



Aggression at Customer's Site



Meter Reader Mauled to Death Queensland Australia

Kane Minion was working as a meter reader for Energy Queensland was mauled to death by dogs Dec 2022.

7 days prior to his death a pump technician visiting the property managed to avoid the two dogs rushing at him by jumping into his vehicle.

The near miss was not reported prior to the fatality.

Coroner is expected to look at the **adequacy of notification procedures** for meter readers and the availability of **technology that would allow the task to be performed remotely.**

She is also expected to look at the **adequacy of any safety measures taken following the attack** and whether recommendations can be made to **prevent deaths in future.**

Energy Queensland mandated a "no entry" policy for workers visiting properties with dogs that could not be confirmed as being securely restrained.

Metering Forum – Aggressive Individuals Workgroup

Purpose

To reduce the risk of violence at work and prevent the physical and /or psychosocial harm to industry personnel due to aggressive persons or animals whilst conducting metering activities in the field.

What is the aggression risk?

Violence at work: This involves actual physical harm inflicted on a technician or a credible threat of physical harm.

Psychosocial harm: This encompasses aggressive, threatening, or bullying behaviour directed towards a technician.

Individual or Animal : Customers, Neighbours, Dogs, Cattle, Emu!

Discovery

- Shared insights and real life examples.
- Considered the contributing factors.
- Contemplated mitigation opportunities.

Metering Forum – Aggressive Individuals Workgroup

Goals

- **Mitigate the gap in critical risk** information when customers switch between retailers
- To identify a **simple, reasonable, practicable and effective way** to disclose the necessary information to prevent or **lessen the threat to safety or health and privacy of our field personnel and customers.**
- Establish an ability to share the **minimum required information** between Retailers, MEPs and FSPs.
- **Sole purpose to keep our personnel safe to return home to friends and family at the end of each working day.**

**RISK
Identifier
Definition
Proposal**

Category	Definition	IDENTIFIER
Anger	Frustrated or angry person. One -off verbal profanity	N/A
Verbal Abuse	Verbal abuse, verbally aggressive and the repeated use of profanity, personalised aimed at the individual on-site.	N/A
Harm	Actual physical or property harm	RISK A MAR25
Threatening Behaviour	Verbal intimidation, racial abuse, physical intimidation, following and pursuing, threat of violence	Risk B MAR25
Illegal Activity	Retailer/FSP/MEP becomes aware of a situation that may present the FSP with risk. Does not necessarily include any aggressive behaviour but could be gang or drug related.	RISK C MAR 25
Animal	Animal near miss event or harm incident occurred	RISK D MAR25

RISK Identifier Definition Proposal

Category	Definition	IDENTIFIER
Anger	Frustrated or angry person. One -off verbal profanity	N/A
Verbal Abuse	Verbal abuse, verbally aggressive and the repeated use of profanity, personalised aimed at the individual on-site.	N/A
Harm	Actual physical or property harm	RISK A MAR25
Threatening Behaviour	Verbal intimidation, racial abuse, physical intimidation, following and pursuing, threat of violence	Risk B MAR25
Illegal Activity	Retailer/FSP/MEP becomes aware of a situation that may present the FSP with risk. Does not necessarily include any aggressive behaviour but could be gang or drug related.	RISK C MAR 25
Animal	Animal near miss event or harm incident occurred	RISK D MAR25

- Retailer **reviews** risk provides identifier/s **retains for 24 months**.
- Shares Risk Identifier through Electricity / Gas registry via Customer switch file against an ICP.
- **Repurpose** current “meter reader notes” or metering “user reference” and **restrict access** to Gaining Retailer/MEP/Network only.
- EA & GIC to **audit** each retailer to ensure facts validate correct identifier and no impact to gaining/loosing switch activity.
- Retailer’s responsibility to ensure this disclosure of personal information is reflected in their **privacy policy** (IPP3 Privacy Act)

Electricity & Gas Registry – Screen Shots

Attribute	Value
Switch Metering Installation	
Metering Installation Number	1
Average Daily Consumption	<input type="text"/>
Key Held Indicator	<input type="text"/>
Switch Metering Component	
Metering Component Serial Number	RX09076498
Last Read Date	<input type="text"/>
Meter Reader Notes	<input type="text"/>
Switch Metering Channel	
Channel Number	1
Reading	<input type="text"/>
Read Type	<input type="text"/>
Switch Metering Component	
Metering Component Serial Number	213144711
Last Read Date	18/08/2019
Meter Reader Notes	DOWN ROW 1ST HSE ON LEFT FW CARPORT

Enter Switch GTN Details

Premises

Actual Switch Date: Number of Meters:
Annualised Consumption Estimate: User Reference:
Responsible Meter Owner:

Meter

Meter Identifier: Meter Pressure:
Meter Location Code: Number of Registers:
Last Actual Reading Date: User Reference:

Register

Register Multiplier: Switch Reading:
Reading Digits: Switch Reading Type:
Content Code:

Proposal Considerations



If other retailers use the meter reader notes or user reference fields, can these be **repurposed or utilised**. (EA/GIC – support to confirm field use)



Using existing fields in electricity and gas registry aims to utilise existing daily process, **minimise need for enhancements** for all retailers and reduce cost implications. EIEP 6 not integral with daily interactions.



Likely to require system **enhancements for authority's** and retailers to utilise these fields via both Electricity and Gas registry.



Ability for retailers to systemise and maintain the data within **IPP3 Privacy Act**



Field becomes **restricted access** field only visible to gaining retailer.



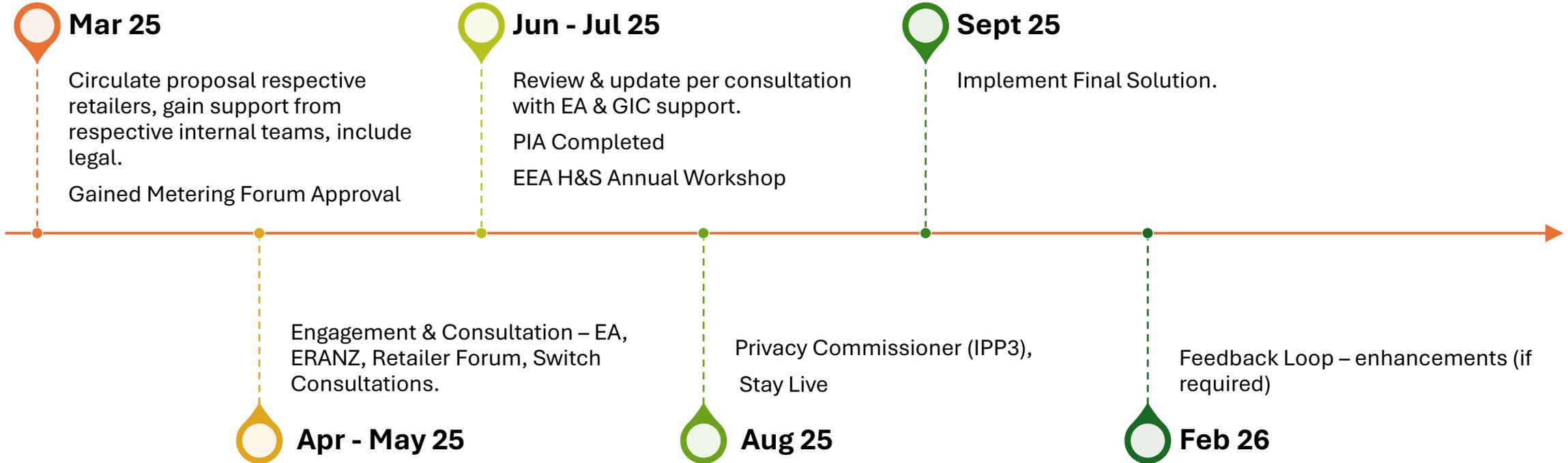
Field **limitations 50 or 32 characters**, where priority given to risk status and when multiple risks prioritise firstly most significant risk up to last 24 months and subsequent most recent incidents.



Obligation/optional for retailers to provide risk with **compulsory audit** of information supplied. EA/GIC - leadership mandate call.
Regulated Data exchange.

Timetable Proposed

– utilise planned forum & channels



Questions & Feedback ?