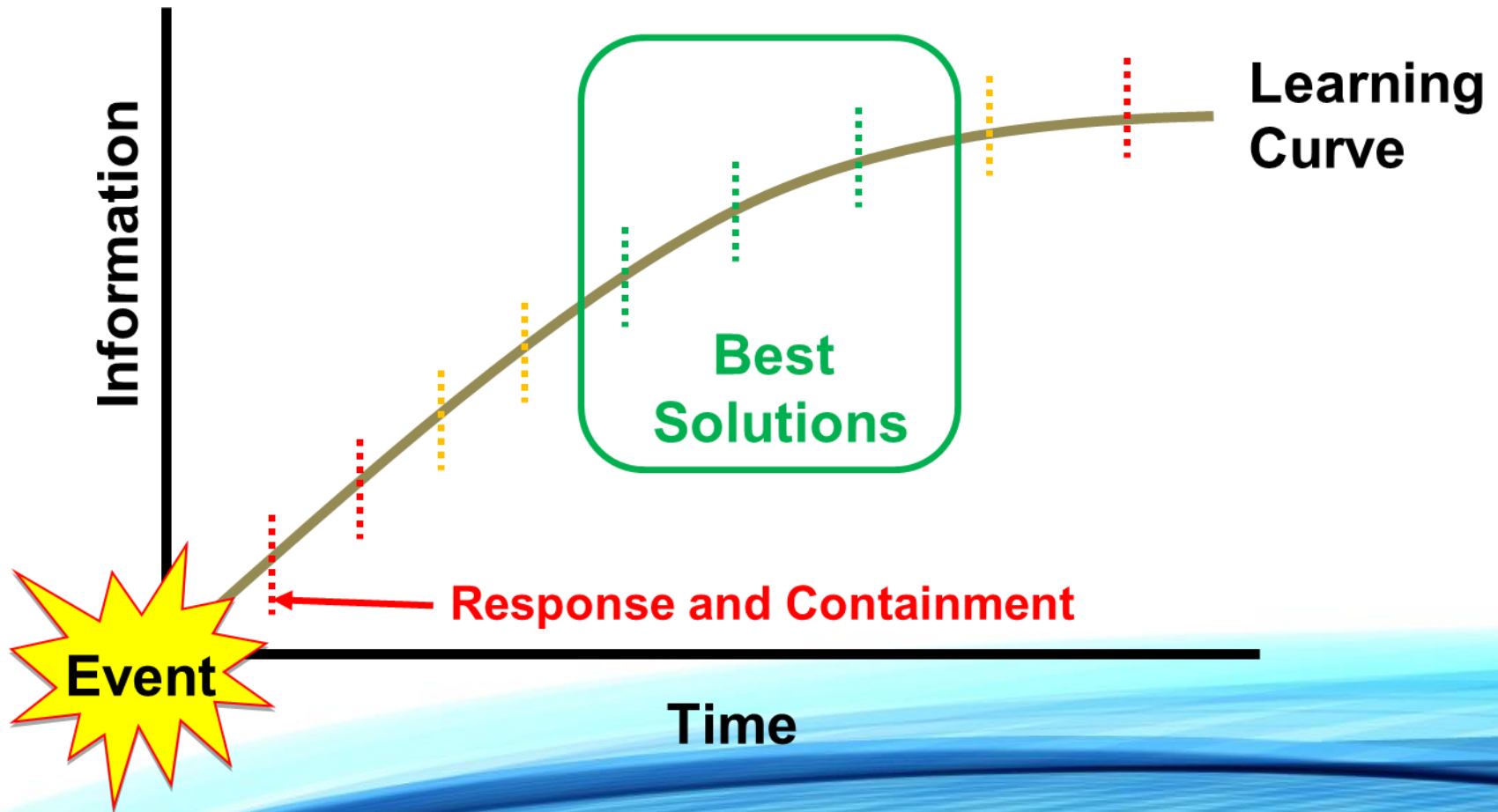




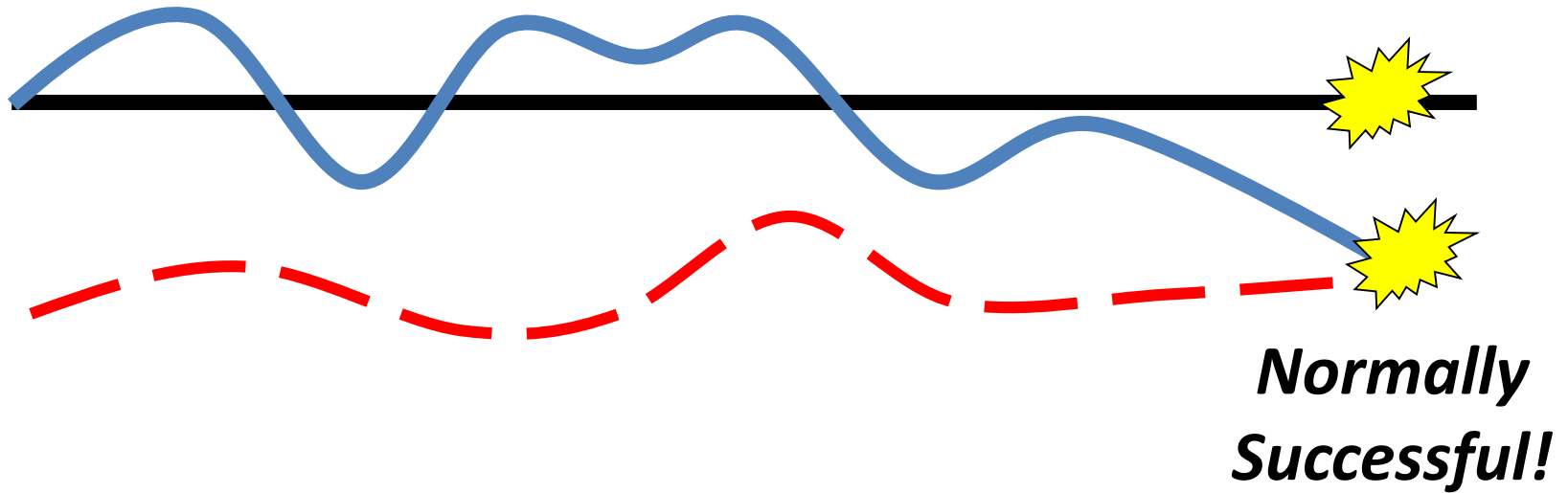
HUMAN PERFORMANCE

*Unique Attributes to
Learning Teams*

Moving away from investigations



#1 – Team Make-up



*“Masters of the
blue line”*

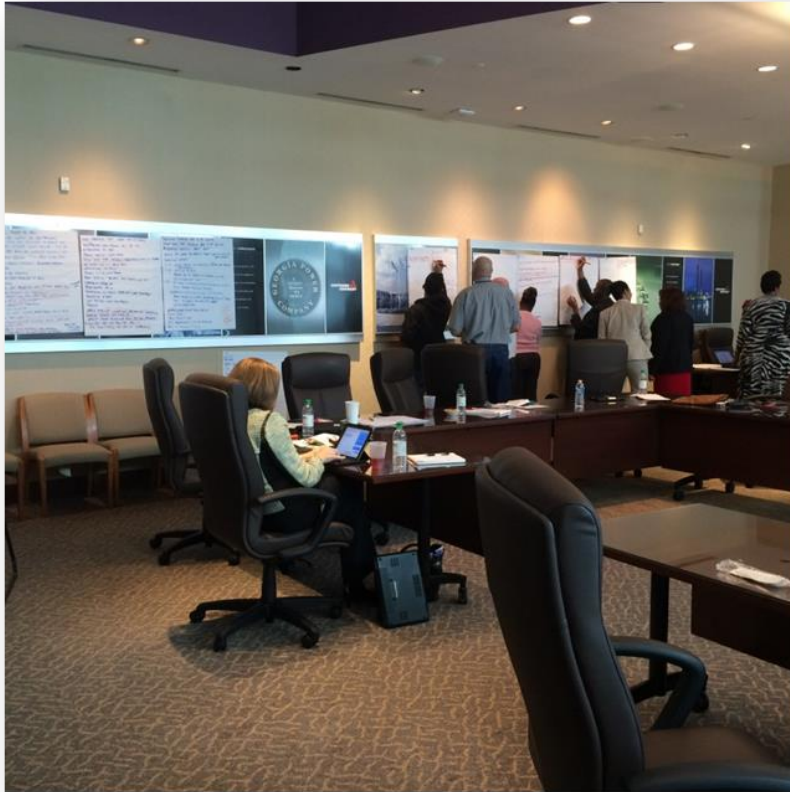
#2 – In the moment



VS.



#3 – Focus on trust, transparency, and collaboration



#4 – Focus on the story

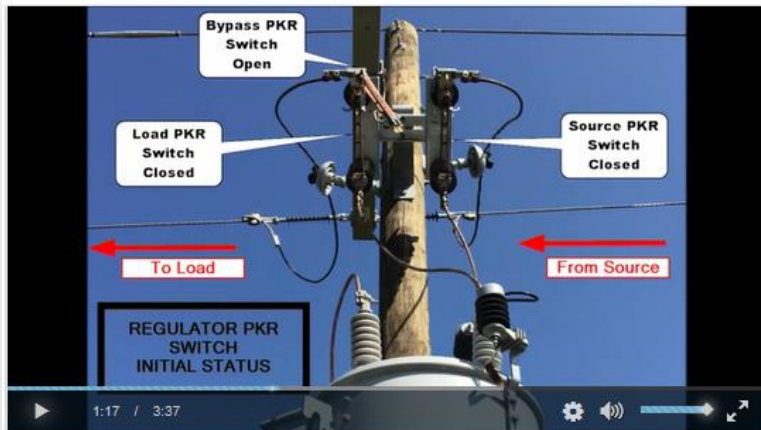
JUST THE FACTS.



Truck And Train Collide Downtown



#5 – Team owns the outcome



VBR 1 Voltage Regulator Bypass

Switching Procedure Videos



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8

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Learning from a Timeout

Dear Co-workers,

I'd like to tell you my story...

March 18, 2015 was a normal day. Our three man crew was sent out to set a 30 ft. pole and sag up one span of duplex. We got the line truck set up, and then we set the bucket up out of the road. At that point, we gathered up at the line truck and went over our job briefing. Once we had our game plan, we dug the pole hole framed and set the pole. After the pole was set the other two guys on the crew got the line truck turned around while I put the outriggers down on the bucket and put on my harness. I called dispatch to let them know we were going to have that transformer off for about 20 minutes. When they got done knocking on doors and notifying the customers that we were going to have their lights out, I opened up the transformer. When I opened it, I noticed the bottom of the arrester was broke and needed to be changed. At that point all of my focus went to changing the arrester. I lifted the riser and started to boom down to discuss (THE NEXT...). As I was booming down I was talking to my crew leader about the blown arrester. At that point, the job had changed.

My focus was on stopping and talking about how things were changing and taking the steps to change out the arrester safely. When I boomed down, I boomed into a large bush. I was so focused on how the job was changing I wasn't thinking about the bucket boom. As I started rotating left to get out of the bush I struck the tip of the boom into the primary, shooting the primary to ground through the boom. The other two guys on the crew were getting out material or one of them would have probably seen the boom before I burnt the primary down. They assumed I was out of the danger zone because they saw me booming down. I let the job-changing take me out of the moment. I was focusing on getting clear to the ground so that we could talk about what we were going to do.

No matter how a job changes always focus on the task at hand. After the incident happened, I boomed down and got out of the bucket. We called our supervisor told him what happened then we gathered up and went over another job briefing so that we could safely restore service and finish our original job. Yes this was not a fun experience but it taught me to always stay in the moment and focused on the task at hand, and don't think too far ahead. I am thankful that the fiberglass boom on the bucket protected everyone on the ground and that the line fuse blew so that we didn't have a hot phase on the ground. At the end of every day, I am always thankful that my coworkers and I are going home the same way we came to work that morning.

I hope you can learn something from my story because I don't want this to happen to anyone else.

Sincerely,

A co-worker concerned about you



DESCRIPTION: Tyco Misapplied Payment

SUMMARY:

On 12/1/15, Tyco was disconnected for non-payment. The day of the event, the factory called and reported an outage. At the time, they did not know it was for non-payment. 755 Dispatch never dispatched a truck because they discovered it was for non-payment. The next day, the Energy Manager called and complained that the payment had been misapplied to the wrong account. (Tyco has two accounts, but sends one check). He expressed frustration because it was the 3rd time in a year an error had occurred and they were losing money because they were not able to produce their product. They had tried to comply with all the previous requests such as don't sample, add detail on memo line and include bills (although bill stubs were not included with this payment). The customer care center verified the error and made the correction and notified the appropriate parties to restore power. The power was restored around 1:30 AM on 12/2. Customer is pursuing reimbursement for lost revenue.

LATENT CONDITIONS:

- GPC error coding on orders is used over 60% incorrectly
- Previous issues are not normally noted in CSS
- Notes are not kept in CSS or within payment processing on previous issues
- When a misapplied payment occurs the only detection is notification from the customer
- Disconnect notices are embedded under the heading "Important Notice" on the bill
- Collection timeline is 21 Days for commercial customers
- Accounts are verified by the Tax ID, account information is given with verification of tax ID
- Limited information is discussed without verifying tax ID due to the increased number of fraud cases
- Original outage was issued on the wrong meter but at the correct address
- Meter was paged instead of sending trouble man to the site
- Opportunities for errors increase when paper checks are submitted without bill stubs, automatic payments and payments that include the bill stubs have less issues
- At times, Remittance Processing will use the check account number on the check to locate the CSS account(s) in order to apply the payment.
- No report exists that flags excess credits

ACTION ITEMS BEING EVALUATED (CONFERENCE CALL SCHEDULED 2/19/16):

- ** Monthly inspect account to ensure everything processed correctly – Mary (at least one year)
- ** Note customer account – Special Collections (completed)
- ** Education on how to work with 755 Dispatch during true GPC error issues – BCC has formally communicated this through team meetings and weekly saw letter; will continue to instill the habit through training and coaching
- ** Include in email – "Disconnection notice"
- ** Flexibility in verification for CCC exps – BCC has formally communicated the options in line of tax ID through team meetings and weekly saw letter; will continue to instill the habit through training and coaching
- ** Note number of meters that have common bank account information, possibly color code differently
- ** Possibly flag previous misapplied payments
- ** Use primary and secondary contact information for proactive calls
- ** Expand when looking at CSS to get additional information (instill habit) – BCC has formally communicated this through team meetings; will continue to instill the habit through training and coaching
- ** Generate report: Team of accounts, Add payments and excess credits
- ** Review deposit policy - Collections (Amis Bashers)
- ** Review with Remittance processing potential uses and use this as an example – completed
- ** Pursue options to encourage online payments or automatic payments (possibly through incentives)

Legend: **Immediately, **Within a month, ***Long term (maybe budget restricted)

Why wouldn't you do this?



Any questions?

