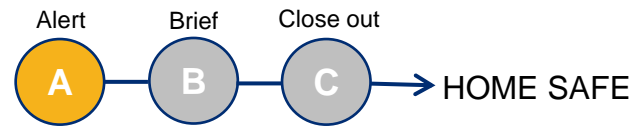
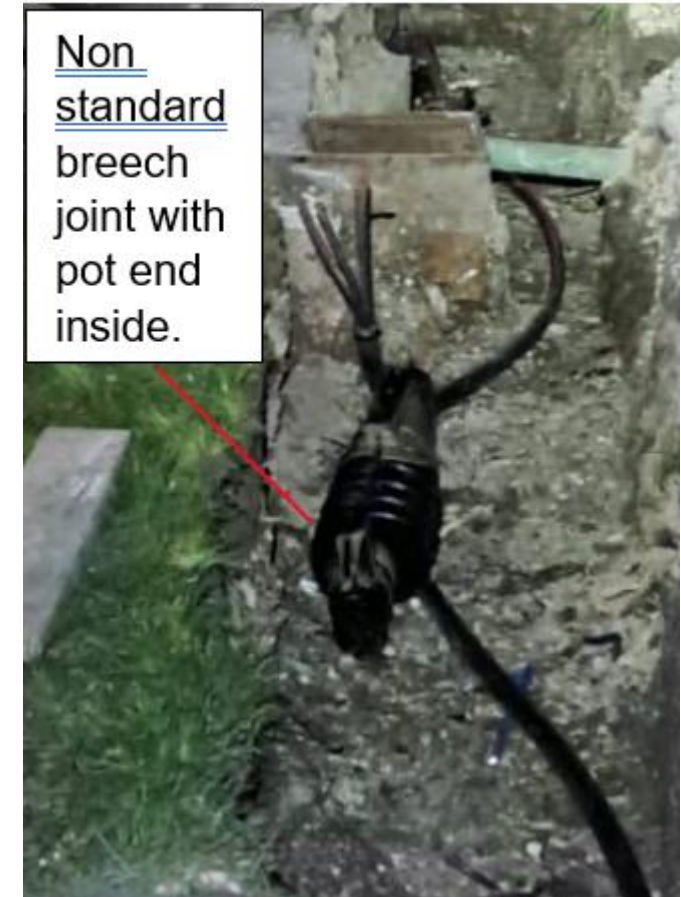


SHE ALERT

Cut Neutral Conductor

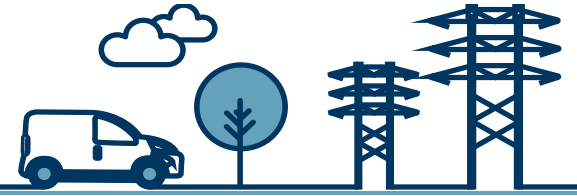
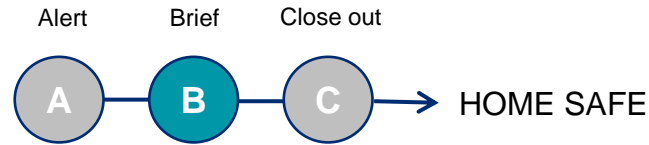


Date of incident	17-03-2025		Directorate	Distribution	
Region	CMI	Location	Marlborough	Classification	EOP
What happened?					
<p>Works were being undertaken to joint out and remove a redundant link box.</p> <p>During the course of the works the neutral conductor was cut while 2 cores were still live, causing supply issues to properties. Full PPE was being worn, and they were no injuries.</p> <p>A full and thorough investigation is underway, and all learning will be shared when this is completed.</p> <p>In the interim staff are reminded to follow work instructions and always adhere to the correct jointing procedures and not deviate from the task.</p> <p>SSEN DMS - SSENLibrary - All Documents</p> <p>If works cannot be completed as planned, then STOP and Escalate any concerns to your line management.</p>					



SHE BRIEF

Cut Neutral Conductor



Key initial learnings to be shared more widely

During planned work to remove a redundant link box the neutral conductor was cut while 2 cores were still live, causing damage to several customers property.

The design document had been approved and work pack issued, when the team arrived onsite it was found that the works could not be completed as per the design document. At this point, the work should have stopped and escalated to a manager, but the team took it on themselves to complete the works using a non-standard joint, it was during this procedure the incident happened. Full PPE was being worn, and they were no injuries.

Staff are reminded to following the correct jointing procedure and not deviate from the task.

[SSEN DMS - SSENLibrary - All Documents](#)

[SSEN-D LV 3D Briefing Draft.pptx](#)

