



## **COVID-19 Alert Level 2 to 4: Electrical Jobs that require entering customer premises & customer interactions**

If access to premises is required, the staff member should:

- wear a face mask (in addition to normal PPE),
- knock on the front door, and
- step back at least 2 metres and wait for the customer to answer the door.

If the customer answers the door:

- Identify yourself and state why you are there.
- Ask the customer to maintain a 2-metre separation at all times from you.
- Confirm with the customer where the testing point/meter is located.
- Ask if anyone in the household has cold or flu symptoms or has been asked to isolate by MOH or has been exposed to COVID-19.
- If the customer confirms they are in isolation, complete a Broken Bubble Report, and log this in the NZ Covid Tracer App.

If no response:

- Electrical - test at the external meter board if available.
- If the meter board is inside, undertake tests at the point of supply.

Find the network point of supply (POS), (pole, pillar, or pit) and determine power is present on the outgoing side of the supply fuse.

- Check for power leaving POS.

(For Reactive) Reporting no Hot Waters –

- Advise dispatch and the customer the fault is internal and to liaise with an Electrician.

(For Reactive) Reporting no Power –

- Wear the appropriate PPE (as detailed below) depending on status of occupants
- Determine if the fault is past main switch or before:
  - Past main switch, turn main switch off and advise consumer to liaise with Electrician.
  - Before main switch, isolate main supply and advise consumer to liaise with Electrician.

(For Reactive) Network issue

- Rectify network issue

**Date of Issue:** 10 Sep 2021, Electrical Staff: Electrix Revision 2, Released by Tracy Evans-Tracy

Be Aware, Be Safe, Be Kind

Where any prescribed electrical work has been completed on the customers POS, as per Electricity Safety Regulations an Electrical Safety Certificate shall be completed, this requires testing at the meter board. Wear the appropriate PPE depending on status of occupants and complete prescribed testing, refer below.

If accessing premises where no one has cold or flu symptoms, or has not been instructed by the MOH to isolate or has not been exposed to COVID-19, the staff member should:

- Wear a face mask (in addition to normal PPE).
- Ask the customer to maintain 2 metres from you at all times.
- Complete the testing as required.
- Complete the paperwork/tablet work in your work vehicle and leave site.

Where a customer has cold or flu symptoms, has been asked to isolate by MOH or has been exposed to COVID-19 and internal access is required for electrical testing:

- Ask the customer to leave the room.
- For testing within the household, ask the customer:
  - To open the exterior doors or windows closest to the testing point, and close all interior doors not required for access to the testing point/meter.
  - To keep the doors/windows open for at least 30 mins to cross ventilate the room with natural air.
  - To stay in another room. You will inform them when testing is completed.
- Put on new FR rated disposable overalls over standard PPE.
- Put on new disposable booties.
- Bring into the household the minimum number of tools.
- Only touch surfaces essential to undertake the required work.
- If the customer refuses to follow your instructions at any time, leave the premises and call the Technical Co-ordinator/Supervisor from your vehicle.
- Complete the testing as required.
- Disposable overalls, face mask and booties to be bagged and disposed of post testing, replacement set collected from faults. Roll overalls down body and do not touch external side.
- Wash hands with soap and water or hand sanitiser.
- Rinse and wash electrical gloves.
- Complete the paperwork/tablet work in your work vehicle and leave site.

If at any time you are concerned about any exposure to COVID-19, please call Healthline on 0800 358 5453 and talk to your Manager.