Number	PI16CAL00000808
Job Type	Fuse Replacement
Status	Ready for Completion

Form3

Form 3 #		Connection Status	Please Select...
Was Any Person Injured?	☐	Were Impacts the Result of Electrical Energy or Event?	☐
DEE / SEI Types	Please Select...	DEE / SEI Sub Types	Please Select...
Address			
NMI			

Actions: Select the relevant Customer and Electrical Contractor actions.

- **Form 3 Defects:** Select the relevant Form 3 defects:

- o Enter any additional Form 3 comments that further help to describe the Form 3 defect.

- o Once complete, select the "Submit Form 3" button.

- o Once the Form 3 has been submitted, you will be returned back to the completion page.

- o The new Form 3 will now be displayed in the Form 3 grid, with a link that will allow users to view the Form 3 details submitted.

If a Form 3 is required, it MUST be submitted before a BASS Job is completed. Form 3's aren't able to be retracted after submission, however the Form 3 details can be modified.

- **Form 3 – Electricity Defect Report:** This peloton is used to display any Form 3's that have been created against the job. Each Form 3 and its corresponding detail will be displayed as read only within this peloton. The logged on user will not be able to add any additional Form 3's.

MyProfile

Under the MyProfile tab a user can access and update:

- Registration Details

- Change Password

- Manage an existing Group (The user's *Role* must be set to Manager)

- Subscribe to another group/ Unsubscribe to an existing group.

Registration Details

Registration Details relates to the information entered by the user when registering to access the Electrical Partners Portal for the first time. This includes Username, Password and Email Address. Changing these details can only be done under the MyProfile tab.

When either the Change Password or Update Details buttons are clicked, a new screen will load providing access to all registration details that can be updated. Click on the relevant Update tab:

Update User Registration Details

A user can update the following Registration Details in this section:

- First Name
- Last Name
- Mobile Phone Number
- Username

Any changes made to your Registration Details can be seen on the Update Details page, however these changes will not be visible under the heading Registration Details under MyProfile until you logout, then log back in.

- **First Name:** A free form text field and does not contain specific requirements.

- **Last Name:** A free form text field and does not contain specific requirements.

- **Mobile Phone Number:** Must contain 10 digits. Do not include spaces.

- **Username:** For Username requirements, click on the question mark icon next to the Username field.

    o Whether the user can save the change to a username will depend on whether the username is available.

    o If the username has been utilised by another user of the Portal, the following error will occur when the check availability button is clicked:

Username*   Blair321   [?] [Check Availability] ✖

Cancel
The username specified already exists.

    o If the username is available, a confirmation tick will appear when the check availability button is clicked:

Username*   Mallinder1   [?] [Check Availability] ✔

    o An email is sent to the user's registered email address. No action is required.

Update Email Address

The email address used for Registration Details must be unique and cannot be linked to another portal account.

- A confirmation email will be sent to the original email address that was utilised to register. This email is for confirmation only and does not require any action.

- A confirmation email with a link to complete the change will be sent to the updated email address. The link must be clicked to confirm the change.
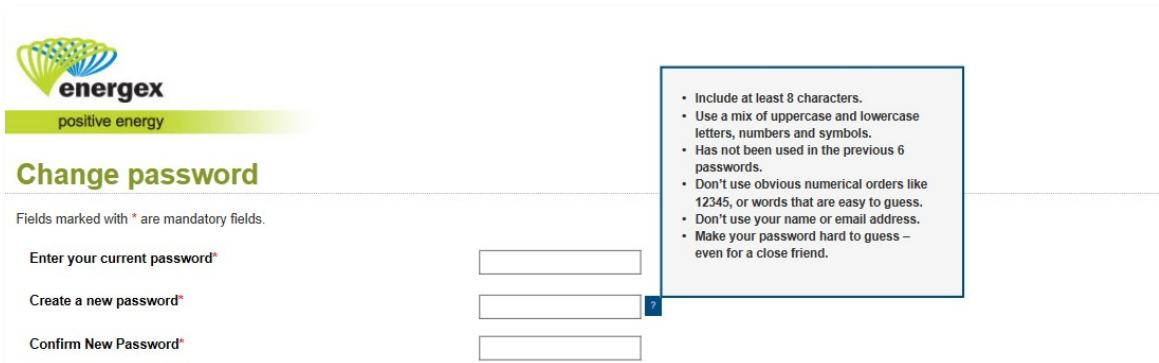
For security reasons, the link will remain active for up to 24 hours. After the 24 hour period, the process would need to be completed again as the changes will not be made to the account.

Update Password

To alter the password, you must:

- Enter your current password
- Create a new password
- Confirm the new password
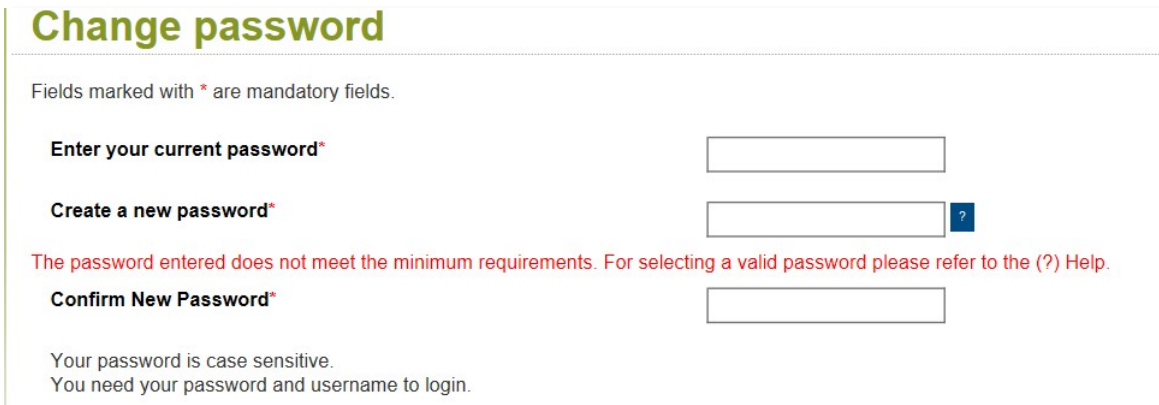
For password requirements, click on the question mark icon next to the Create a New Password field.
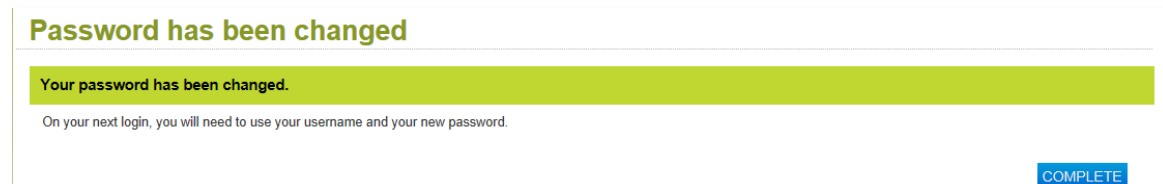
Click on the submit button to confirm the change.

- If the password doesn't meet requirements, an error message will appear:

- If the password is accepted, the following screen will load when the submit button is clicked.

An email will be sent to the user's registered email address confirming the password change. No

action is required.

My Groups

The My Groups area will display all Groups (or businesses) you have subscribed to, your role and the status for that Group.

My Groups will look slightly different for all users depending on how you have been set up - whether you are Group Manager or a Member.

- **Group Name:** This is the business you have subscribed to.

- **Group Reference:** As an External Contractor - you will see your EGX reference number which associates all users to the same Group.

- **My Role:** Are you a Manager or a Member for your Group.

- **My Status:** What is your subscription status?

    o   Approved - your subscription has been Approved by the Group Manager

    o   Pending Approval - the Group Manager has yet to Approve or Decline your subscription

- **Manage Button:** This button will only appear if you are set up as a Group Manager.

    o   The Manage button allows you change a user's role (Group Manager or Member), approve or decline subscription requests and view all members associated with your Group.

- **Unsubscribe Button:** This button will only appear when your subscription request has been approved.

- **Cancel Request Button:** If your subscription request is not approved, the button will display as Cancel Request.

- **Subscribe to Another Group Button:** If you work for more than one business, you can subscribe to another Group.

How to Approve or Decline a Member Subscription

The Group Manager will receive an email each time a new member subscribes to their Group. It is the Group Manager's responsibility to Approve or Decline their subscription.

- Click on the Manage button to take you to your Group Member list.

Look for the member who is requesting access to your Group and click on the action to either Approve or Decline their request.

- Approve – will allow access to your Group

- Decline – will not allow access to your Group

An email is sent to the Member to advise the outcome of their subscription request, whether they have been approved or declined. An email is also sent to the Group Manager. Once a member is approved, they can access the EP Portal straightaway.

There are two types of roles within the EP Portal; Group Manager and Member.

- **Group Manager:**
  - Is responsible for approving, declining or unsubscribing (removing) members from the Group.
  - Users who are set up as the Group Manager will receive emails sent from the EP Portal when a user's details change.
  - Only a user set up as Groups Manager has the ability to change roles from Member to Manager or Manager to Member

- **Member:**
  - Can Review, Schedule & Notify and Complete jobs listed for their group in BASS.
  - Look for the name of the user whose role you wish to change.
  - From the drop down list select the role you now wish this user to have – Manager or Member. You will receive a pop-up box asking if you are sure you wish to make this change.

- o Once a user's role has changed, an email is sent to the user to advise them of the role change.

NEED TO KNOW
- It is at your discretion how many users you set up as Group Manager for your Group.
- The EP Portal requires a minimum of one Group Manager per Group.
- If you are the only Group Manager, you will need to change a Member to a Manager role before you have the ability to change yourself to a Member.
- An email will be sent to the Group Manager and Member to advise that their role has been changed. Look for an email from energexportal@energex.com.au

Change your Business Details

Under the My Groups area, changes can be made to any of the business details that were entered when the Group was first set up. This includes:

- Business Name
- ABN
- Physical Address
- Postal Address
- Group Contact Details

Only a user set up as Group Manager can update business details. To update Business Details, click on the Manage button to access the Manage Group area.

Update the required fields and click on the Save Details button.

An email will be sent to the Group Manager when changes are made to Group Details. Look for an email from energexportal@energex.com.au

Subscribe to Another Group

When a user first registers to the EP Portal they are asked to subscribe against the business's primary role. Once the user is in the EP Portal, if they conduct work for several businesses, additional Groups can be subscribed to.

This is not a necessary if you perform multiple work types for the same business. This user guide relates to Authorised External Contractors who conduct work on behalf of Energex.

Click on Subscribe to another Group if you work for more than one business

Select the External Contractor option and click Next>>.

Enter the Energex Group Reference Number that has been provided to you by your Group Manager.

- Click on Check to validate the Energex Group reference number.

- Ensure the name is correct before clicking on Next>> to continue.

- A message will load advising that you have subscribed to the applicable Group and the Energex reference number you entered.

- An email has been sent to the Group Manager of your Group who will either approve or decline your subscription.

- Pending subscription requests can be viewed under the My Groups heading on the MyProfile screen.

Want to Cancel your Subscription?

A pending subscription request can be cancelled under the My Groups area.

Group Name	Group Reference	My Role	My Status	
⚠ natiselectric	Group Ref# EGX4549 EC# 10081	Member	Pending Approval	Cancel Request
⚠ Formway 557	Group Ref# EGX5921	Member	Pending Approval	Cancel Request

- **Member:**

  - If you subscribed as a Member to a Group, you will see under the My Status heading that your subscription is Pending Approval.

  - To cancel this subscription request, click on Cancel Request.

  - You will receive a prompt box confirming that you wish to cancel the pending subscription request which will remove it from the list. Click Yes to continue.

  - When you cancel your pending subscription request an email will be sent to the Group Manager and to your registered email address advising that your subscription request has been cancelled. Look for emails from energexportal@energex.com.au

- **Group Manager:**

  - If you have subscribed to a Group as Group Manager, there is no Cancel Request option.

  - As a Group Manager you can only unsubscribe yourself from a group if there is another Group Manager set up.

  - If you are the only user for your Group (set up as Group Manager), you will need to email us at energexportal@energex.com.au to disable your Group from the EP Portal.

To Unsubscribe from a Group

If you unsubscribe yourself from your only Group, your access to the EP Portal will be removed and you will be taken back to the EP Portal Subscription page. To access the EP Portal, you will need to subscribe to another Group.

Once your subscription has been approved an Unsubscribe button will display.

- To remove yourself from a Group, click on Unsubscribe. If you are a Member to multiple Groups, ensure you unsubscribe from the correct Group.

- You will receive a prompt box confirming that you wish to remove yourself from this particular Group.

- Click Confirm to continue.

- Click on the Delete button that will now appear to remove the Group from your My Groups area.

- When you unsubscribe from a Group an email will be sent to the Group Manager and to your registered email address advising you have removed your subscription to that Group. Look for emails from energexportal@energex.com.au

MyBASS

Search

To access the search options, hover over MyBASS in the black menu bar and click on the Search menu option.
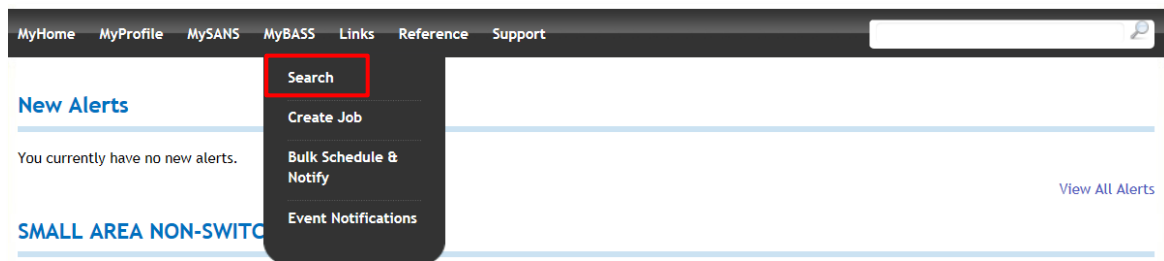
The Jobs Search Results page will load. When searching, either a single search parameter can be used, or select multiple options to refine the search results.

Search Options

- **Search Text:** Allows the user to search several different fields for text. Options include:

  o Reference Number

  o Contractor Reference

  o Job Location

  o Job Description

  o Contact Name

  o PTJ Number

- **Outage Start Date From/Outage Start Date To:** Use these fields to create a date range. Click on the calendar icon next to each field to make a date selection. The results relate to the scheduled outage date.

- **Company:** If the user has subscribed to more than one External Contractor group, all relevant groups will be available for selection. Select from the drop down box.

- **NMI:** National Metering Identifier. Identifies a connection point with the market. It is made up of 10 digits plus a checksum. This search option will return a result with or without the checksum (11th digit).

- **Job Type:** Choose an option from the drop down box. Selection includes:

    o   OHSL (Overhead Service Line Replacement)

    o   Fuse Replacement

    o   Meter Test

    o   Meter Replacement

- **Market Start Date From/Market Start Date T**o: Use these fields to create a date range. Click on the calendar icon next to each field to make a date selection. The results relate to the market start date.

- **Job No:** Search using the PI Reference Number.

- **Status:** Choose an option from the drop down box. Selection includes:

    o   Cancelled

    o   Completed

    o   Completion In Progress

    o   Processing

    o   Ready For Completion

    o   Ready To Reschedule

    o   Ready to Schedule & Notify

    o   Rescheduling

    o   Scheduled & Notified

- **Life Support:** Tick the box to search only premises with an active Life Support Flag.

- **Street Address:** Street name can be used in conjunction with Suburb or independently. This search option will return any match including partial matches. For example, "Rose" will return results such as "Rosemary" or "Rosemount".

- **Suburb:** Suburb can be used in conjunction with Street Address or independently. This search option will return any match including partial matches. For example, "Win" will return results such as "Windsor" and "Twin Waters".

- **Create Date From/Create Date To:** Use these fields to create a date range. Click on the calendar icon next to each field to make a date selection. The results relate to the date the job was created within Energex systems.

- **Contractor Reference:** Added by the external user. It can either be added when creating an individual job via BASS, added to the Contractor Reference field on the Bulk Upload template,

or at any status on the Home page dashboard. This is not a mandatory field and can be altered at any time.

- **Contact Name:** Primary contact for the group. This is set up by Energex when the group is first created in the Portal. Contact information can be altered to override the saved details on an individual job if required.

- **Non Compliance:** Relates to notification of the Customer and/ or Retailer. Selection includes:
  - Customer
  - Customer/Retailer
  - Retailer

- **Multi Tenancy:** Tick the box to return results relating to Multi Tenancy flags in the system. This selection is an indicator only not a guarantee that the premise is a multi-tenancy.

- **Waiver Number:** Search with a specific waiver number.

- **PTJ Type:** The PTJ type as per Energex systems. Selection includes:
  - OHSL Replacement
  - Replace Meter
  - Test Meter
  - Fuse
  - Test CT Meter

Search Results

Directly under the *Jobs Search Results* title, a note will show how many records have been returned matching the search criteria. When a large number of results are returned there will be page tabs available below the *Clear Filters* and *Search* buttons move through the list of results. A green results table will populate below the search options.

- **Reference:** Provides the individual PI Reference as a Hyperlink to access the job and the current job status.

- **Contractor Ref:** Relates to the "External Reference" entered on the job within the Job Information section. The External Reference field is a free form text field that any user with access to the group can update. For example, a crew code may be saved in this field to assist with job allocation. This field could show as blank if the job has not been altered since creation in the portal.

- **Outage Start Date:** Relates to the Start Date entered in the Outage Details section. If the outage has not yet been set this field will be blank.

- **Job Type:** Advise of the type of job

- **Premises:** Provides the premises address and the primary NMI

- **Life Support:**
  - Will show either as No or Yes.
  - If Yes is shown in this field, the premise has been flagged within Energex systems as a Life Support customer.
  - All customers that are flagged as Life Support MUST be provided notification in writing either via a letterbox drop, posted letter, or a waiver.
  - This is a NECF compliance requirement.
  - Non-notification of a Life Support customer is considered a Type 1 breach by the AER and carries civil penalties and fines.

- **Multi-Tenancy:** Will show as either Yes or No. This is an indicator only. The system utilises checks such as number of NMIs listed to a single lot and plan, configuration of an address e.g. 12A, 12B or 1/12, 2/12 etc.

Search within Search Results

To filter the search results, add additional parameters to the existing search. By adding more search fields this will refine the existing results rather than starting the search again. To clear the search and start again, click on the Clear Filters button.
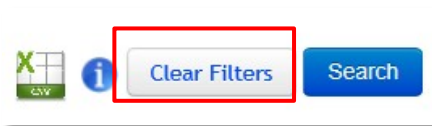
Exporting Search Results to Excel (CSV)
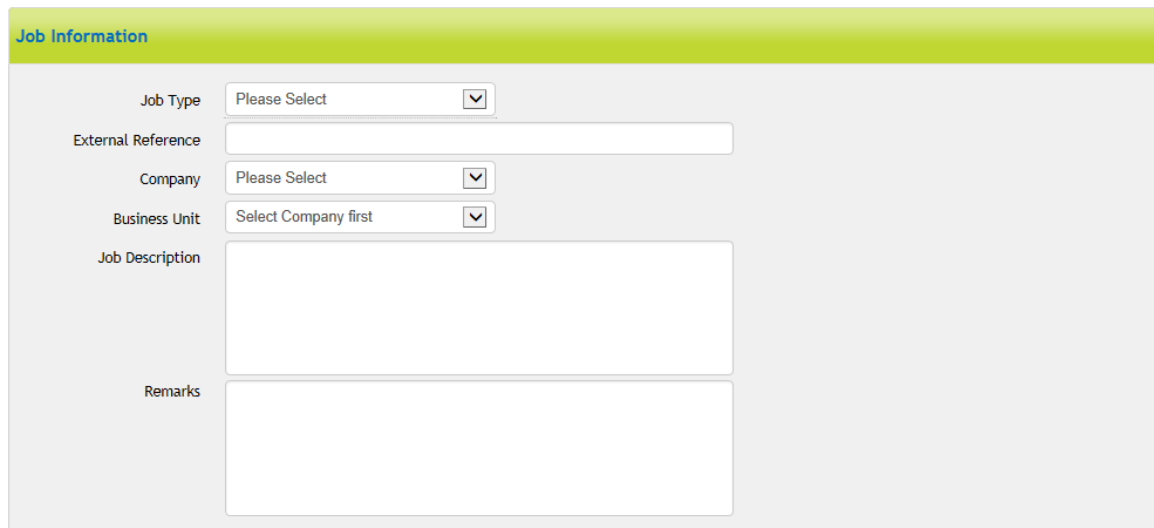
Search results can be exported to an Excel spreadsheet. An export can contain up to 300 unique search results. This means if an outage relates to a multi-unit premise, the primary premise is counted but all additional NMIs are not included in the count. The user can limit the returned results by utilising the different search field options. The system does not spilt results across more than one export. If the amount of results exceeds 300, only the first 300 unique results will export to the excel sheet.
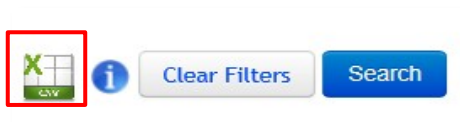
Create Job

The Create Job function can be utilised for Overhead Service Line Replacements and Fuse Replacements. This function does not relate to Meter Tests or Replace Meter jobs.
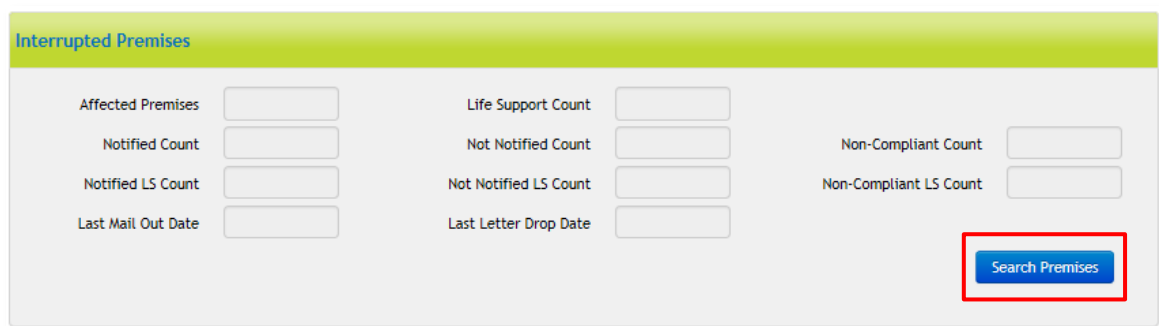
Job Information

- **Job Type:** Select from OHSL or Fuse Replacement.

- **Contractor Reference:** This is a searchable field. The external user can enter up to 128 characters in this field.

- **Company:** Select the Company name from the drop down box.

- **Business Unit:** Select the Business Unit from the drop down box.

- **Job Description:** This is a free form text field. Any information added to this field can be used as a search option. Enter the details into the 'Search Text' search field.

- **Remarks:** This is a free form text field. Details saved in this field will be provided as Field Worker Remarks via Energex systems e.g. FFA/Toughbook.

Interrupted Premises
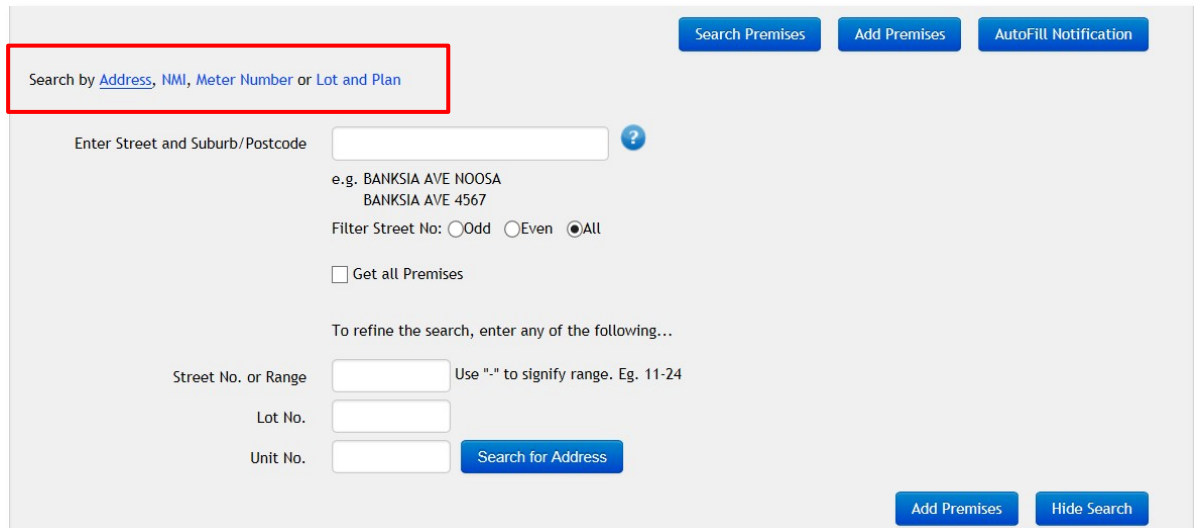
Add the primary affected premises under this section by clicking on the Search Premises button.

Search Premises

When the Search Premises button is clicked, the screen will load a number of different search options. The search function will default to an Address search.

- The option can be changed to the NMI, Meter number, or Lot and Plan.

- Once an address has been selected, options will populate relating to street numbers. The options are:

  o Filter Street No – choose from Odd, Even, or All

  o Tick the box Get All Premises

  o Enter a specific Street No. or Range e.g. 1-20.

- Click on Search for Address to apply the search parameters.

Search Results

- A list of search results will appear. If a large number of search results are returned, a scroll bar will show on the left hand side of the screen.

- A result count will be present on the left hand side advising Total Premises Searched.

- If all the results are relevant, select the tick box next to Select All Premises Search Results.

- Alternatively scroll through the results and tick the box on the right hand side of each relevant NMI.

- To add the results to the schedule and notify list, click the Add Premises button.

- To move the screen up click on the Hide Search button.
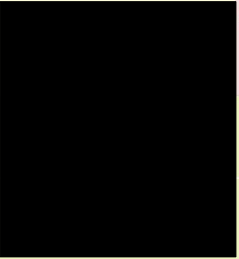
Assign Primary Premise

Once the relevant addresses have been added, the primary premises needs to be assigned.

- Check the tick box next to the correct premise address.

- Click the Assign Primary Premise button.

- When the primary premises is assigned, the rubbish bin icon will be removed from that premise.
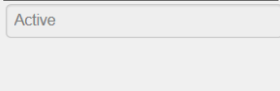
Primary Premises

Once the external user has selected the premise from the search results, the details will populate within this section. To change this information the user must reassign the primary premise under the Interrupted Premise section (see above).


- **Meter Details:** To access the metering information, click on the View Meter Details button.

  o Once this button is clicked, any current meter data will load. This search is completed in real time and accesses Energex's systems to provide up to date details.

- **Meter Number:** A valid meter number contains 6 or 7 digits and can be prefixed with a meter source code.

- **Status:** P previous, D deleted, C current, F future

- **Install Code:** BASIC, COMMS1, COMMS2, COMMS3, COMMS4 MRIM, SAMPLE, UMCP

- **Reg ID:** Indicates how many tariffs are measured by the meter.

- **Time of Day:**
    - 'SHLDR' ,'SHOULDER',
    - 'CNTROL','CONTROLLED',
    - 'SHDEM' ,'SHOULDER',
    - 'PKDEM','PEAK',
    - 'OPKDEM','OFFPEAK',
    - 'TOTAL2','TOTAL'

- **Unit of Measure:**
    - kWh
    - kVA
    - kVArh
    - kVAr
    - kW

- **NTC:** Energex records tariff information using the Network Tariff Code. Each Network Tariff Code will have a relevant Gazetted Tariff.

- **Dial Format:** Indicates the numeric rotation of the meter. This does not mean the meter is actually a dial meter.

- **Multiplier:** A multiplier indicates whether the meter is whole current (1), Solar (+1) or CT (40, 160, 300).

- **Cons Type:** C = Cumulative (incremental) A = absolute (i.e. consumption since last read)

- **Controlled Load:** Results will state either Y (yes) or N (no).

Each line indicates an individual tariff. There may be more than one tariff registered to a single meter. In the below example, the meter number 4-1474602 is an integrated meter measuring both solar (9900) and general supply Tariff 11 (8400).

Meter Details

Meter Number	Status	Install Code	Install Date	Reg ID	Time Of Day	Unit Of Measure	NTC	Dial Format	Multiplier	Cons Type	Controlled Load
▮▮▮▮	C	BASIC		01	TOTAL	KWH	8400	8.0	1	C	N
				02	TOTAL	KWH	9900	8.0	1	C	N
▮▮▮▮	C	BASIC		01	TOTAL	KWH	9100	5.0	1	C	Y

Contact Information

The external user's contact details will auto populate in this section. This information can be updated by the user. The changes will apply when the job is saved.
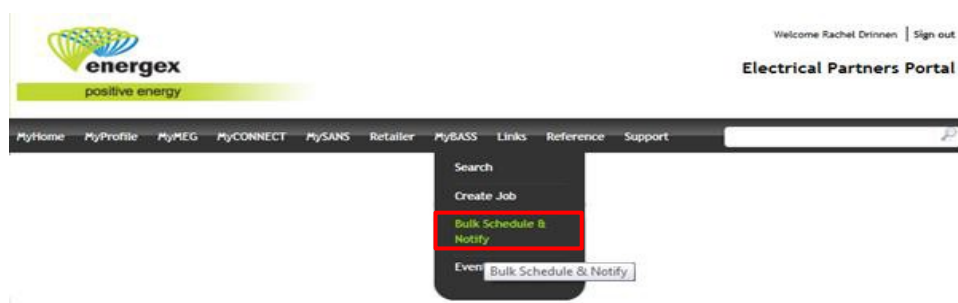

Bulk Schedule & Notify

External contractors will have the ability to bulk upload Schedule and Notification data for BASS jobs. This bulk upload tool allows a user to update scheduling and notification data for BASS jobs via a Microsoft Excel CSV file.

To access this function, hover over MyBASS and click on Bulk Schedule & Notify from the drop down options.

Select the upload file by clicking on the browse button and selecting the upload file you have prepared. Once selected, click on the open button.

The Bulk Schedule and Notification Upload tool contains 3 options for uploading scheduling and notification details:
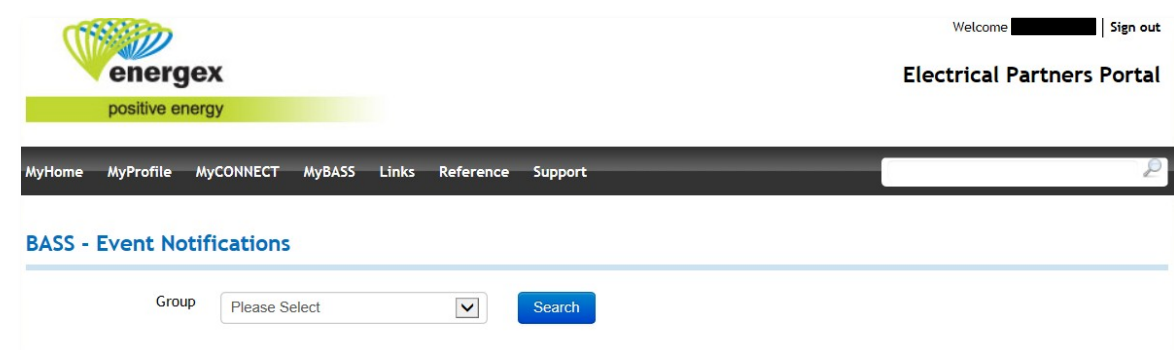
- **Validate Only:** Option will not apply any changes to the BASS job. The upload file will be validated, and the user will be presented with any errors and warnings that have been found in the upload file.

- **Apply Valid Rows:** Option will apply any valid records to BASS jobs where no warnings or errors are found within the upload file.

- **Fail Whole File on Error:** Option will not commit any records to the BASS jobs if the upload contains any warnings or errors within the records. If a record fails, the whole upload will fail.

Users will not be able to use the Bulk Schedule and Notification tool for multi-tenancy jobs, as the scheduling and notification details will apply to the Primary Premises only.

Event Notifications

Event Notifications will be updated daily to provide information to your group about any changes affecting jobs you have been allocated, or where an action is outstanding. To view event notifications, you must first select the group from the drop down menu.

Only External Contractor groups that you are currently subscribed to will be available for selection.

- **No Results:** If the group does not have any current event notifications available for review, the search will return a note: No results found for your search request.

- **Results:** If the group does have current event notifications requiring review, the results will be placed under a relevant heading to provide an overview of the notification reason:

- To access any jobs listed on the Event Notification screen, click on the BASS Reference Number.

- Event Notifications may relate to any of the following:

  - Life Support flag added

  - Premise Hazard Information – premise/dog/customer

  - Premise has been De-energised

  - Open form 3 onsite

  - Job state transition

  - You haven't rescheduled and the job is now overdue.

  - You haven't completed the job on schedule and completion is now overdue