

DAMAGE PATROL TIPS

ACTIVE STATUS

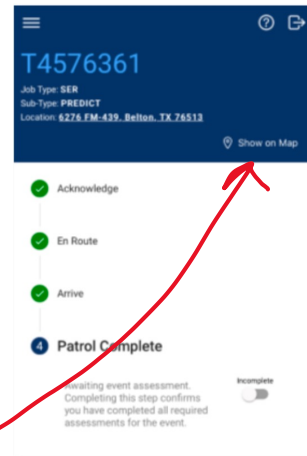
- Once in the app, make sure you toggle to ACTIVE
- This lets Oncor know you are ready for tickets

NO NEW TICKETS or OLD TICKET NOT BEING REMOVED FROM JOBS LIST - REFRESH

- Every few minutes pull down on the middle of the screen to refresh
- Refreshing will populate new tickets more effectively
- Also, do this when you have preempted a ticket but it still shows active

TICKET DISAPPEARING - How to AVOID

1. Acknowledge
Toggle from Incomplete to Complete: This acknowledges you have received the ticket and are able to view it
Click "Continue" when asked: Are you sure?
2. En Route
Toggle from Incomplete to Complete: This confirms you are in route to the event location
Click "Continue" when asked: Are you sure?
3. Arrive
Toggle from Incomplete to Complete: This confirms you have arrived at the event location
Click "Continue" when asked: Are you sure?
4. Click **SHOW IN MAP** to complete Work Orders



- * IF DAMAGE IS FOUND! You must click **SHOW IN MAP** to complete the Work Orders
- * **DO NOT CLICK PATROL COMPLETE UNTIL YOU ARE 1,000% SURE YOU HAVE COMPLETED ALL DAMAGE FINDINGS!!!**
- * **THIS WILL REMOVE THE TICKET FROM YOUR JOBS LIST AND NO MORE EDITS CAN BE MADE AND IT CANNOT BE RETURNED TO YOU.**

MULTIPLE WORK ORDERS – How to AVOID Incomplete assessments

- Create **SEPARATE WORK ORDERS/ DAMAGE REPORTS FOR EACH ITEM**
- You can create **UP TO 3 ORDERS/ REPORTS** per ticket
- In Order of Importance:
 1. Oil Spill
 2. Tree Trim (TT)
 3. Repair/Replace
 4. Close Fuse
- 1. Select the Multi-Select on the map
- 2. Select the feature(s) on the map that are damaged
- 3. Select Damage Report and complete Work Order/ Damage Report for the first feature/ item
- 4. Select SUBMIT
- 5. Move to the next feature and complete Work Order/ Damage Report for it
- 6. Continue until all the Reports are complete

REMEMBER:

- **IF ALL ITEMS ARE ON ONE WORK ORDER THIS TICKET WILL BE KICKED BACK AS INCOMPLETE OR INCORRECT.**
- **ITEMS MUST BE SEPARATE AND NOTES MUST MATCH EXACTLY WHAT DAMAGE WAS REPORTED.**

INCOMPLETE ASSESSMENTS (Cont.) – How to AVOID

- Walk the line out. EVERY TIME!
- Start from FUSE and work your way back out/ Work from damage to Fuse

INCOMPLETE NOTES or INCONGRUENT NOTES:

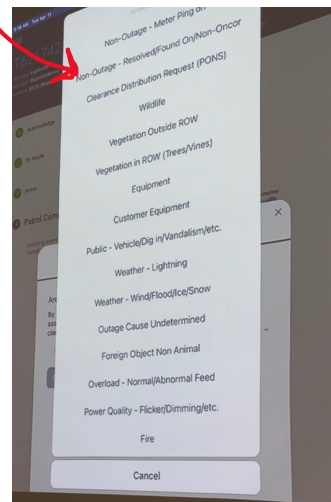
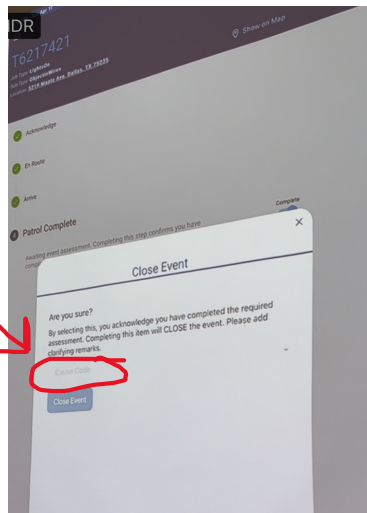
- Notes must be thorough and MUST MATCH damage reported in ticket
- Notes have to include the following:
 1. **WHERE** exactly (Cross Streets, House Number, NSEW side of road)
 2. **ACCESS** – can a truck access, on foot only, fence, trees etc...
 3. **LIGHTS** – Reiterate LIGHTS ON or LIGHTS OFF
 4. **AREA TYPE**– Neighborhood, Rural
 5. **DAMAGE** – brief description
Example: walked line out, 2 spans, no other damage, Tree Trim needed, Replace (broken at bottom/top, lean etc)
 6. **TRAFFIC** – Busy area, One way street, cars on side of road
 7. **DANGER** – Bad Dog, Neighborhood Issues, People Problems



How to report No Damage

In Jobs List click on Ticket

1. **Acknowledge:** Toggle from Incomplete to Complete
This acknowledges you have received the ticket and are able to view it.
Click “Continue” when asked: Are you sure?
2. **En Route:** Toggle from Incomplete to Complete
This confirms you are en route to the event location.
Click “Continue” when asked: Are you sure?
3. **Arrive:** Toggle from Incomplete to Complete
This confirms you have arrived at the event location
Click “Continue” when asked: Are you sure?
4. **PATROL COMPLETE:** Toggle from Incomplete to Complete
This confirms you have completed all damage evaluation.
5. **CLOSE EVENT** window will pop up
BEFORE YOU CLOSE EVENT SELECT A CAUSE CODE!
6. **CAUSE CODE:**
Non-Outage – Resolved/Found On/Non-Oncor



LIGHTS ON.

GENERAL ASSUMPTION: TICKETS WILL BE LIGHTS ON EVENTS

LIGHTS OUT - !!!DO NOT SUBMIT A LIGHTS OUT TICKET WITHOUT FOLLOWING THESE STEPS!!!

1. Call dispatcher and ask to be sent a **LIGHTS OUT** ticket
2. You will need to **PREEMPT** the original **LIGHTS ON** ticket back to ONCOR so that they can send a **LIGHTS OUT** ticket

- Our tickets are expected to be **FIRE CALL EMERGENCY LIGHTS ON** tickets
- By the time we arrive on site some have turned into a **LIGHTS OUT** events.
- When you arrive at the damage location with **LIGHTS OUT** call your **DISPATCHER IMMEDIATELY**
- You will Preempt the ticket back to ONCOR and await a **LIGHTS OUT** ticket (remember to pull down and refresh your page while waiting)

EVENT APPROACH – LIGHTS ON (NON-OUTAGE)	
EVENT TYPE	EXPECTATION
Unit On Site	Investigate to determine if ONCOR facilities and relieve emergency personnel immediately. **Provide status update every 2 hours
Emergency	Declared by a customer as an emergency (i.e. wires down, sparking etc) **Provide status update every 2 hours
Lights On (Non-emergency Light On)	Declared by customer that wires are down pole to pole or pole to house but lights are on. **Provide status update every 2 hours
Lights On (Work Order Reference)	VM – Identify span or spans causing issues (customer responsible for trimming service drops) Facilities Damage & Construction Type (Heavy/ Light, Armless/ X-arm, etc) Primary or Secondary (Wire size & # of spans to repair or replace) Broken Poles (ONCOR or Foreign) and or Crossarms (Pole size & # count) Transformers (Size, Conv/ CSP, voltage – primary/ secondary, configuration, Cutout needed, oil spill?) Services (Repair or replace, size, 2/3/4 wire, service connections at pole and weather head customer responsible for trimming service drops and customer equipment damage) Work Order Types (Resource Dirven) Maximum of 3 work orders per event (PS, TT, OH, UG, DT, AS ,GS, SM, MT, and CV) Accessibility (Walk In/ Drive To/ Line truck – large/small, backyard equipment – yes/no) **Provide status update every 2 hours
Do not create a Lights Out Work Order on a Lights On (Fire Call) event If asked to look at a feeder main line, this means look at ALL of the mainline you are assigned, not just what you can see from the vehicle.	

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EVENT APPROACH – LIGHTS ON (NON-OUTAGE)	
EVENT TYPE	EXPECTATION
Trf Out (Transformer Out)	<p><u>Begin at the Transformer location, patrol secondary and services fed by transformer to determine damage and report via Work Order:</u></p> <ol style="list-style-type: none"> 1. VM – Identify span or spans causing issues (customer responsible for trimming service drops) <ul style="list-style-type: none"> • Facilities Damage & Construction Type (Heavy/ Light, Armless/ X-arm, etc) • Primary or Secondary (Wire size & # of spans to repair or replace) • Broken Poles (ONCOR or Foreign) and or Crossarms (Pole size & # count) • Transformers (Size, Conv/ CSP, voltage – primary/ secondary, configuration, Cutout needed, oil spill?) • Services (Repair or replace, size, 2/3/4 wire, service connections at pole and weather head customer responsible for trimming service drops and customer equipment damage) 2. Work Order Types (Resource Dirven) <ul style="list-style-type: none"> • Maximum of 3 work orders per event (PS, TT, OH, UG, DT, AS, GS, SM, MT, and CV) 3. Accessibility (Walk In/ Drive To/ Line truck – large/small, backyard equipment – yes/no) <p>**Provide status update every 2 hours</p>
Svc Out (Service Out)	<p><u>Begin at the service energized location and patrol to the meter:</u></p> <ol style="list-style-type: none"> 1. Services (Repair or replace, size 2, 3, 4 wire, service connections at the pole and weather head, customer responsible for trimming service drops, customer equipment damage) 2. Work Order Types (Resource Dirven) <ul style="list-style-type: none"> • Maximum of 3 work orders per event (PS, TT, OH, UG, DT, AS, GS, SM, MT, and CV) 1. Accessibility (Walk In/ Drive To/ Line truck – large/small, backyard equipment – yes/no) <p>**Provide status update every 2 hours</p>
<p>Do not create a Lights Out Work Order on a Lights On (Fire Call) event If asked to look at a feeder main line, this means look at ALL of the mainline you are assigned, not just what you can see from the vehicle.</p>	

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EVENT APPROACH – LIGHTS OUT	
EVENT TYPE	EXPECTATION
Fdr Out (Feeder Out)	<p><u>Main line restoration strategy repair to restore Main line; report via Work Order:</u></p> <ol style="list-style-type: none"> 1. Identify span or spans keeping the breaker open 2. Facilities Damage and Construction Type (i.e. Heavy/ Medium/ Light, Armless/ x-arm, etc.) <ul style="list-style-type: none"> • Primary and/or neutral (wire size & # of spans to repair or replace) • Broken Poles (Oncor or Foreign) and or crossarms (Pole size & #) 3. Work Order Type (Resource driven) <ul style="list-style-type: none"> • Maximum of 3 work orders per event (PS, TT, OH, UG, DT, AS, GS, SM, MT, and CV) 4. Accessibility (Walk In/ Drive To, Line truck – large/small, backyard equipment – yes/no, etc) <p>**Provide status update every 2 hours</p> <p>**Download PDF Feeder Map if needed</p>
Device (Reclosure or Fuse)	<p><u>Begin at device location, patrol the entire line and or laterals to determine the damage; report via Work Order</u></p> <p><u>Note remarks – open line fuse(s) # of # (Example: 2 of 3 open)</u></p> <ol style="list-style-type: none"> 1. VM – Identify span or spans causing issues (customer responsible for trimming service drops) 2. Facilities Damage and Construction Type (i.e. Heavy/ Medium/ Light, Armless/ x-arm, etc.) <ul style="list-style-type: none"> • Primary and/or neutral (wire size & # of spans to repair or replace) • Broken Poles (Oncor or Foreign) and or crossarms (Pole size & #) • Transformers (Size, Conv/ CSP, voltage – primary/ secondary, configuration (i.e. Wye-Wye, Wye-Delta, cutout needed, Oil Spill) • Services (Repair or replace, si, 2,3,4 wire, service connections at pole and weather head, customer responsible for trimming service drops, customer equipment damage) 3. Work Order Types (Resource driven) <ul style="list-style-type: none"> • Maximum of 3 work orders per event (PS, TT, OH, UG, DT, AS, GS, SM, MT, and CV) 4. Accessibility (Walk In/ Drive To, Line truck – large/small, backyard equipment – yes/no, etc) <p>**Provide status update every 2 hours</p> <p>**Download PDF Feeder Map if needed</p>
<p>Do not create a Lights Out Work Order on a Lights On (Fire Call) event</p> <p>If asked to look at a feeder main line, this means look at ALL of the mainline you are assigned, not just what you can see from the vehicle.</p>	