united energy U
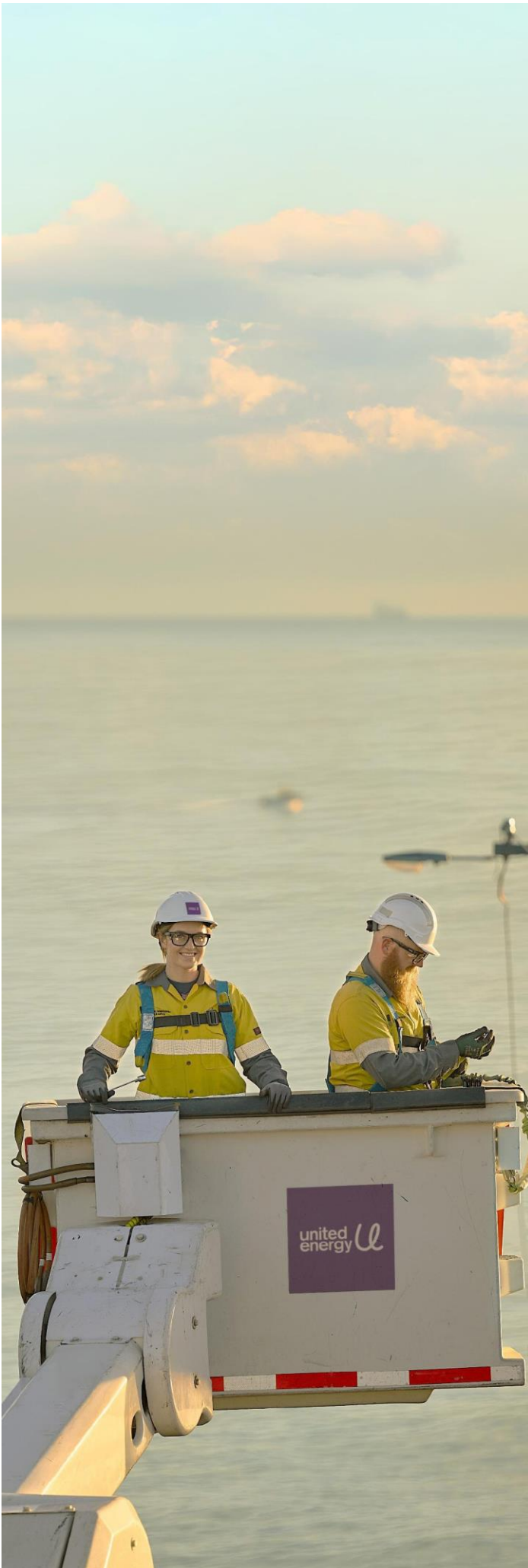
# INFORMATION AND COMMUNICATIONS TECHNOLOGY

## END USER DEVICE MANAGEMENT

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# 1.  Overview

End user devices include computers, laptops, mobile phones and tablets, and meeting room technology. Our field and office staff use these devices to complete day-to-day work. The use of business applications on devices is embedded in all our business and operational processes and at the core of our current level of productivity performance.

As end user devices reach the end of their useful life, their performance deteriorates, they become technically obsolete and capacity constrained and have increased security risks. As a result, devices may no longer perform their intended role and prevent users from undertaking efficient business processes. In this scenario, users must revert to manual processes which leads to loss of productivity, higher costs to customers and detrimental impacts on the delivery of a safe and reliable network.

To mitigate these impacts, we have considered the following options for the replacement of end user devices during the 2026-31 regulatory period:

1. **Do not maintain currency of devices –** under this option we would not replace any devices during the 2026-31 regulatory period.

2. **Replace devices at end of useful life –** to ensure devices can continue to perform their intended role we would replace at the end of their useful life.

3. **Replace all devices in bulk at the beginning of the period** – under this option we would replace all devices at the beginning of the regulatory period and subsequently at the end of their useful life.

Option two is recommended as it ensures we able to meet our regulatory obligations across the 2026-31 regulatory period while only prudently replacing devices at the end of their useful life. The costs of each option are provided in the table below.

**TABLE 1     OPTIONS ANALYSIS SUMMARY ($M, 2026)**

| # | OPTION | CAPEX | OPEX |
|---|--------|-------|------|
| 1 | Do nothing, do not maintain device currency | - | - |
| 2 | Replace devices at end of useful life | 6.0 | - |
| 3 | Replace in bulk at the beginning of the period | 8.8 | - |

# 2. Background

## 2.1 Types of end user devices

The use of devices is embedded in our day-to-day operations. The types of devices we utilise are described below. Due to the outsourcing of our field service operations, device provision is limited to our insourced employees.

### 2.1.1 Laptop and desktop computers

Since 2019 we progressively replaced desktops with laptops, to provide flexibility in the workplace. In 2024, laptops account for nearly all computers with the use of desktops being by exception. The shift to laptops was particularly beneficial in supporting working from home during the Covid period and into the future as we adopt hot desking and non-designated workspaces.

Most end users are supplied with a standard fleet laptop. However, the standard fleet is not suitable for some roles. Higher specification laptops are required by specific areas of the business to execute their role. This includes the Network Design, Network Control Room and Network Analytics teams. Further detail is provided in appendix 0 regarding these higher specification laptops.

### 2.1.2 Mobile devices

Mobile communication allows staff to communicate efficiently and promptly, regardless of location and is necessary due to a large portion of staff working across various locations and depots. Field staff are often on the road or on call 24 hours a day.

Mobile phones are also a safety tool. They enable employees to contact emergency services in the event of a fire, traffic accident, road hazard or medical emergency. Given the high-risk nature of field work, having access to mobile communications provides significant safety benefits. Our mobile phones and tablets also have numerous workplace applications which allow for more efficient communication. This includes the Cintellate (Roam) application which is used to report workplace hazards and safety incidents.

A small number of employees require high specification mobile phones which offer photogrammetry and LiDAR capability. New technology to be implemented before the start of the next regulatory period, together with these higher specification phone will enable the user to instantly record high-quality 3D information about underground assets.

### 2.1.3 Meeting room technology

The technology available in meeting rooms at offices and depots enables flexibility and connectivity so that teams across the organisation can collaborate seamlessly regardless of their location. The current video conferencing technology is simple to use and integrated with MS Teams. It connects wirelessly to our network which enables employees to access and share relevant files with all participants. This encourages interaction and minimises a carbon footprint associated with printing hard copies of material or site to site travel.

With the current hybrid working arrangement, many employees can be working remotely on any given day. Meeting participants are often spread between working on site and working from home. Meeting room technology enables meeting participants at all locations to gather and utilise the functionality which offers inclusion for those working remotely.

Table 2 indicates the average useful life of devices, based on our experiences with devices over the past decade, vendor recommendations and current replacement practices.

**TABLE 2    AVERAGE USEFUL DEVICE LIFE**

| DEVICE TYPE | AVERAGE USEFUL LIFE |
| --- | --- |
| Laptop | 4 years |
| Desktop | 4 years |
| Electronic tablet | 3 years |
| Mobile phone | 2 years |
| Meeting room technology | 4 years |

## 2.2    Supporting all employees through workplace applications on mobile devices

In addition to the flexibility afforded by mobile devices, numerous workplace applications are available to employees. The use of business applications on devices is embedded in all our business and operational processes and at the core of our current level of productivity performance. Many of these applications are critical to ensure a safe and reliable supply of electricity to our customers.

An example of how these applications support our business is provided in the box below.

> Kevin, Operational faults manager "Map Insights and the Network Dashboard applications are the first things I turn on every morning as they provide immediate situational awareness of our network".
>
> These two mobile applications enable Kevin and his colleagues to perform job scoping activities from their desk which reduces the need for field visits, time on the road and fuel consumption. Project managers, project leads & faults managers all benefit from being able to dedicate more time to completing other tasks. A reduced number of field visits also has an indirect positive impact on health and safety risk and reduces greenhouse emissions. Vehicle accidents are our number one safety incident. By remaining depot or office based, less time is spent on the road which in turn minimises the likelihood of fatigue and road accidents.

A listing of the business applications available on end user mobile devices to support day to day activities are provided in appendix B. Further information on some key applications, and details of how they are utilised on a day-to-day basis, are provided in appendix C.

## 2.3    Device improvements during the 2021-26 regulatory period

As well as maintaining current service levels, the end user device replacement program has delivered the following improvements.

### 2.3.1    Meeting room technology

The 2022 Employee Opinion Survey highlighted limitations with the meeting room technology. The feedback included:

- Smart whiteboards and desktop collaboration phones did not support Microsoft teams.

- There was a general frustration across office locations surrounding video, and audio issues associated with hybrid meetings.

New meeting room technology was initially trialled in head office. During 2024/25 we are replacing the remaining old meeting room technology at all office locations. The new technology provides integration with MS Teams, strong security features, clear video/audio and ease of installation. Other benefits include:

- reduced room setup complexity

- ease of use at the time of a meeting, and

- the ability to run collaboration sessions with participants both in the room and remote.

The new meeting room setup includes:

- new screens: Each room is now equipped with a minimum 65-inch screen, which can be used as an extended monitor during face-to-face meetings or hybrid Teams meetings.

- wall-mounted whiteboards: Where possible, we've installed wall-mounted whiteboards that function as both traditional and interactive whiteboards compatible with Teams.

- camera tracking technology: Advanced camera tracking technology has been installed to automatically frame the group in the room, ensuring everyone is clearly visible during meetings, whether in-person or remote.

To support these upgrades, we've increased network and internet bandwidth across our depots and offices to ensure that we can effectively manage the new technology and provide a seamless experience for all users.

### 2.3.2 Neutral supply testing to be recorded using mobile devices

A project to improve Neutral supply testing (NST)[1] compliance by uplifting existing processes and introducing software to support the capture and reporting of real-time connection testing data will be introduced during 2024/25. This software will be available to field workers undertaking NST and will enable results recording via their mobile device[2]. Potential benefits of this project are:

- improved safety outcomes due to confirmation an NST has been performed and by providing a single source of truth for testing data.

- improved NST testing compliance though enabling capture and reporting of test data.

- Audit improvements - creates an easily auditable record of an NST test which is vital in the event of an incident.

- reduced double handling of data entry which will lead to improvements in data quality.

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[1]  Neutral supply testing measures volts, impedance and polarity in relation to the electrical grid, which include Active, Neutral and Earth to prevent safety issues.
[2]  iPhone or iPad

# 3. Identified need

The identified need is to continue to have end user devices that enable us to maintain our service levels. As devices age and move beyond their useful life they can suffer from:

- decreased performance as the device loses functionality. The most common issues include shortened battery life, microphone failures, degraded performance and general wear and tear. Component upgrades for aged phones are often not available from the manufacture and/or it is uneconomic to undertake refurbishments as the maintenance cost exceeds the cost to purchase new.

- technological obsolesce as software updates cannot be supported on the device. This leads to a loss of connectivity of the device to the businesses IT operating systems (i.e., mobile applications are no longer accessible to the device user).

- capacity constraints as the device cannot support the volume or sophistication of new business applications.

- increased security risk as security patches cannot be deployed onto devices which cannot run a supported version of the operating system.

As a result of decreased performance, technical obsolesce, capacity constraints or security risk, devices can no longer perform their intended role and users can no longer participate in business processes efficiently, for example by reverting to manual processes.

To ensure we can continue to deliver a cost efficient, safe and reliable network, we need to replace devices that will reach the end of useful life during the 2026-31 regulatory period.

# 4. Options analysis

We have considered three options in regard to our end user devices:

1. **Do not maintain currency of devices –** under this option we would not replace any devices during the 2026-31 regulatory period.

2. **Replace devices at end of useful life –** to ensure devices can continue to perform their intended role we would replace at the end of their useful life.

3. **Replace all devices in bulk at the beginning of the period** – under this option we would replace all devices at the beginning of the regulatory period and subsequently at the end of their useful life.

The costs of each of the options is presented in Table 3, and set out in further detail in our attached cost model.[3]

**TABLE 3     OPTIONS ANALYSIS SUMMARY ($M, 2026)**

| # | OPTION | CAPEX | OPEX |
|---|--------|-------|------|
| 1 | Do not maintain device currency | - | - |
| 2 | Replace devices at end of useful life | 6.0 | - |
| 3 | Replace in bulk at the beginning of the period | 8.8 | - |

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[3]    UE MOD 7.15 - End user device management cost - Jan2025 - Public

## 4.2　Risk monetisation framework

To assess our investment options, we worked with EY to develop an ICT risk framework.[4]

Table 4 provides a summary of each risk category included in our framework.

TABLE 4　RISK FRAMEWORK SUMMARY

| CATEGORY | DESCRIPTION |
|---|---|
| Reliability | Risks related to events or failures that cause unforeseen impacts to electricity supply or export capability. For example, customer supply or solar export |
| Compliance | Risks of regulatory, legal, or financial penalties due to failure in meeting compliance obligations, such as delays in publishing key market data or unauthorised access to sensitive data |
| Bushfire | Risks that outages of critical operational systems may increase bushfire likelihood by impairing visibility of the network and timely decision-making |
| Safety | Risks affecting public and staff safety, such as loss of supply impacting life-support customers or disruptions to protective systems |
| Customer experience | Risks where customer interactions are impacted, such as outages of customer-facing IT systems |
| IT outage | Risks of systems becoming unavailable due to poor infrastructure maintenance or resource constraints, resulting in prolonged downtimes or outages |
| IT suitability and sustainability | Risks arising from legacy systems that are prone to failures, inefficiencies, and incompatibilities. These systems may lead to increased maintenance costs, failures, and cyber vulnerabilities if not updated |

## 4.3　Option one: do not maintain currency

Under option one, we would not replace end user devices either at the end of their useful life or upon device failure.

The do-nothing scenario assumes no replacement of existing devices during 2026-31 regulatory period. Devices will experience decreased performance, technical obsolesce, capacity constraints and security risks. As a result, devices can no longer perform their intended role and users can no longer participate in standard business operations and processes. A user would need to revert to manual processes which would result in growing inefficiencies.

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[4]　UE ATT 7.02 - IT risk monetisation framework - Jan2025 - Public

Given the high dependence of our corporate and field services on devices for everyday business operations, this option would result in decreased performance across the board, leading to higher cost of operations, poorer network reliability, increased safety risks and reduced customer experience.

Not replacing end user devices would delay our response to network escalation events, potentially resulting in delays to rectifying unsafe and unreliable electricity supply. For example, without mobile devices, our call escalation staff could not be contacted, and the network operations control room would not have access to screens to easily visualise and control the network.

Corporate services rely heavily on reliable laptops to govern the day-to-day operational activities of the organisation. This includes the delivery of organisation-wide functions which deliver business support services to serve internal customers.

The following customer and retailer services would be negatively impacted if working laptops were not available for the customer group to utilise:

- the delivery of meter data and network billing to market

- supply re-energisations/de-energisations

- actioning of customer requests received via the NEM

Due to the high volume of data and transactions a manual approach would not be feasible to manage processes, leading to customer and market participant dissatisfaction.

As business and NEM requirements evolve, we would increasingly be unable to deploy new business applications on outdated technology. New technology often relies on modern end user devices and operating systems to be running. Utilising outdated and unreliable devices would limit our ability to develop innovative approaches to network management, resulting in higher long-term costs to our customers.

The table below summaries an assessment of option one against our key risk criteria.

TABLE 5    OPTION ONE RISK SUMMARY

| # | RISK | DESCRIPTION |
|---|------|-------------|
| 1 | Reliability | Reduced supply reliability as it would take considerably longer to rectify faults especially during escalation events without end user devices |
| 2 | Compliance | Risk of non-compliance against the Distribution Code due to the increasing use of manual or paper-based operations that provides more room for human error |
| 3 | Bushfire | Longer supply rectification times for faults such as a line down can have a negative impact on bushfire risk |
| 4 | Safety | Reduced safety outcomes for customers particularly during fault events, where powerlines may remain down for longer due to limited communication

Higher safety risks for field workers due to having to revert to manual instructions and limited access to safety training, safety monitoring and technical standards onsite |

| 5 | Customer experience risk | Customers seeking information around faults are likely to experience longer wait times and may not receive the latest information |
| 6 | IT system outage | Devices will experience decreased performance, technical obsolescence, capacity constraints and security risks. As a result, devices can no longer perform their intended role and users can no longer participate in standard business operations and processes. |
| 7 | IT system suitability and system sustainability | Unable to deploy new business solutions on outdated technology |

There is no expenditure associated with option one as we would not replace or issue new end user devices.

## 4.4    Option two: replace devices at end of useful life

Under option two, we would replace devices at the end of their useful life[5]. This reflects current business practice.

By replacing devices once useful life has concluded, we remove the risk of decreased performance, technical obsolesce, capacity constraints and security risks. Ensuring working devices enables us to maintain current business processes and operational performance.

This option mitigates the risks associated with declining device reliability and performance as they become defective and ultimately fail. It also enables us to maintain current performance levels regarding supply reliability, safety and services. Customer experience is maintained, and the risk of regulatory non-compliance is reduced.

Under this approach, the procurement of replacement devices can be efficiently managed throughout the period. The steady purchase of devices each year enables us to maintain good supplier relationships and negotiate improved purchasing arrangements.

A cyclical replacement approach also enables a constant workload of device deployment devoid of peaks and troughs. In this way, resources are constantly engaged which leads to efficient operational expenditure.

The table below summaries an assessment of option two against our key risk criteria.

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[5]    Refer to Table 2 for average useful life per device type.

# TABLE 6    OPTION TWO RISK SUMMARY

| # | SYSTEM | DESCRIPTION |
|---|--------|-------------|
| 1 | Reliability | Increased reliability compared to option one as automatic dispatch of supply fault work can be provided to our teams in all locations |
| 2 | Compliance | Minimal risk of non-compliance against the Distribution Code as current automatic process are maintained |
| 3 | Bushfire | Because this option enables us to maintain current supply rectification timeframes, the bushfire risk is reduced when compared to option one |
| 4 | Safety | Due to the reduced length of time to rectify fault events when compared to option one, this option enables us to maintain current customer safety levels<br><br>Safety of field workers is maintained as they have access to safety training, monitoring, and technical standards on their devices |
| 5 | Customer experience risk | Customer experience risk is maintained as the call centre and communications will operate as intended |
| 6 | IT system outage | Devices would not experience decreasing performance, technical obsolescence, capacity constraints or additional security risks as devices are replaced at the end of their useful life |
| 7 | IT system suitability and system sustainability | As devices are within their useful life, will be able to deploy new business solutions without issue. By performing these updates as required business needs on devices can continue to be met. |

The table below sets out the expenditure associated with option two. By the start of the 2026-31 regulatory period we anticipate 70-100 users will require the higher specification mobile phones to utilise new capabilities as set out in section 2.1.2. This has been factored into our capital expenditure forecast for the 2026-31 period.

# TABLE 7    OPTION TWO EXPENDITURE FORECAST ($M, REAL 2026)

| OPTION TWO | FY27 | FY28 | FY29 | FY30 | FY31 | TOTAL |
|------------|------|------|------|------|------|-------|
| United Energy | 1.0 | 0.8 | 1.5 | 1.6 | 1.1 | 6.0 |

*Rounding may lead to discrepancies between individual network costs and total costs

## 4.5 Option three – replace devices in bulk at the beginning of the regulatory period

Under option three, we would replace devices in bulk at the beginning of the regulatory period and subsequently at the end of their useful life[6]. Devices would be refreshed without delay to ensure all staff had the same device specification and capabilities. This option is expected to enhance current levels of operational performance as it reduces the risk associated with aged and unreliable end user devices. However relative to option two, the minimal incremental benefits are exceeded by the additional cost. This option also creates unnecessary workload peaks and troughs relative to device replacement intervals.

The table below summaries an assessment of option three against our key risk criteria.

**TABLE 8      OPTION THREE RISK SUMMARY**

| • | # | SYSTEM | DESCRIPTION |
|---|---|--------|-------------|
| | 1 | Reliability | Same as option two |
| | 2 | Compliance | Same as option two |
| | 3 | Bushfire | Same as option two |
| | 4 | Safety | Same as option two |
| | 5 | Customer experience risk | Same as option two |
| | 6 | IT system Outage | Same as option two |
| | 7 | IT system Suitability and system sustainability | Minor improvement in device suitability and sustainability due to the bulk upgrade, ensuring all users have compatible devices |

The table below sets out the expenditure associated with option three. Significant expenditure is incurred in the initial year of the 2026-31 regulatory period due to the bulk upgrade of all devices.

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[6] Refer to table 2 for average useful life per device type

**TABLE 9      OPTION THREE EXPENDITURE FORECAST ($M, REAL 2026)**

| OPTION THREE | FY27 | FY28 | FY29 | FY30 | FY31 | TOTAL |
|---|---|---|---|---|---|---|
| United Energy | 3.6 | 0.4 | 0.8 | 0.6 | 3.4 | 8.8 |

*Rounding may lead to discrepancies between individual network costs and total costs

# 5.    Recommendation

Following our option analysis, we recommend option two, replace devices at end of useful life. This reflects current business practice and removes the risk of decreased performance, technical obsolesce, capacity constraints and security risks. Ensuring working devices enables us to maintain current business processes and operational performance.

Our recommendation also considered a number of general factors (e.g. project concurrency, resource availability, etc.) to ensure that the option selected and timing was pragmatic, actionable, and would have the highest probability of delivering a successful outcome.

Our proposed expenditure profile is provided in Table 10.

**TABLE 10    RECOMMENDED OPTION EXPENDITURE FORECAST ($M, REAL 2026)**

| OPTION TWO | FY27 | FY28 | FY29 | FY30 | FY31 | TOTAL |
|---|---|---|---|---|---|---|
| United Energy | 1.0 | 0.8 | 1.5 | 1.6 | 1.1 | 6.0 |

*Rounding may lead to discrepancies between individual network costs and total costs

# A  High specification laptops

The majority of end users are supplied with a standard fleet laptop. However, the standard fleet is not suitable for some roles. Higher specification laps tops are required by particular areas of the business in order to meet role specific performance and memory requirements. They are more powerful than a standard unit. Depending on the needs of the group, these higher specification laptops may also require additional connectivity ports, a larger screen for field work, increased onboard storage, longer battery life, full sized keyboard with number pad or increased storage.

Prior to schedule replacement, we review the end user needs against current marketplace offerings and ensure the devices selected are not over engineered. We scan the market for newer generation laptops to identify where we can achieve the same result for lowest cost. We ensure that the selected device is not over engineered as these trade-offs can have a negative impact on the field experience. For example, a higher performance laptop can result in a shorter battery life and a larger device can make it heavier for the user in the field. Therefore, the focus is on ensuring business needs are met while minimising expenditure.

## A.1  Office Based

The network design teams require high-performance laptops with enhanced graphics, CPU, and RAM to run resource-heavy design applications like the Autodesk suite. Standard laptops don't meet the required specifications, leading to poor performance and reduced productivity.

Similarly, the network analytics teams require powerful CPU and RAM for processing large calculations. Standard models would slow their work significantly. The control room have specialist requirements for higher end machines running multi-monitor displays and graphics workstations for architectural drawings. Upgrading to design-spec laptops ensures both teams can operate efficiently without experiencing performance bottlenecks.

## A.2  Field Based

The Tools of Trade (TOT) laptops provide increased processing power, storage, and RAM to handle large amounts of data, run multiple applications, and process network data in the field. Standard laptops lack the capacity for these tasks. These laptops also feature larger screens, essential for fieldwork where external monitors aren't available, allowing staff to work efficiently on complex tasks while mobile. The enhanced specifications ensure productivity and smooth operation in demanding field conditions.

The primary users of TOT laptops are the electrical plant and test group & metering operation groups. Other users include engineers, project leaders, and roles associated with maintaining the operational technology which maintains the electrical network.

EP&T are a field-based group within Network Services. They are accountable for the delivery of maintenance, faults, defects, construction & commissioning of zone substation apparatus as well as distribution assets such as substations, automatic reclosers & voltage regulators. The test & commissioning personnel within the group are heavily reliant on higher specification TOT laptops.

These laptops are utilised in the zone substation and line equipment environment to communicate, interrogate, programme & test digital and electronic equipment such as protection relays, HMI's, Ethernet switches & test equipment all from different manufacturers with standalone software packages. The role requires the EP&T personnel to constantly utilise different software in the field depending on the type and age of equipment being managed.

If the TOT laptops were not available, the following impacts would be experienced:

- Increased time taken to complete tasks due to resource intensive software taking longer to load/run. This can lead to system instability.

- Discomfort and eye strain in the field due to the smaller screen size. Many of the applications utilised by these groups are not designed for smaller screens.

- The laptop may shut down while a task is being completed if the battery life is not sufficient or requiring constant connection to power/charger to continue running. Given the field nature of the work, this is not practical.

- Inability to install/maintain software due to lack of disk space. These groups often utilise many applications.

- Inability to connect some/multiple devices, such as control equipment, in the field due to a lack of available ports.

# B  Business applications on mobile devices

A number of business applications which support day to day activities of the business are provided via mobile devices. These applications are provided in the table below.

| APPLICATION | PURPOSE |
| --- | --- |
| BlueWorx | Utilised for asset inspection |
| Cintellate/ ROAM | Reporting of workplace hazards and safety incidents. A new and improved ROAM app was rolled out to mobile devices in December 2023. ROAM enables employees to capture information on their mobile devices without relying on cellular or Wi-Fi networks. Data automatically uploads to Cintellate once back in network range. |
| Click FSE | Utilised for asset inspection |
| Concur | Concur Travel and Expense allows employees to: <br> • Make air, accommodation and car hire travel reservations with preferred supplier <br> • Submit business expenses reports <br> • Claim out of pocket expenses <br> • As a manager, approve employee travel requests and expense claims |
| iLearn | iLearn Central is a cloud-based learning content portal that can be accessed via desktop or mobile devices |
| Network Viewer | Provides a visual platform for our employees who monitor, plan and manage assets across our network. |
| Never compromise | The Never Compromise App unites two key business initiatives by enabling the use of smart mobile technology to report directly into Safety Links. This will allow us to initiate the hazards and incidents process in real time from the field including uploading photographs. |
| Network Fault Data | Provides geospatial network visualisation and is currently utilised by Service Delivery, Customer and Strategy group and external service provider, Zinfra. |
| Operational Technology Dashboard | Main use is for situational awareness around the network by providing information on power outage faults and network status/load. |

| Quality Audit | Reporting solution for Connections, Construction and Contractor audits |
|---|---|
| Working alone | Monitoring tool for those working alone |

# C  Detail on business applications

## C.1  Network Viewer

Network Viewer empowers our workforce with trustworthy information, intelligent insights and collaborative tools for a safer, smarter and more efficient energy network. It provides online access to a range of location specific network information in one consolidation location. Network viewer provides site specific situational awareness and reduces the need for site visits and/or off-site calls to source information. Many employees consider it to be a one stop shop application and a key tool of the trade. This tool is utilised in service delivery and by the provider of field services.

**FIGURE 1  NETWORK VIEWER APPLICATION**
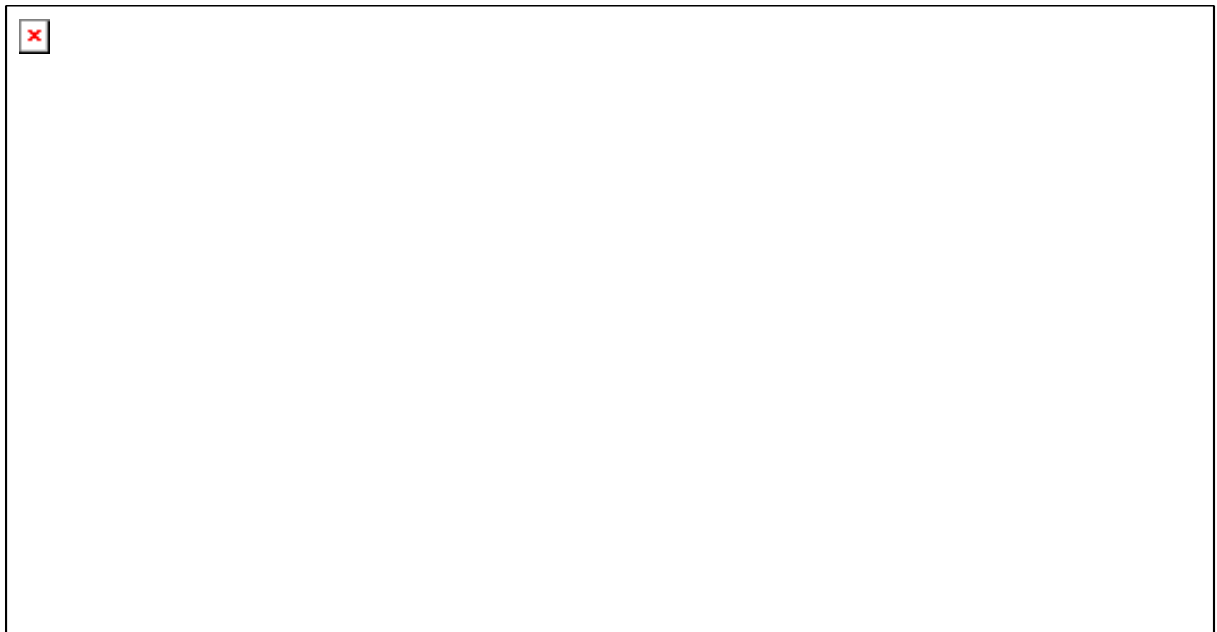


## C.2  Network Fault Data

Network fault data (**NFD)** displays all faults outages in 'near real' time (every 5 mins) sourced from our Outage Management System (**OMS)**, displays crew details and directions to faults. Top five features of NFD include:

- view all outages (list or map)
- details on the outage
- crew notes
- navigation to fault.

NFD enables the identification and management of priority faults and associated risk management. For example, P1 faults are reportable to ESV if not resolved within 24 hours[7]. The colour of a fault is used to reflect the fault duration and highlights outages with a longer duration so that resources can be allocated to ensure resolution within an acceptable timeframe. Users of this tool on their mobile device include those involved in outage management and monitoring with utilisation occurring 24x7. NFD also provides information on rosters across the organisation to reflect who is on call after hours per area and provide a contact phone number.
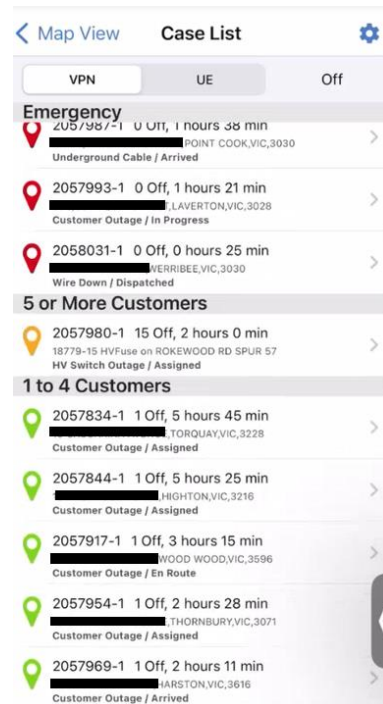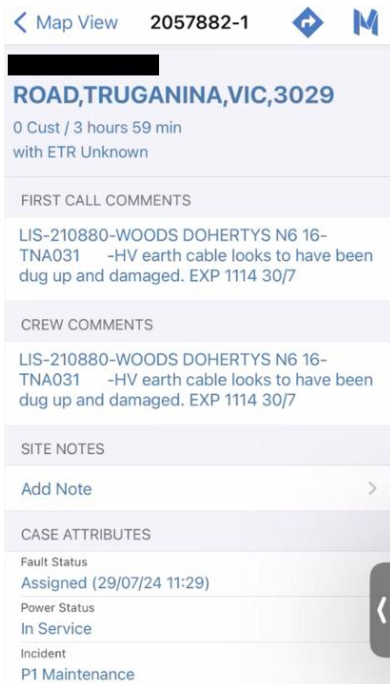
**FIGURE 2   NETWORK FAULT DATA APPLICATION**
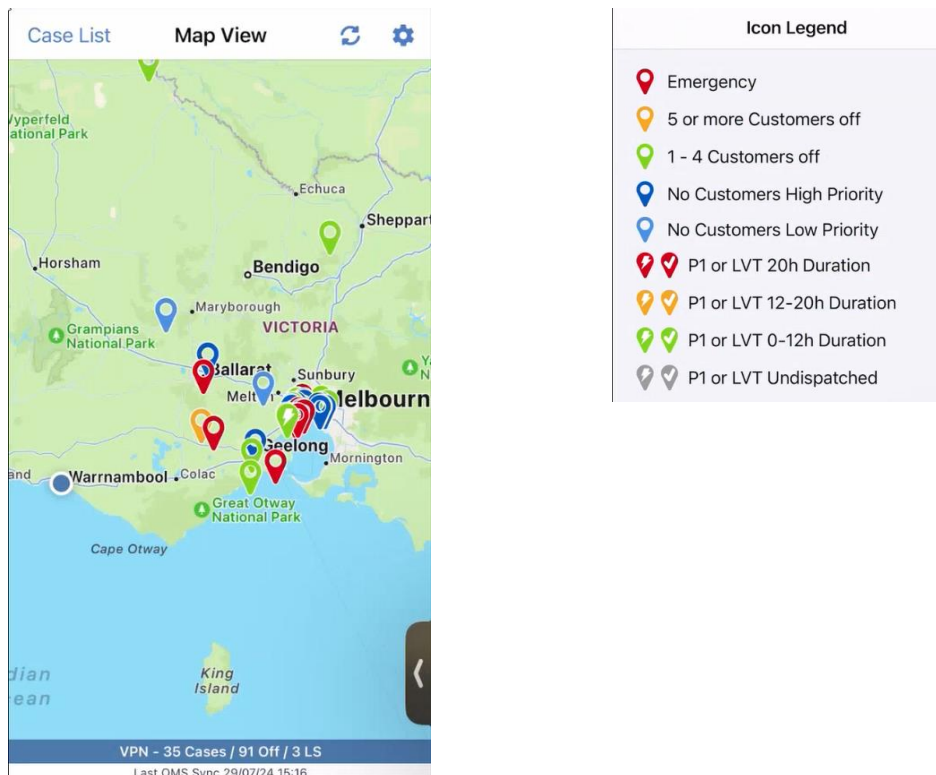


From the map view a user can drill down to obtain a quick summary of the job details. A case list is also available to provide a summary view of fault jobs including by priority, how many customers are off supply and fault duration.

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[7]   As documented in the Distribution Code of Practice
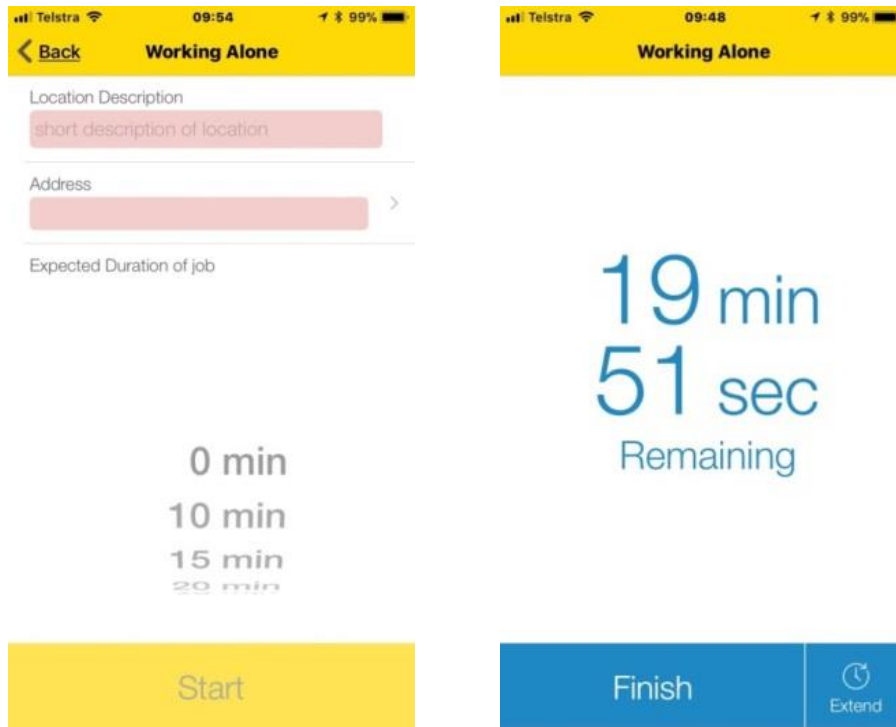
**FIGURE 3  JOB DETAIL SUMMARY**



## C.3    Working Alone

The Working Alone application is a monitoring tool for those working alone. Top five features of Working Alone include:

- monitors employees working alone

- escalation process

- captures current location on escalation

- ability to extend completion time

- 5-minute reminder warning

## FIGURE 4 WORKING ALONE APPLICATION

united
energy

For further information visit:

Unitedenergy.com.au

United Energy

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