



24/7 Emergency Property Maintenance Assistance

Incident Report 3 June 2014 - 39 Bay Sample Street Port Melbourne VIC 3207

- ✓ 30+ Years' Experience In Reporting Services
- ✓ Our Quality Reports Make Roscon The Number #1 Choice
- ✓ We conduct onsite audits including photos, not desktop audits
- ✓ ISO 9001 Accredited Systems & Procedures
- ✓ Domestic Unlimited Builders (DB-U 13329)
- ✓ Commercial Unlimited Builders (CB-U 4272)
- ✓ Member - MBAV Platinum Master Builder (5630)
- ✓ Member - Strata Community Australia
- ✓ Member - Australian Institute of Project Management
- ✓ Member - The Real Estate Institute of Australia

24/7 Incident Attendance Report

Roscon 24/7 Eminency Property Maintenance Assistance (EPMA) Service Agreement (Form 52)

Management Details

Managers name	John Smith	Telephone business	03 9040 0000
Company	Samplecorp Pty Ltd	Mobile	0412 000 000
Address	PO Box 20 Sample Street VIC 3107	Email	
Insurance Company name	TBA	Post code	3107

Property Information

Building name	Tower	Plan of Subdivision No	PS-600000
Address	39 Bay Sample Street Port Melbourne VIC 3207	Suburb	Port Melbourne
City	Melbourne	State	Vic
Incident call initiated by	John Smith	Mobile or other	0412 000 002
Date of call	3 June 2014	Time of call	4:54pm

Incident & attendance details

Matthew Hook called Roscon via Sahil's mobile at 4:54pm; to advise occupants of 39 Bay Sample Street Port Melbourne VIC 3207 had reported power was not present at the complex. John Smith requested Roscon attend to the situation ASAP.

Action Taken

- Sahil from Roscon attended to the incident and arrived onsite at 6:15pm, upon arriving Roscon's electricians were already onsite assessing the situation left by United Energy.
- Roscon found a defect notice left by United Energy, indicating **"Defective customer underground cable mains red phase between pit and meter position"**. When Roscon called United Energy they mentioned the occupant of unit 4 phoned United Energy today around 3pm regarding not having power. When the United Energy technician (SMcK) arrived onsite he tested the electrical pit on the footpath and the street pole/fuse on the nature strip which were both indicating power was available, however when he tested the main switchboard the red phase didn't have power. Subsequently the United Energy technician (SMcK) terminated the power to the entire complex at the pit and issued a defect notice (around 4:30pm), as he was under the impression the cable was damaged between the pit and main switchboard. United Energy mentioned this cable would need to be replaced and certificate of electrical safety issued prior to them attending site again.
- Roscon's electricians couldn't see how a cable 'one year old' had been damaged underground/underneath a concrete driveway, so decided to conduct a series of tests rather than jack hammering the concrete driveway and replacing the red phase of cable as requested by United Energy. The traditional tests were alerted by using electrical expertise as power wasn't available to the site.
- One of the testing methodologies used was to create a circuit from each phase using new electrical cable above ground and running it from the switchboard to the terminated cables in the pit (footpath) to test for resistance in the line which would indicate a damaged/broken cable. However everything tested ok after conducting a detailed analysis.
- At 8pm, Roscon called United Energy satisfied with the testing conducted and requested the same technician who terminated the power attend if possible, as all theories tested indicated there was no damaged/broken cable from the pit to the main switch board as indicated on the defect notice.
- United Energy technician (SMcK) attended to the site and discussed the tests conducted with our staff who provided a certificate of electrical safety indicating there was nothing wrong with the cabling underground.
- During this process the technician realised he made a mistake by only testing for power above the fuse at the main switchboard and didn't test the phases which were coming underground into the switchboard prior to terminating the power to the development. Between where the United Energy technician tested and the main power cables coming from the pit, a fuse had just become unsecure which is the initial reason unit four would have experienced the power loss.
- Subsequently the United Energy technician removed the defects notice.
- Roscon isolated the Fire Indicator Panel, to stop any false alarms to the MFB.



- United Energy technician connected the three phases in the pit (footpath) to the mains and replaced the fuse in the power pole (nature strip).
- Roscon’s electricians reconnected the power and secure the fuse within the development. Retuning power to the development at 8:57pm.
- After the power was restored to the development, Roscon de- isolated the FIP and the faults were cleared from the FIP.
- We note this wouldn’t have occurred if the United Energy technician tested the infrastructure thoroughly prior to terminating the power at the pit at approximately 4:30pm. We recommend all result and damage is reimbursed by United Energy for their oversight.

Charges applicable



Tick where applicable (tick appropriate box's)	<input checked="" type="checkbox"/>	Other information
1 <input checked="" type="checkbox"/> Service call/s		Noted that the door of the FIP is missing, as the FIP is located outside, if water was to enter the panel it could lead to false alarms and an MFB callout. Roscon recommends replacing the door ASAP.
2 <input checked="" type="checkbox"/> Multi trades		
3 <input checked="" type="checkbox"/> Other		

Follow up works required



Tick where applicable (tick appropriate box's)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Nature of follow up works required (Provide full details)		

Nature of follow up works required (Provide full details)



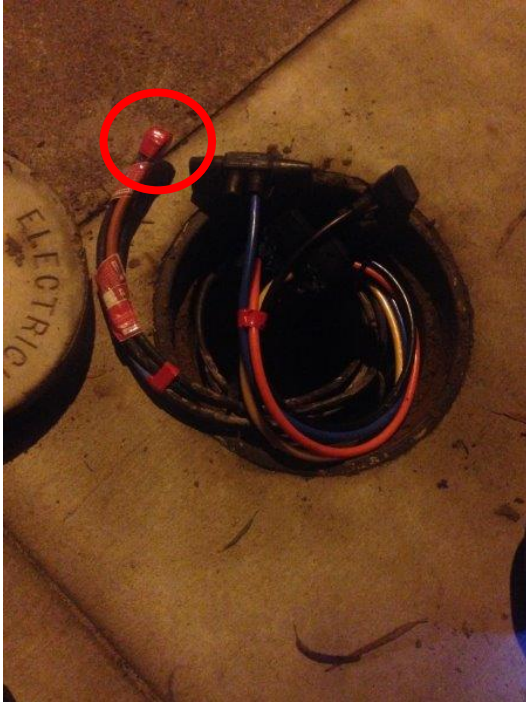
1		Roscon arrived onsite at 6:15pm.
2		Roscon personnel conducting the required testing on the main switchboard.



3		<p>Roscon personnel conducting the required testing on the main switchboard.</p>
4		<p>Defect notice issued by United Energy and left on the meter board.</p> <p>Defect Description – “Defective customer underground cable mains Red phase between pit and meter position”.</p>



5





Location of the pit (footpath) where United Energy had terminated power to the development.





Location of power pole (nature strip) where United Energy had removed the fuses to power the development.




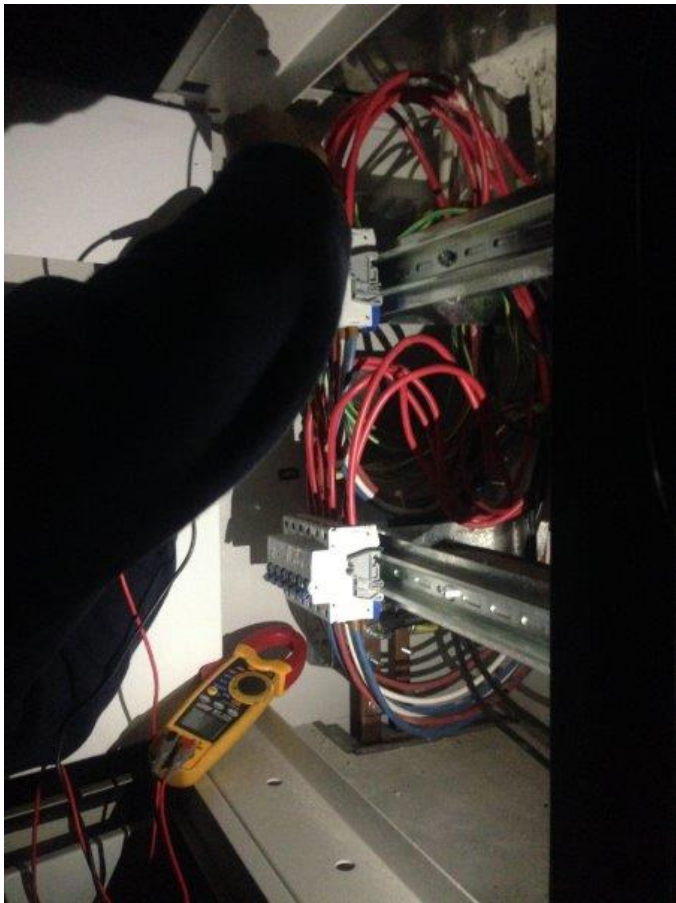
6		<p>Roscon personnel conducting the required testing on the terminated cabling.</p>
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7		<p>Terminated cabling at footpath, all three phases had been disconnected by United Energy resulting in no power to the development.</p>
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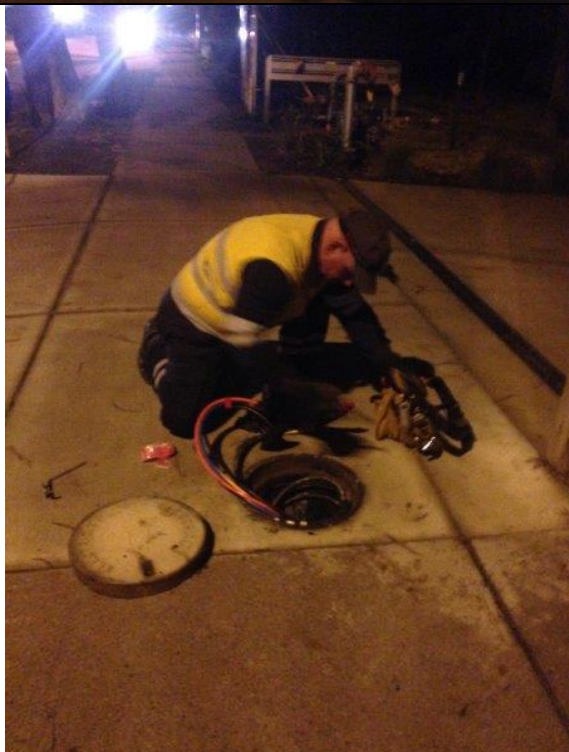


8		<p>Roscon personnel conducting the required testing by making a circuit to the switchboard with new cabling. Roscon had cordoned off the area to the public for OH&S, and using vehicles for temporary lighting.</p>
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11		<p>Roscon had cordoned off the area to the public for OH&S, and using vehicles for temporary lighting.</p>
12		<p>Roscon personnel conducting the required testing by making a circuit to the switchboard with new cabling.</p>





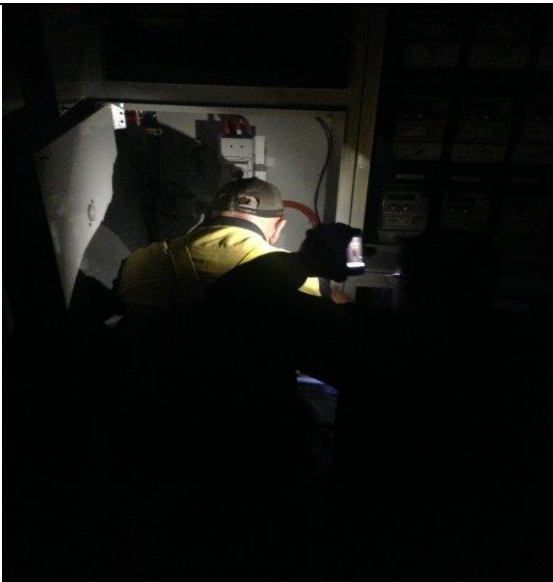

13		<p>United Energy arrived onsite at 8:30pm after Roscon completed the required testing and logged a job with the United Energy national help desk (132 099) and provided a certificate of electrical safety (certificate number 619167736).</p>
14		<p>United Energy arrived onsite at 8:30pm after Roscon completed the required testing and logged a job with the United Energy national help desk (132 099) and provided a certificate of electrical safety (certificate number 619167736).</p> <p>This photo illustrates the United Energy staff connecting all three phases again into the mains.</p>



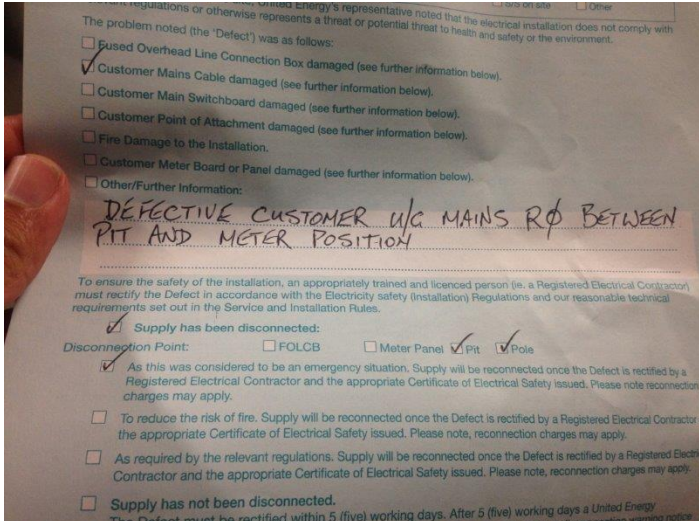

15		<p>United Energy arrived onsite at 8:30pm after Roscon completed the required testing and logged a job with the United Energy national help desk (132 099) and provided a certificate of electrical safety (certificate number 619167736).</p> <p>This photo illustrates the United Energy staff connecting all three phases again into the mains.</p>
16		<p>This photo illustrates the United Energy staff connecting the fuse back into the power pole.</p>



17		<p>This photo illustrates the United Energy staff connecting all three phases again into the mains.</p>
18		<p>This photo illustrates the United Energy staff connecting all three phases again into the mains.</p>

19		<p>This photo illustrates the United Energy staff allowing the connection to be returned after they were satisfied with the Roscon testing conducted.</p>
20		<p>Power was restored back to the development by Roscon at 8:57pm.</p>





<p>21</p>		<p>Defect notice issued by United Energy and left on the meter board.</p> <p>Defect Description – “Defective customer underground cable mains Red phase between pit and meter position”.</p>
<p>22</p>		<p>Power was restored back to the development by Roscon at 8:57pm.</p>





<p>23</p>		<p>Certificate of electrical safety was provided by Roscon. Certificate Number (619167736).</p>
<p>24</p>		<p>Power was restored back to the development by Roscon at 8:57pm.</p>



25		<p>Power was restored back to the development by Roscon at 8:57pm.</p>
26		<p>Roscon also isolated the fire indicator panel (FIP) prior to restoring power to ensure no false alarms were sent to the MFB resulting in a call out.</p> <p>After the power was restored to the development, Roscon de- isolated the fire panel and the faults were cleared from the FIP.</p>



27		<p>Site was made safe by eliminating all trip hazards ASAP.</p>
28		<p>Noted that the door of the FIP is missing, as the FIP is located outside, if water was to enter the panel it could lead to false alarms and an MFB callout. Roscon recommends replacing the door ASAP.</p>

Your Sincerely



Sahil Bhasin | National General Manager | Roscon Group of Companies

BBus (Mgt), MBA, MMM, AFAMI - CPM, MAIPM - CPPM, RegPM, Dip Proj Mgt, Dip Building & Construction, Dip OH&S

