

Field Operations Thread

Vortex Grid Mail Export

Field Operations Thread

From: Leila Grant, Field Services <leila.grant@vortexgrid.example>
To: North Region Field Leads <north-field-leads@vortexgrid.example>
Cc: Morgan Iqbal; Priya Raman; Customer Operations Duty Desk
Date: Tue, 16 Jun 2026 07:10:00 -0700
Subject: Field handoff record - North Harbor follow-up window

Field leads,

Morning all. The North Harbor follow-up window begins 2026-06-17 at 14:00 UTC and ends at 15:00 UTC.

The corresponding local start time is 07:00 Pacific Daylight Time. This window is a verification run following IR-2026-017, not a replay of the original change. We're checking that the updated template displays recovery interval, retry profile, rollback threshold, and handoff recipient before a regional maintenance activity proceeds.

Each field lead must acknowledge the event in the calendar record and identify the person on duty. If a participant cannot attend, the replacement must be named in the calendar update or handoff note. A chat acknowledgement alone does not change the recipient. The shift lead will record observed gateway state at the opening and closing of the window, including the UTC timestamp. Any abnormal condition should be described as observed, with a site reference and immediate containment action, rather than as a technical cause.

Please reply with the on-duty name before end of shift. And yes, 07:00 local is early; there are breakfast burritos in the North Harbor office fridge.

Leila

From: Samir Shah, North Region Field Lead <samir.shah@vortexgrid.example>
To: Leila Grant; Priya Raman
Cc: North Region Field Leads; Morgan Iqbal

Field Operations Thread

Date: Wed, 17 Jun 2026 08:31:00 -0700
Subject: Re: Follow-up completed - North Harbor verification window

Confirmed. My sheet shows opening state normal at 14:03 UTC and final check normal at 14:58 UTC. Kai called out the PDT typo before the first reconnect; thanks for fixing it. No settings were changed during the window.

One mildly embarrassing note: the breakfast burritos were in the south-office fridge, not North Harbor. We found coffee. The team would like the five-minute expectation kept beside the rollback line for the next run - having both on one screen worked.

Samir

Leila - correction, 07:18 PDT

I wrote ~~ends at 15:00 UTC~~ above. That is the verification window; the team has another 15 minutes afterward for notes, so don't book Samir at 08:01 Pacific. Calendar entry is correct. No change to the rollback threshold.

From: Samir Shah, North Region Field Lead <samir.shah@vortexgrid.example>
To: Leila Grant; North Region Field Leads
Cc: Morgan Iqbal; Priya Raman; Customer Operations Duty Desk
Date: Tue, 16 Jun 2026 07:36:00 -0700
Subject: Re: Field handoff record - North Harbor follow-up window

I will be the on-duty recipient for the 14:00 UTC window. The field team will verify that the gateway inventory, retry setting, and expected recovery interval match the approved follow-up record before proceeding. We will not change a setting merely because it differs from a prior gateway. A difference may be intentional. Any proposed change will be returned to the approved change owner with its own reason and scope.

Field notes will mention IR-2026-017 in the background and use CHG-2026-204 for this window. I checked the roster: Kai is on site, I'm the recipient, Leila is escalation. If the settings don't match, we stop and call Priya rather than "fixing" them on the fly.

Samir

Field Operations Thread

From: Priya Raman, Release Operations <priya.raman@vortexgrid.example>
To: Leila Grant; Samir Shah
Cc: Morgan Iqbal; Customer Operations Duty Desk
Date: Tue, 16 Jun 2026 15:11:00 +0000
Subject: Re: Field handoff record - North Harbor follow-up window

Release Operations confirms that CHG-2026-204 includes the updated template fields. The expected recovery interval is five minutes after a planned reconnect. The rollback threshold is ten minutes of unhealthy status after the scheduled change boundary. The customer-impact classification is verification only; Customer Operations will not send a customer incident notice unless an independently observed service impact meets the notification criteria.

The named recipient and the UTC schedule are now recorded in the change system. The template is the MEE-26 pilot for the field handoff. Please don't turn "pilot completed" into "project completed" on the status slide; Riley will come after both of us.

Priya

From: Leila Grant, Field Services <leila.grant@vortexgrid.example>
To: North Region Field Leads
Cc: Morgan Iqbal; Priya Raman; Customer Operations Duty Desk
Date: Wed, 17 Jun 2026 08:18:00 -0700
Subject: Follow-up completed - North Harbor verification window

Verification finished at 15:00 UTC. Gateways normal at close, no customer impact. Every planned reconnect check recovered and each one was timed at the cabinet, so the per-gateway figures are on the maintenance export rather than in this thread. Please read them there instead of trusting my recollection of them. That is today's result under CHG-2026-204, not a promise for every future window. Samir's field sheet and Kai's opening and closing readings are attached.

Samir - thank you for catching the stale local-time label before we started. I corrected PST to PDT on the handoff sheet; UTC times did not change. Everyone else: please use the corrected sheet, revision 1.1.

Leila

Field Operations Thread

From: Hana Vogel, Metering Data Services <hana.vogel@vortexgrid.example>
To: North Region Field Leads <north-field-leads@vortexgrid.example>
Cc: Bram Ostrowski, Billing Operations <bram.ostrowski@vortexgrid.example>; Ines Duarte, Field Services
Date: Tue, 7 Jul 2026 16:58:00 +0200
Subject: Register re-read window - Calder Mills, CHG-2026-231

Field leads - unrelated to anything else in this folder, and I want to say so up front.

Calder Mills reported on 6 July that its June consumption export lists the same register readings more than once for part of the estate. We opened IR-2026-023 the same day. Billing Operations placed hold BH-2026-051 before any invoice was produced, so no customer has been billed from the affected file. This is a metering export question at a different customer. It is not related to North Harbor, to IR-2026-017, or to any gateway change window, and it should not be filed with them.

The plan is a manual register re-read at four meters on Thursday 9 July, 08:00 to 09:30 UTC, under change record CHG-2026-231. Ines Duarte holds the change; I will observe. The scope line reads **register re-read** and nothing else - no firmware is being touched, because the firmware question belongs to a supplier review that has produced no finding. Please record each reading with its meter identifier and the UTC time it was taken, and send them to the maintenance export rather than pasting figures into this thread.

If a meter cannot be read, say so and leave the row empty. An empty row we can chase; a guessed one we cannot.

Hana

Bram - hold status, 9 Jul, 11:40 UTC

For the file: the hold is still on. It comes off when somebody has compared the reissued export against Ines's readings and said in writing that it reconciles. Thursday's window finishing on time is not the same event as the hold being released, and I would rather that distinction survive into the summary.

Bram