

Vortex Grid Collaboration Export

Operations Channel Export

Record ID: CHAT-002

Workspace/channel: Vortex Grid / #regional-operations

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Display timezone: Pacific Daylight Time (UTC-07:00)

Export range: 2026-06-16 through 2026-07-07

- [2026-06-16 08:15 PDT] @leila.g: Tomorrow: 14:00-15:00 UTC, which is an uncivilized
- 07:00-08:00 for us. *Reactions: [eyes] 4*
- [2026-06-16 08:17 PDT] @samir.s: Accepted the invite. I'm the field recipient.
- [2026-06-16 08:19 PDT] @priya.r: CHG-2026-204 has 5 min expected recovery, rollback at 10.
- [2026-06-16 08:22 PDT] @marta.a: No customer notice just because we're verifying. Ping me if
- the actual condition changes.
- [2026-06-16 08:24 PDT] @samir.s: Confession: one tech read 14:00 as Pacific. Shift log
- originally did too.
- [2026-06-16 08:26 PDT] reply: Reply to @samir.s at 08:24 - @leila.g: Glad you caught it.
- Leave the first entry and add the correction; don't quietly overwrite.
- [2026-06-16 08:28 PDT] reply: Reply to @samir.s at 08:24 - @priya.r: Yep. 14:00 UTC / 07:00
- PDT. Same event, corrected reading. *Reactions: [check] 3*
- [2026-06-16 08:31 PDT] @samir.s: Nico has been rescued from arriving at lunch.
- [2026-06-16 08:34 PDT] @samir.s: Field note will say what each gateway did. I'm not
- diagnosing it from the parking lot.
- [2026-06-16 08:36 PDT] @leila.g: Use CHG-2026-204 tomorrow. IR-2026-017 is background from

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- May.
- [2026-06-16 08:39 PDT] @priya.r: Please don't merge those in the filename again. Different event, different sign-off.
- [2026-06-16 08:42 PDT] @samir.s: Arrival gets logged before 14:00 UTC. Assuming the badge reader likes me. *Reactions: [thumbs up] 2*
- [2026-06-16 08:45 PDT] @marta.a: If there is impact, my team opens a separate customer comms item.
- [2026-06-16 08:48 PDT] @leila.g: Kai found an old note: "close when indicators are green."
- That's not our criterion.
- [2026-06-16 08:51 PDT] reply: Reply to @leila.g at 08:48 - @samir.s: Understood. Mystery note gets a photo, not obedience. We use the UTC end + threshold.
- [2026-06-16 08:53 PDT] reply: Reply to @leila.g at 08:48 - @priya.r: Thank you. Tape on a cabinet has yet to become a change authority. *Reactions: [check] 4*
- [2026-06-16 08:56 PDT] @leila.g: Closeout needs site, inventory, who's holding it, UTC time, and anything odd.
- [2026-06-16 08:59 PDT] @samir.s: SMS handoff is attached. Calendar acceptance is still its own thing.
- [2026-06-16 09:02 PDT] @marta.a: Good. The invite tells me who/when; your texts tell me what was handed off.
- [2026-06-16 09:05 PDT] @priya.r: This helps the MEE-26 change-window work. It doesn't finish MEE-26 by itself.
- [2026-06-16 09:08 PDT] @leila.g: Sadly, no thirty-minute path to completing the whole program.
- [2026-06-16 09:11 PDT] @samir.s: Kai's backup if I formally hand it over. I haven't.
- [2026-06-16 09:14 PDT] @leila.g: Right. Samir owns it unless we record the delegation.
- *Reactions: [pin] 2*
- [2026-06-16 09:17 PDT] @marta.a: Customer desk has the impact threshold. Nothing scheduled

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- to go out.
- [2026-06-16 09:20 PDT] @priya.r: Baseline is under the CHG. Please compare against that
- copy.
- [2026-06-16 09:23 PDT] @samir.s: Checklist matches baseline, 5 min, 10 min. We're done.
- [2026-06-16 09:26 PDT] reply: Reply to @samir.s at 09:23 - @leila.g: Ready, not done.
- Tomorrow hasn't happened yet [slight smile]
- [2026-06-16 09:29 PDT] reply: Reply to @samir.s at 09:23 - @samir.s: Fair. Changed it to
- "ready for verification."
- [2026-06-16 09:32 PDT] @marta.a: Customer Ops sees "ready." No premature confetti here.
- [2026-06-16 09:35 PDT] @leila.g: Handoff complete. Tomorrow's observations get their own
- entry. *Reactions: [check] 4*
- [2026-06-16 09:38 PDT] @samir.s: See you all at the uncivilized hour.
- [2026-07-07 00:12 PDT] @hana.v: Different topic, different customer. Calder Mills says its
- June consumption export lists the same register readings twice for part of the estate.
- [2026-07-07 00:13 PDT] @hana.v: Opened yesterday as IR-2026-023. Posting here because this
- channel has the on-call eyes at this hour.
- [2026-07-07 00:19 PDT] @bram.o: Billing hold BH-2026-051 went on before anything was
- invoiced. Nothing has gone to the customer.
- [2026-07-07 00:21 PDT] @hana.v: Thank you. That's the part I most wanted true.
- [2026-07-07 00:24 PDT] @bram.o: Hold stays until somebody with the meter data says the
- export is sound. Not until the file looks tidy.
- [2026-07-07 01:47 PDT] @ines.d: Reading the meter logs now. The registers rolled over just
- after local midnight on the 30th.
- [2026-07-07 01:50 PDT] @hana.v: Rolled over is an observation. Please don't let it become
- "the firmware duplicated the rows" on the way to the summary.
- [2026-07-07 01:52 PDT] @ines.d: Understood. I can say what the meter log shows; I can't say
- what the export did with it.

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- [2026-07-07 02:06 PDT] @bram.o: Who owns the export job itself?
- [2026-07-07 02:09 PDT] @hana.v: Metering Data Services, me. The meter firmware is Kestrel's, and that's a separate question under VRM-2026-14.
- [2026-07-07 02:11 PDT] @bram.o: Noted. I'll keep the supplier name out of the hold record then.
- [2026-07-07 06:35 PDT] @mar.ta.a: Morning. I only skim this channel - is any of this North Harbor?
- [2026-07-07 06:37 PDT] @hana.v: None of it. Different customer, different system, different incident number. I should have said that in the first message.
- [2026-07-07 06:38 PDT] @mar.ta.a: Perfect, thank you. I'll keep the two apart in the customer log.
- [2026-07-07 06:52 PDT] @hana.v: Plan: re-read the registers by hand at the meters, then regenerate the export from those readings.
- [2026-07-07 06:55 PDT] @ines.d: I can do the re-read Thursday morning if the change record is signed.
- [2026-07-07 06:58 PDT] @hana.v: Raising CHG-2026-231 today. No firmware change in scope - reading only.
- [2026-07-07 07:14 PDT] @bram.o: Please write "reading only" in the change record itself, not just here.
- [2026-07-07 07:16 PDT] @hana.v: It's already the first line. ~~Firmware update~~ **register re-read** - I fixed the draft title before sending it.
- [2026-07-07 08:40 PDT] @ines.d: Access confirmed with the Calder Mills desk for Thursday 08:00 UTC.
- [2026-07-07 09:26 PDT] @hana.v: Good. Whatever comes back, the finding goes in the metering review and nowhere else.
- [2026-07-07 09:31 PDT] @bram.o: And the hold comes off when the reissued export is checked, not when the meeting ends.