

Call Plan

Minimum information

1. Operator and site details

(start every call with this)

Name:

Company / Control room:

Site code:

Asset(s) affected:

Callback number:

2. What's happening right now

(approximate values are okay)

Plant / Asset status:

Output (MW), if known:

Voltage / frequency behaviour:

☐ Normal

☐ Drifting

☐ Unstable

☐ Unsure

Anything outside normal expectations:

3. What needs attention

(tick/note as appropriate)

- ☐ Something unexpected
- ☐ Values drifting / trending
- ☐ Uncertainty about next steps
- ☐ Missing information
- ☐ Conflicting indications
- ☐ Something still being investigated
- ☐ Contact not established

Notes (optional):

4. What I need

(tick/note as appropriate)

- ☐ Early heads up / awareness only
- ☐ Advice / sense-check
- ☐ Direction / further information
- ☐ Instruction or escalation
- ☐ Not sure yet

Notes (optional):

Other relevant detail (if/as applicable)

5. What I'm watching for (next/risk)

What could escalate if this continues:

Any limits or constraints approaching:

☐ No

☐ Yes

☐ Unsure

If yes/unsure, note:

Anything time critical:

6. What I've already done (note as appropriate)

Actions taken / attempted:

Checks completed:

Actions not yet done (and why):

Example Call

"Hi, this is [Name] from [Company / Control Room] at [Site / Site code].

I'm calling early / escalating because [What's happening right now].

I have [What needs attention].

Please advise [What I need]"

Remember

- ☒ Call or escalate early before the situation becomes a problem.
- ☒ Be clear about what you know, what you don't know, and what you need next.

(Use this as a desk card, wall prompt, or on-screen checklist)