



Northstar booking information

Our main servicing client is North Star. They specialize in all remedial works that is covered under insurance. The insurance companies give Northstar the work and they use us to undertake all the electrical. The majority of these works involve water leaks/floods and fire damage to houses. It is their job to repair these damaged area.

We get sent a work order which will have two dates on it, a disconnection and reconnection date and a brief description of what area of work it is. The two dates are usually a week or so apart but it does vary. Majority of these jobs are very simple, disconnect a power point, disconnect a light etc. Straight forward stuff but it has to be done to make the work area safe for the builders and client. Sometimes it may not look like there isn't any damage in the area mentioned but it is recommended the disconnection is still undertaken.

Things to think about when carrying out a NS job:

- Whenever there is a hot water cylinder disconnection listed on the work order there will be additional disconnected and reconnected dates, always the same day as no one likes no hot water! If it is an old hot water kit connecting the cylinder and it cannot be reused please notify the office straight away as this will be additional on the invoice.
- We reconnect the electrical after the painters have finished. Usually on the work orders our reconnection time says "late PM". If it is a small room being painted, bathroom or toilet then we can usually get away with sending an electrician there mid-afternoon. A lounge or similar is rebook with the client for the next morning, usually 8am start.
- A lot of the time we get work orders sent through for the same day and time. We usually try and group the jobs together to reduce the travel time and contact one of the clients directly and see if they are happy for the job to be carried out at 730am. Normal NS booking time is 8am.
- All Emergency call outs must be dealt with the same day. If we can't get there to after 4pm the general rule is that the after-hours electrician is booked to complete the work. The electrician will need to be notified. All emergency work is done on a charge up basis, door to door. No reconnection is needed. If NS do the repair works this will come through on a different work order. The task of an emergency call out is to make anything needed safe, water coming through a light, disconnect it and j box it.
- The clients don't know much about the works usually so any questions need to be addressed to Ash or the person at Northstar looking after the job. These will always be listed on the job card with a contact number. Most of the time there is a builder or other trade on site when we do the disconnection so working in with them is best.

- Sometimes in the job notes it may say “lock box on site”. This is a small box mounted on a chain and left outside the property with a key to the house in it like a Real Estate company would use. All electricians have a NS key to unlock this. Return key back to lock box once finished.
- On the bigger jobs they will sometimes ask us to supply a new hob, rangehood or anything else that needs replacing. These need to be exact replacements. NS will sometimes provide need photos of the unit or I will need you to take photos of the old unit with any labelling on site to get the specifications. We have a few contacts within some of the electrical outlets to get a deal. Majority of rangehood installs we get a specific rangehood installer in to do the job.
- Make sure you have plenty of j-boxes in the van. Every NEW j-box used please list it on the job materials. Any j-boxes that have been taken from jobs that have been reconnected, these can be reused. All practical steps should be taken to disconnect the item needed. This may involve disconnecting the switch wire from the light switch or leaving it live but j-boxed up.
- If a ceiling is being painted in a lounge and all downlights need to be “disconnected”, it is recommended that the downlights are left active but hanging from the holes to give the client the use of the lights if it is safe to do so. Ceiling lights are fully disconnected. A batten holder may be installed for temporary lighting if it is specified.
- Anything you disconnect needs to be left on site with the location listed on the job. We try to get the same electrician back to do the reconnection but sometimes it doesn't work out that way.
- If ceiling gib board is being removed with downlights in place, draw out a plan of the lights and take a photo of it with the ipad and attach the photo to the job. Include cut out size of light. If in doubt, draw a plan.
- Disconnecting a fridge power point? Plug fridge back into a LIVE outlet. Double check, a defrosted freezer isn't ideal!
- If the client is supplying a new light to replace the one you have disconnected that is fine, as long as it is similar, both surface lights for example.
- You will come across lights or outlets that are damaged or old and are not safe to sign off and reconnect. If this occurs call the office to let them know so we can let Northstar know of the variation. Please note down the brand or any other information we could use to get like for like to replace it. Photos are also helpful.
- If you are going to be late to a disconnection ring Northstar as they usually have the builders waiting for us to make the area electrically safe. Being late to a reconnection may be best to call the client, let the office know first.
- NS issue us a set amount for the disconnect/reconnection jobs. Clients may ask you to do additional works under the insurance work, these works would be additional and they would need to contact our office first to get it booked in.