

**Q. When Power Line Technicians (“PLT”) responding to outages apply outage cause codes in their computers, can they also provide additional details in the computer with data and discussions that would be useful for follow up repairs and reliability reasons? Can the responding PLTs initiate repair work orders in their computers when a crew needs to return to complete repair work?**

**A.** Yes, PLTs can provide additional information and initiate repair work using computers in their trucks. While applying outage cause codes in their computers, PLTs have the ability to provide additional outage completion details. PLTs can also indicate that follow up work is required and provide additional information regarding follow up work in their field notes.

Figure 1 is a screenshot from a PLT computer that shows how field work completion details are entered by PLTs in their computers.

**Figure 1**  
**Screenshot of PLT Computer**  
**Field Work Completion Display**

The screenshot shows a software window titled "Work Details". On the left is a vertical sidebar with three tabs: "Current Status", "Work Detail", and "Completion Detail". The "Completion Detail" tab is selected and highlighted with an orange border. The main content area of the window contains the following fields and controls:

- Cause**: A dropdown menu.
- Or**: A small text label.
- Outage Completion Details**: A large text input area.
- Action Taken**: A dropdown menu.
- Or**: A small text label.
- Action Taken Desc**: A large text input area.
- ☐ **Third Party Damage to NP Property?**
- ☐ **Customer Interruption Occurred**
- ☒ **Follow Up Required?**
- Meter/Service Disconnected?**: A dropdown menu currently showing "<None".

At the bottom right of the window are "OK" and "Cancel" buttons.

Figure 2 is a screenshot from a PLT computer that shows how follow-up information is recorded by PLTs in their computers.

**Figure 2**  
**Screenshot of PLT Computer**  
**Followup Display**

The screenshot shows a software window titled "Work Details" with a light blue background. On the left side, there is a vertical sidebar with three buttons: "Current Status" (highlighted with an orange border), "Work Detail", and "Completion Detail". The main area of the window contains the following fields:

- Status:** A dropdown menu currently showing "Complete With Followup".
- Reported Date:** Two input fields showing "2014-08-07" and "12:23".
- Field Notes:** A large, empty text area with a vertical scrollbar on the right.
- Completed By:** A dropdown menu that is currently empty.

At the bottom right of the window, there are two buttons: "OK" and "Cancel".