

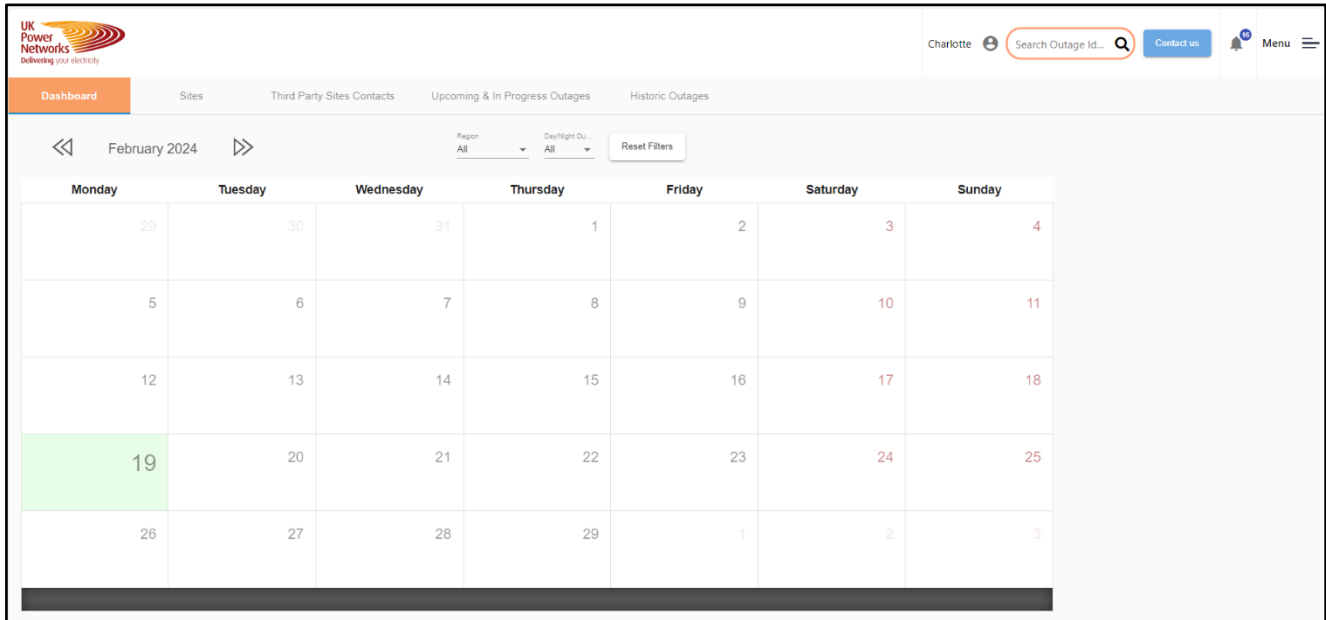
# Adding Customer Outages

Network Vision

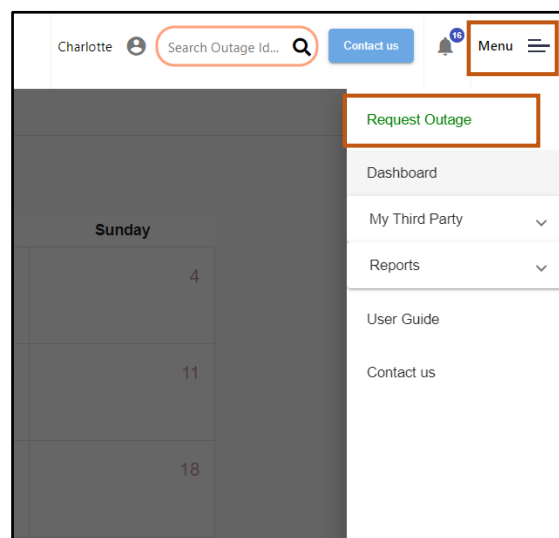


# Adding Customer Outages

1. Login to Network Vision
2. Once logged in the 'Dashboard' screen will show



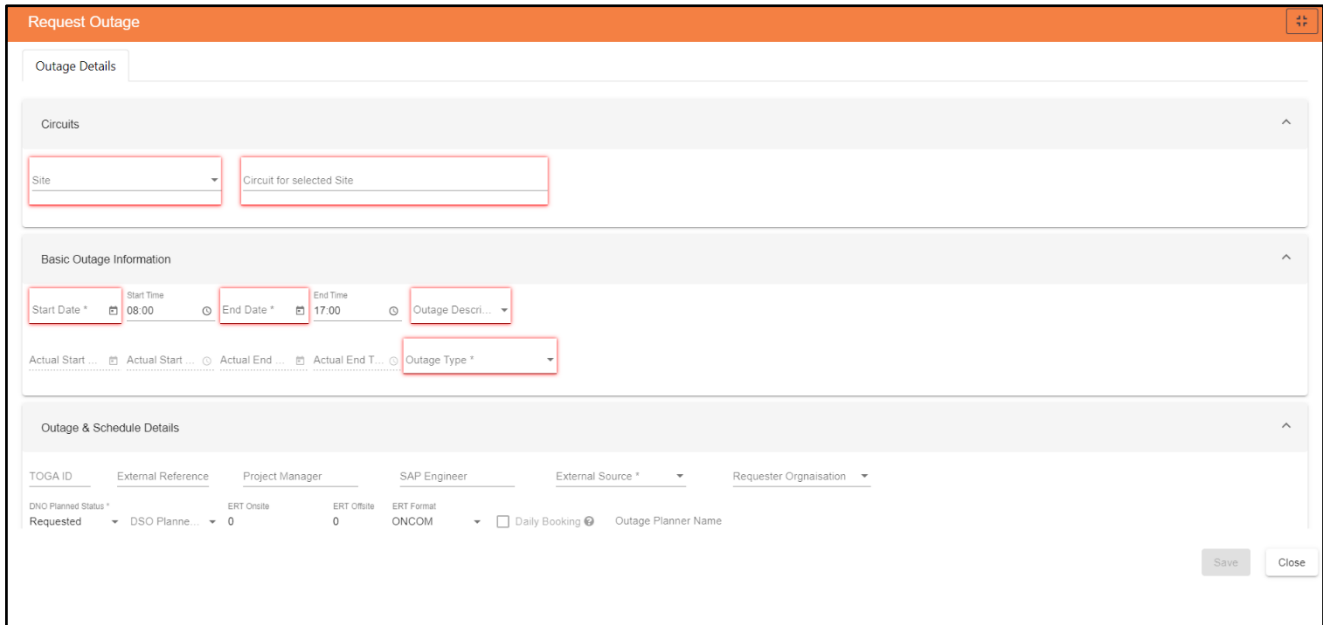
3. Press 'Menu' and then press 'Request Outage'



# Adding Customer Outages

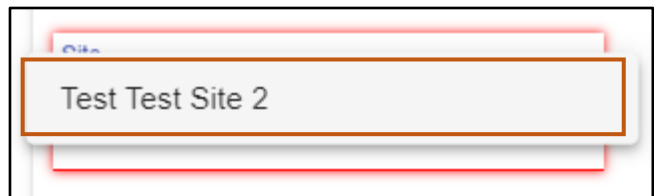
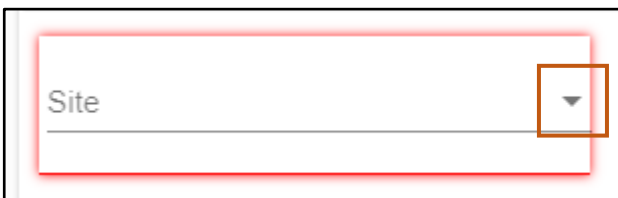
4. The form will load, which you need to fill in to request the outage

Note – The fields outlined in red are mandatory and must be filled in

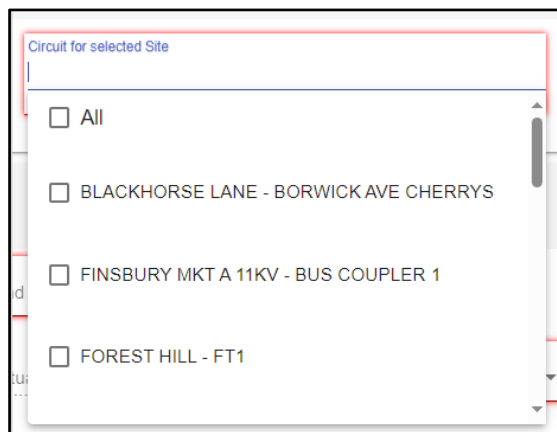


The screenshot shows the 'Request Outage' form with several sections. The 'Circuits' section has a 'Site' dropdown and a 'Circuit for selected Site' dropdown, both outlined in red. The 'Basic Outage Information' section has 'Start Date \*' (08:00), 'End Date \*' (17:00), 'Outage Descri...', 'Actual Start ...', 'Actual End T...', and 'Outage Type \*' (all outlined in red). The 'Outage & Schedule Details' section has various fields like 'TOGA ID', 'External Reference', 'Project Manager', 'SAP Engineer', 'External Source \*', 'Requester Organisation', 'ONO Planned Status \*' (Requested), 'DSO Planne...', 'ERT Onsite' (0), 'ERT Offsite' (0), 'ERT Format' (ONCOM), 'Daily Booking' (checkbox), and 'Outage Planner Name'. 'Save' and 'Close' buttons are at the bottom right.

5. Select the drop down next to the Site and this will show your sites

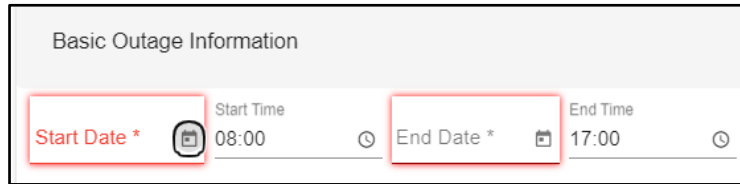


6. The 'Circuit for selected Site' drop down will then be populated with circuits relevant to your site selected



# Adding Customer Outages

7. Enter the start and end dates and times for the outage



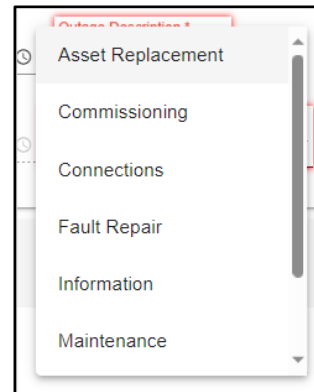
Basic Outage Information

Start Date \*  Start Time  End Time

8. Select an Outage Description from the drop down menu



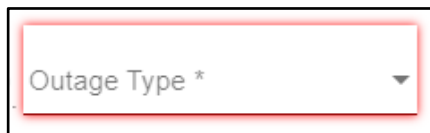
Outage Descri... ▾



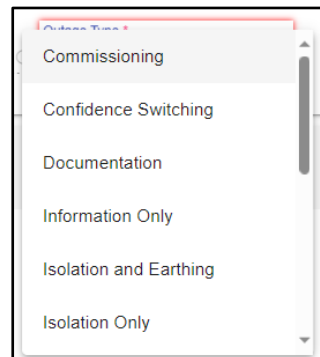
Outage Description \*

- Asset Replacement
- Commissioning
- Connections
- Fault Repair
- Information
- Maintenance

9. Select the Outage Type from the drop down



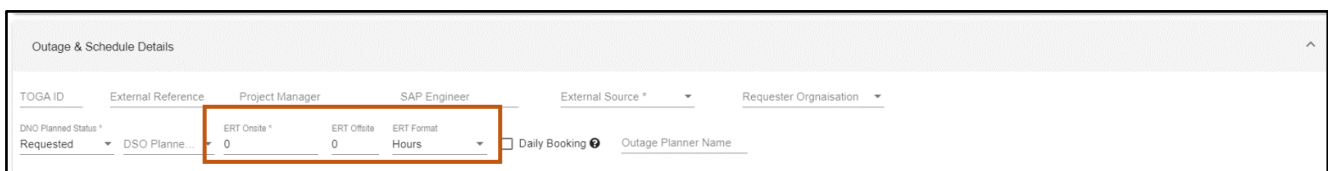
Outage Type \* ▾



Outage Type \*

- Commissioning
- Confidence Switching
- Documentation
- Information Only
- Isolation and Earthing
- Isolation Only

10. Scroll down to 'Outage & Schedule Details' and check the ERT (Emergency Restoration Time) Onsite, ERT Offsite and ERT Format. Change these if appropriate



Outage & Schedule Details

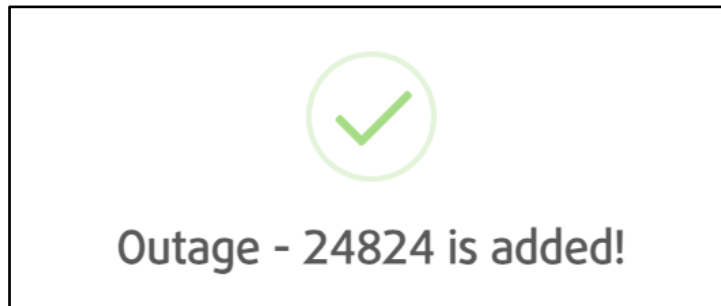
TOGA ID	External Reference	Project Manager	SAP Engineer	External Source *	Requester Organisation	
DNO Planned Status *	DSO Planne...	ERT Onsite *	ERT Offsite	ERT Format	Daily Booking <input type="checkbox"/>	Outage Planner Name
Requested		0	0	Hours		

# Adding Customer Outages

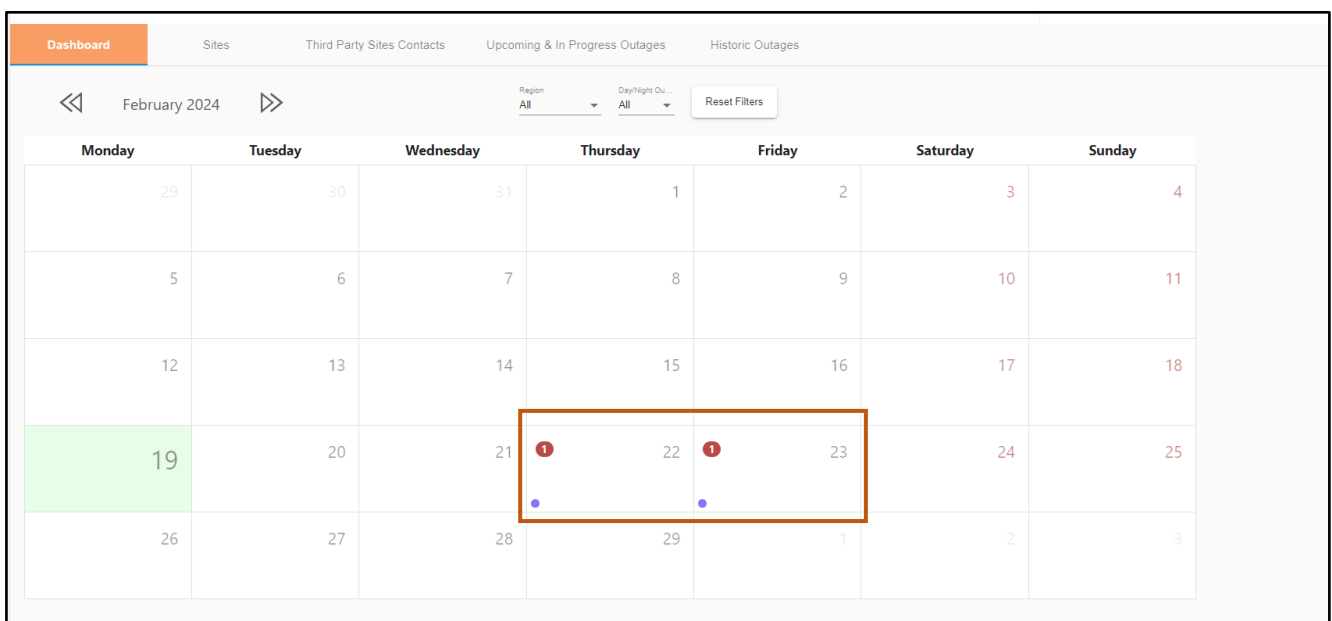
11. Press Save



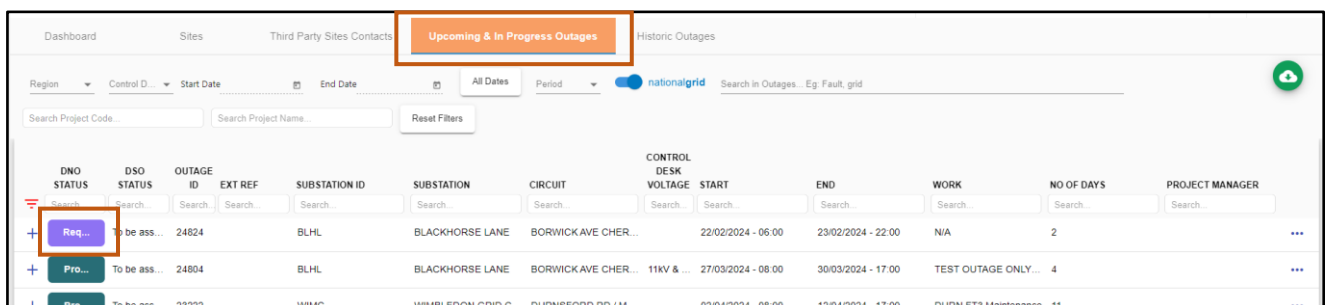
12. On saving the below pop up message will appear.



13. The outage will now show on your dashboard and you will be subscribed to the outage

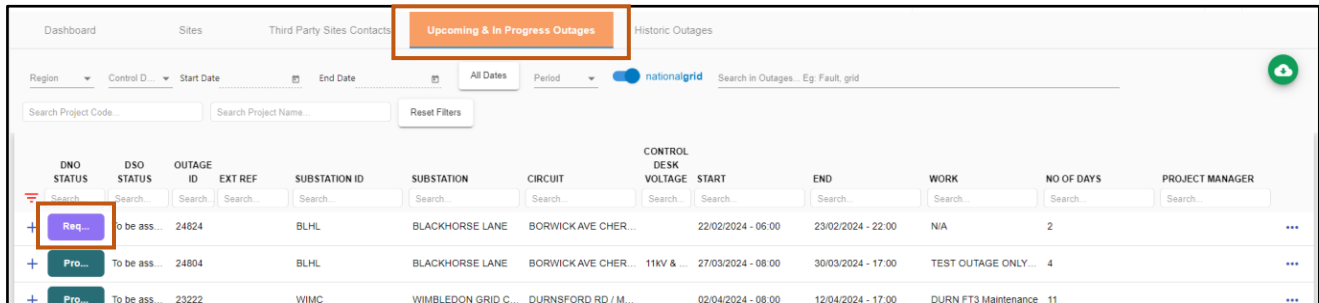


14. The outage will also show in the 'Upcoming & In Progress Outages' tab as a Requested Outage



# Adding Customer Outages

- 15. The outage has now been submitted to the Outage Planning Team and once accepted into the plan the DNO status will change to Proposed. Once final planning has been completed the DNO status will change to Approved.



DNO STATUS	DSO STATUS	OUTAGE ID	EXT REF	SUBSTATION ID	SUBSTATION	CIRCUIT	CONTROL DESK VOLTAGE	START	END	WORK	NO OF DAYS	PROJECT MANAGER
Req...	To be ass...	24824		BLHL	BLACKHORSE LANE	BORWICK AVE CHER...		22/02/2024 - 06:00	23/02/2024 - 22:00	N/A	2	
Pro...	To be ass...	24804		BLHL	BLACKHORSE LANE	BORWICK AVE CHER...	11kV & ...	27/03/2024 - 08:00	30/03/2024 - 17:00	TEST OUTAGE ONLY...	4	
Pro...	To be ass...	23222		WIMC	WIMBLEDON GRID C...	DURNSFORD RD / M...		02/04/2024 - 08:00	12/04/2024 - 17:00	DURN FT3 Maintenance	11	

## Contact Us

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