



eBook

PiPcall Mobile+ for Electrical Networks: A Practical Guide to Recording and Assessing Safety-Critical Mobile Calls

How PiPcall Mobile+ makes switching, isolation and operational mobile calls recordable, reviewable and easier to evidence.



PiPcall delivers call recording over the Mobile Voice Network – delivered by UC SIM, eSIM or the Mobile+ App on company-owned and personal devices alike. Secure cloud storage, call assessment, and instant deployment across your workforce, all managed from one central platform. No new phones required.

www.pipcall.com/so/electricity-network-mobile-compliance

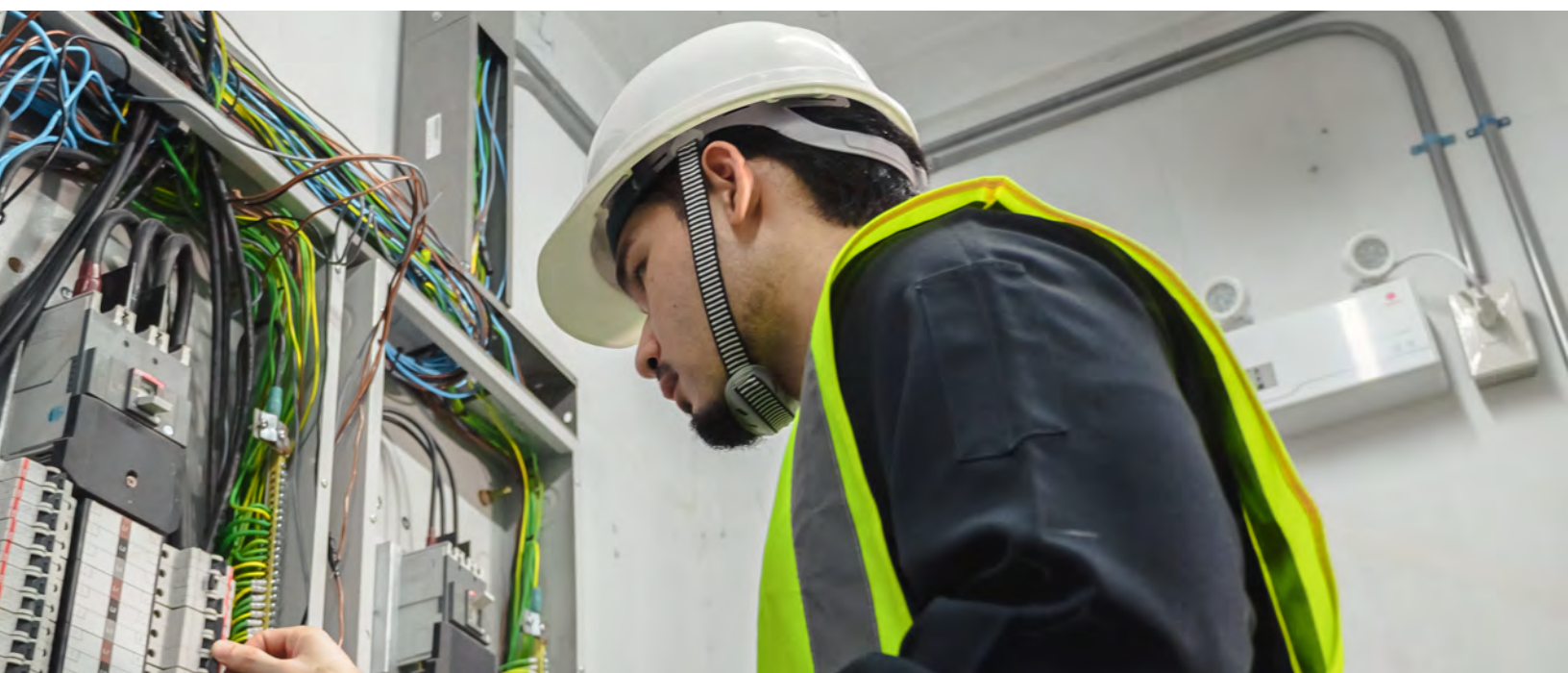
Electrical Networks

The switching instruction is already a safety-critical conversation — Mobile+ makes the mobile version of it recordable and assessable

When electrical network teams work around live infrastructure, verbal communication is part of the safe system of work itself. Switching, isolation, earthing and restoration all depend on instructions passing accurately between Control Engineers, Senior Authorised Persons, Authorised Persons and field teams.

The industry's own safety rules are strikingly specific about how those conversations must happen. Company safety rules are commonly based on the Energy Networks Association's Model Distribution safety rules at distribution level, and National Safety Instructions on the transmission network — require that HV switching instructions are formally structured, recorded, written down by the recipient and repeated back phrase by phrase before any action is taken. These protocols exist for one reason: to minimise human error by making sure the Control Person's requirements are conveyed accurately and unambiguously. All of this sits on the statutory foundation of the Electricity at Work Regulations 1989, which require duty holders to work to safe systems of work and to demonstrate competence.

Here is the gap. Those rules were written for recorded control-room lines and written switching logs. Today, many of these exchanges happen on a mobile — a Control Engineer calling a SAP standing at the substation. The protocol still applies. The recording environment often doesn't follow the call.



Introduction

Bridging the gap between your safety rules and real-world communication

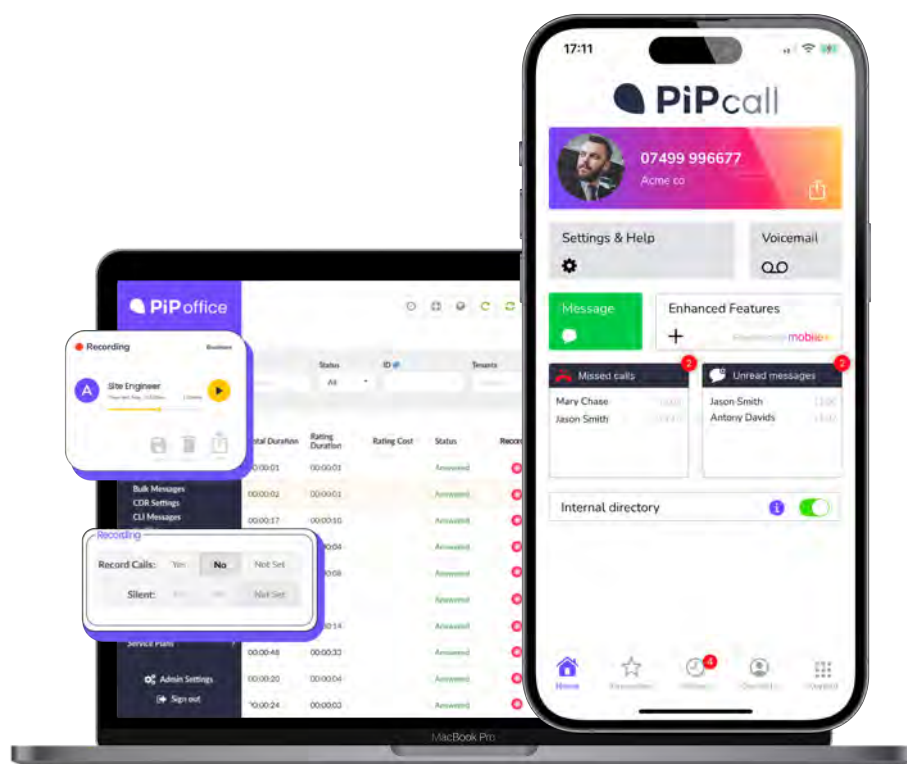
Frontline electrical work runs on mobile phones. Field engineers, Authorised Persons and contractors increasingly use the phone in their pocket – sometimes company-issued, sometimes personal – to receive switching instructions, confirm isolations, report faults and coordinate restoration.

Your safety rules assume those conversations are precise, repeated back and evidenced. The Electricity at Work Regulations 1989 require you to demonstrate safe systems of work and competence. But when the call happens on an unmanaged mobile – company-owned or personal, none of that discipline is captured.

This guide is designed to help electricity duty holders navigate that reality.

We'll show how PiPcall Mobile+ solves key communication compliance challenges across two typical scenarios. Then, we'll walk through a simple seven-step rollout framework for deploying Mobile+ at scale across your whole mobile estate – company-owned and personal devices alike. Mobile+ deploys as a UC SIM, an eSIM or an app; whichever route fits each user, every business call travels the mobile voice network and lands in the same recording and call assessment platform.

Whether you're overseeing operational safety, IT, or contractor onboarding, this guide will give you the clarity – and tools – you need to deliver compliant mobile voice services without complexity.

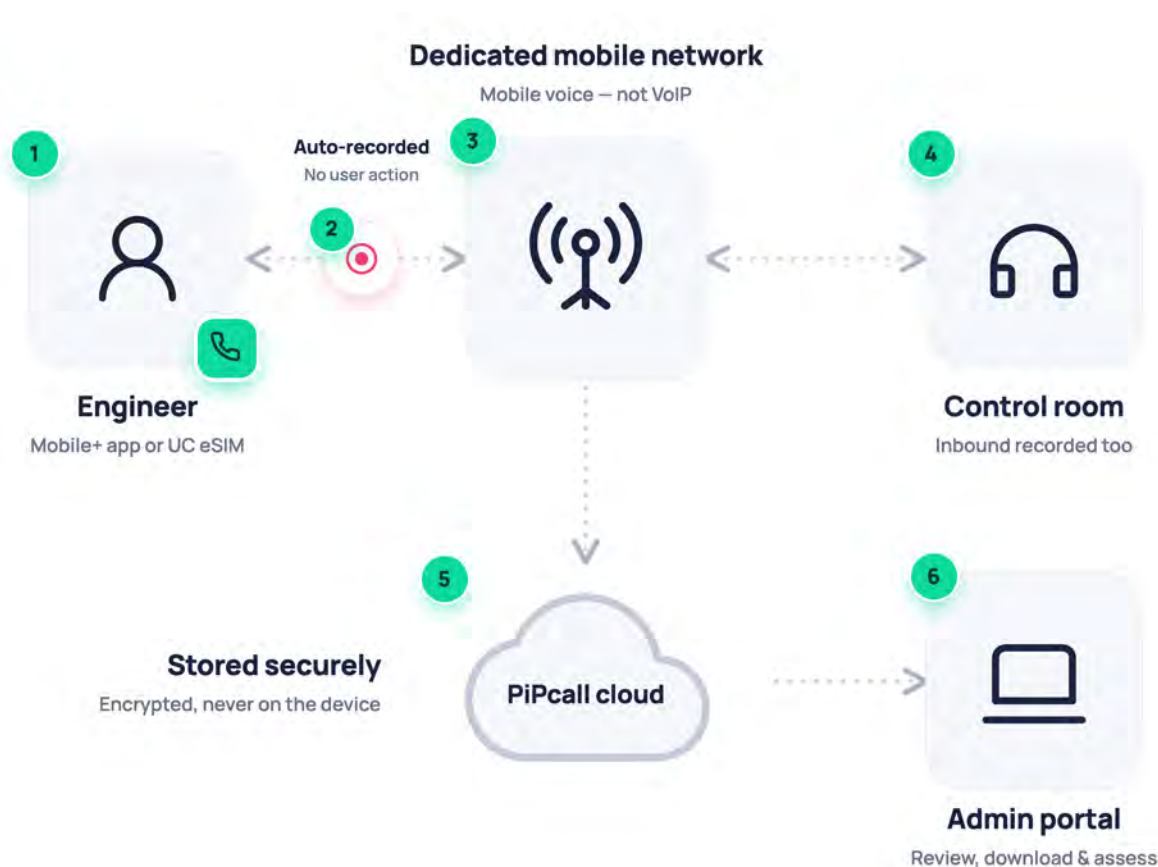


Use Case One

Contract SAP or field engineer

Contract Senior Authorised Persons and field engineers are frequently engaged for planned outages, connections work or fault response. These roles routinely receive switching and isolation instructions directly from Control Engineers — exactly the conversations your safety rules require to be structured, repeated back and evidenced.

With Mobile+:



1. The engineer uses the PiPcall Mobile+ app — or a PiPcall UC eSIM — on their personal device
2. All Mobile+ business calls are automatically recorded — no user action required
3. Calls are placed over the dedicated mobile voice network, not VoIP
4. Incoming business calls from the control room are also recorded automatically when routed through Mobile+
5. Recordings are securely stored in the PiPcall cloud — not locally on the engineer's device
6. Administrators can access, review and download recordings via the PiPcall portal — and assess them against your communication protocol in the call assessment platform

Without Mobile+



1. A contract SAP uses their personal smartphone to take a switching instruction from the Control Engineer
2. Calls are made via the phone's standard dialler over the mobile voice network – but they are not recorded
3. Incoming calls are also not recorded, creating an evidence blind spot
4. The written switching log becomes the only record – with no way to verify the instruction was given, repeated back phrase by phrase and confirmed as the safety rules require
5. In an incident investigation under the Electricity at Work Regulations, there is no recording to demonstrate the safe system of work was followed at the point of instruction

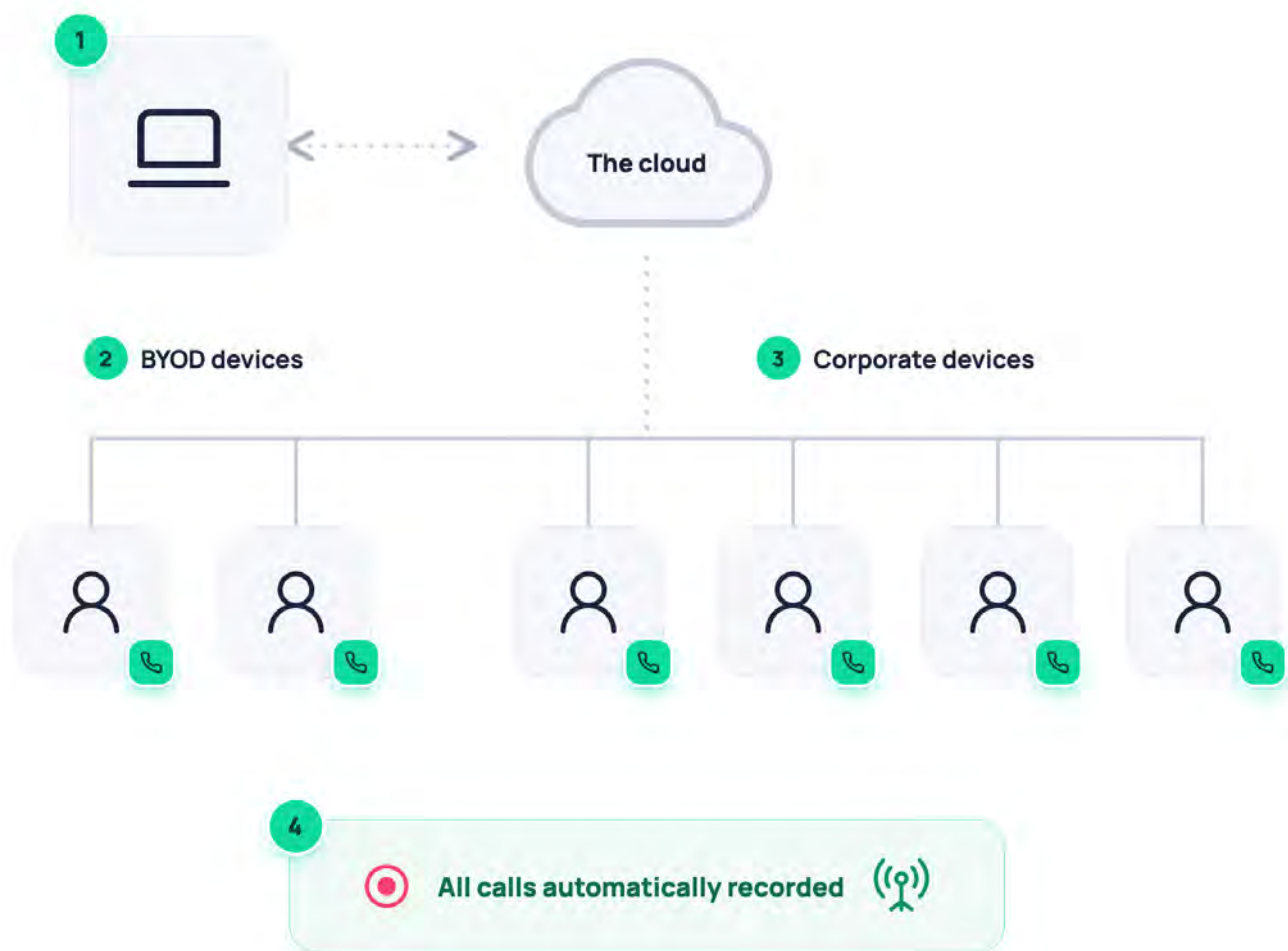
Company safety rules apply to contractors and staff alike – authorisation carries the same communication obligations regardless of employment status or whose phone the instruction arrives on.

Use Case Two:

Administrator's perspective – onboarding contractors for an outage programme

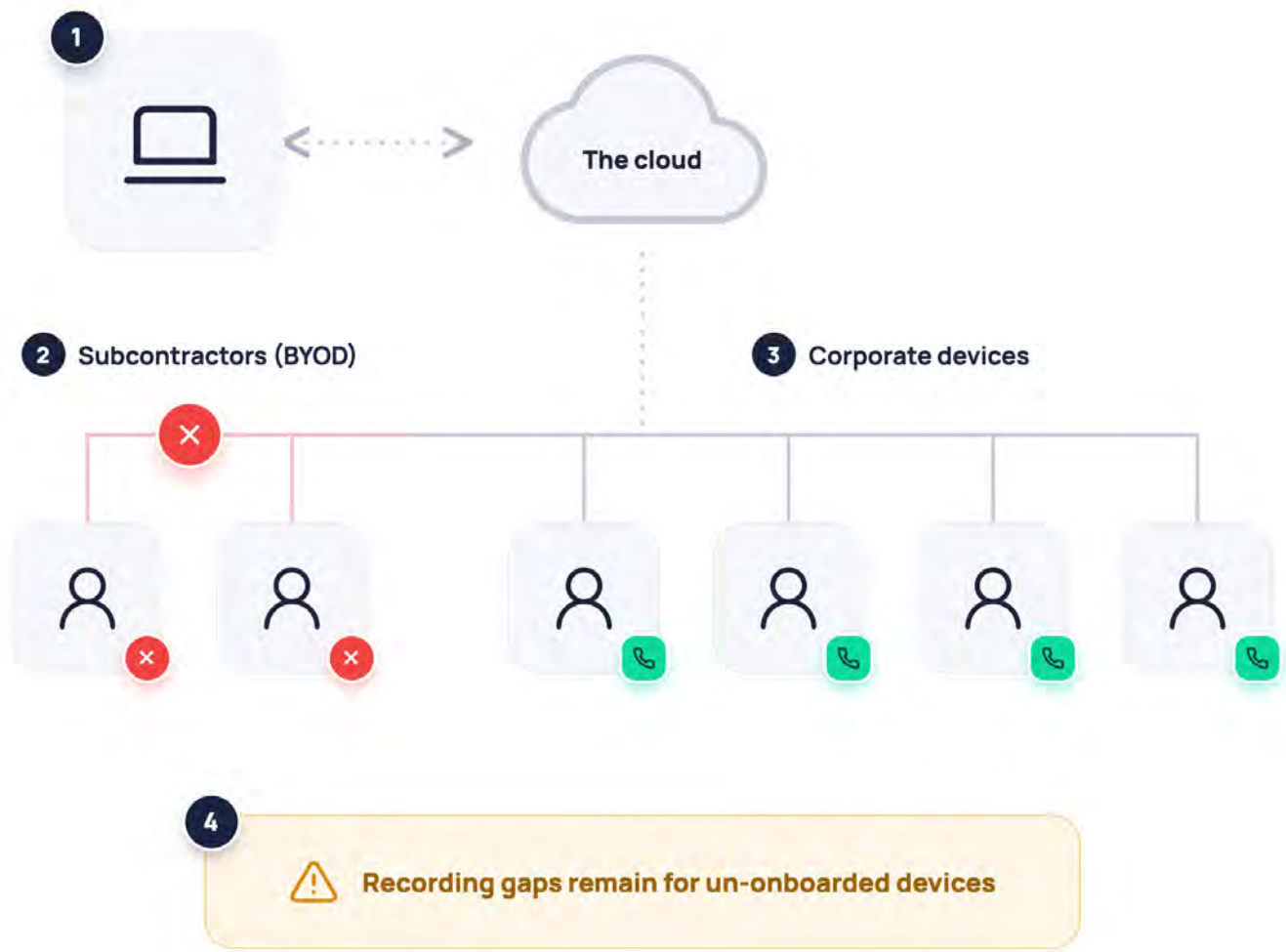
Network operators and their principal contractors regularly mobilise contract SAPs, APs and field teams at short notice for planned outages, storm response and connections work. Admin teams need every one of them communicating inside the recorded environment from day one – because the safety rules don't pause while onboarding catches up.

With Mobile+:



1. The administrator sends setup invitations via SMS or email.
2. Contractors install the PiPcall app within minutes on their personal devices.
3. Staff with corporate devices also install the PiPcall app quickly and easily.
4. All staff, regardless of device type, are now configured for call recording in line with your policy.

Without Mobile+:



1. Two contract APs join for a weekend outage, but the admin has no way to bring their calls into the recorded environment
2. Switching and isolation calls made by the contractors are not recorded
3. Users with corporate devices may have recording in place, but coverage is inconsistent
4. While some calls are recorded, gaps remain for anyone not onboarded through a compliant process — and those gaps are invisible until an incident makes them visible

Under the Electricity at Work Regulations 1989, duty holders must be able to demonstrate safe systems of work — including for contractors. Without Mobile+, consistent call evidence is difficult to achieve instantly and at scale.

Implementation:

The seven steps to rolling out Mobile+ in electrical network teams

Deploying compliant mobile calling across a mixed device estate doesn't need to be complicated. One of the greatest strengths of PiPcall Mobile+ is its rapid, low-friction deployment model – whether you're equipping 5 people or 500. This chapter outlines the practical steps to roll out Mobile+ across your organisation, aligned with your safety rules and your duties under the Electricity at Work Regulations 1989.

Step 1: Identify your roles and risk zones

Use your authorisation matrix and risk assessment frameworks to identify which staff require:

- Call recording for switching, isolation and operational instructions
- Role-based access to call logs, voicemail, or team lines
- Call assessment for competence assurance and audit

Roles	Call recording	Access to recordings	Access to call logs	Call assessment
Control Engineers / Network Controllers	Yes	Yes	No	Yes
SAPs / APs (staff and contract)	Yes	No	No	Yes
Field engineers / fault response	Yes	No	No	Yes
Standby & storm response coordinators	Yes	No	No	Yes

Tip: align recording roles with your authorisation levels – anyone empowered to give or receive switching instructions is a recording candidate.

Step 2:

Decide your device strategy

Classify staff into two categories:

1. Personal Mobile Users (BYOD): staff or contractors who use their own smartphones for operational communication
2. Corporate Mobile Users: staff issued a phone by the organisation

Staff Member	Employment Status	Device Status	Mobile+ Required?	Mobile+ deployment
Control Engineer	Full time	Corporate owned	Yes	SIM
Field engineer	Full time	Corporate owned	Yes	eSIM
Contract SAP	Contractor	Personal	Yes	eSIM
Storm response AP	Temporary	Personal	Yes	App

Key Implementation Notes:

- The PiPcall app and eSIM enable compliant call recording and number separation across both user types
- For personal mobile users, issuing a PiPcall eSIM ensures no cost or coverage gap
- For corporate devices, PiPcall can be deployed pre-installed, with SIMs/eSIMs centrally managed

Step 3:

Assign features based on role

Working with PiPcall technical support you can configure:

- Call recording: always-on or opt-out
- Call log access for supervisors
- eSIMs for fast deployment, temporary users or flexible device coverage
- Restricted calling during non-working hours
- Call monitoring of live calls

Tip: Use your competence assurance sampling approach to decide which roles have auto-recording enabled for audit.

Step 4:

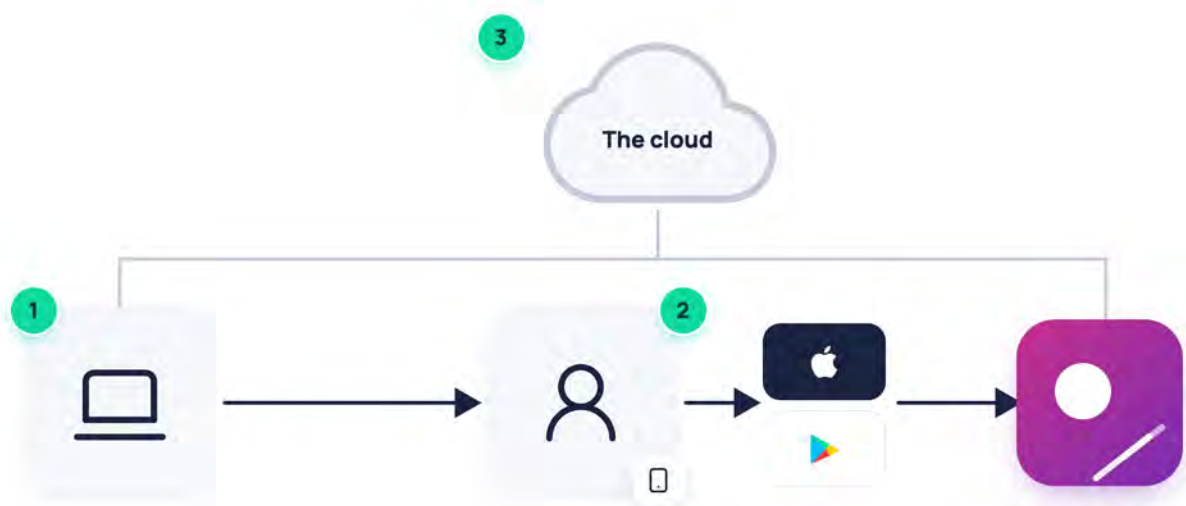
Onboard staff with a self-service invite

Mobile+ deployment requires:

1. No office visit
2. No physical SIM card (if using eSIM)
3. Minimal setup guidance required.

How it works:

1. Admin sends invite link to staff mobile number
2. Staff member installs app
3. Calling features activate immediately based on their profile (Step 3)



Step 5:

Integrate Mobile+ into safety and audit processes

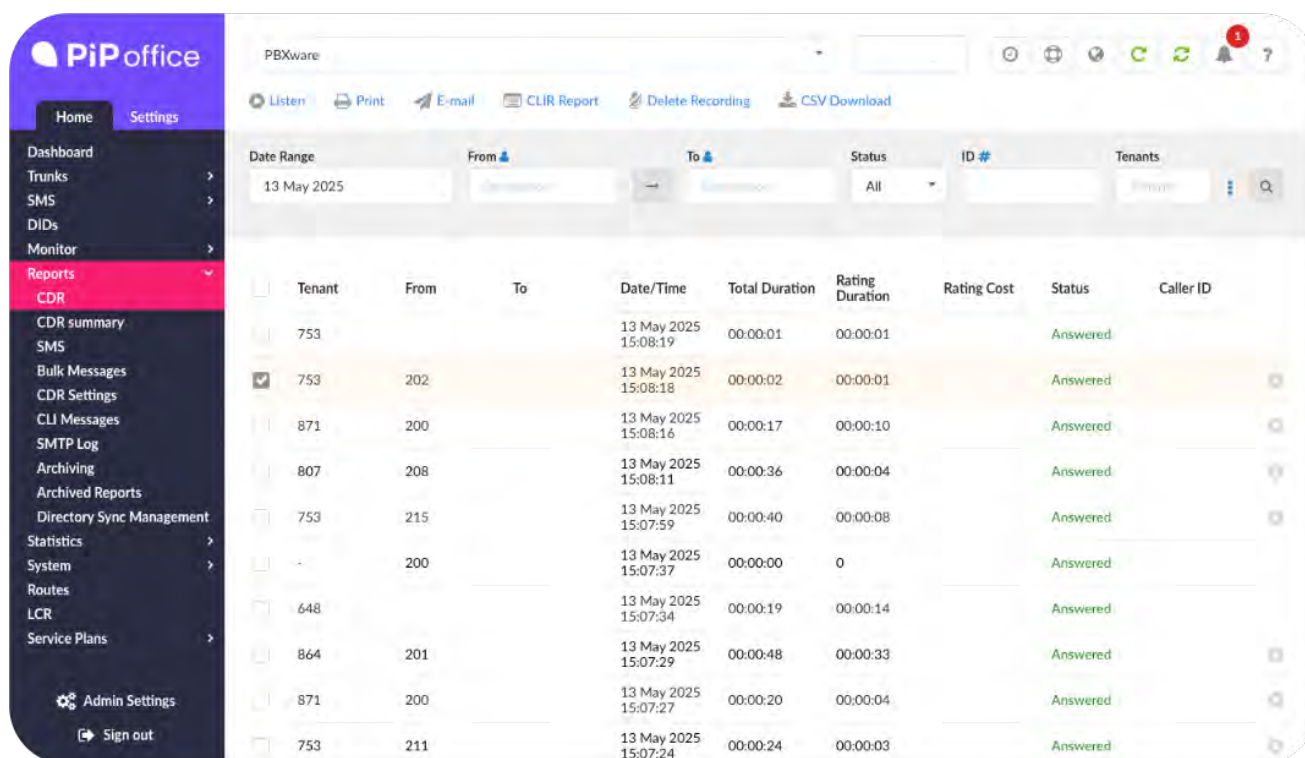
- Switching assurance: sample recorded calls against your safety rules' instruction protocol — structure, phrase-by-phrase repeat-back, confirmation and closure — and reconcile against switching logs
- Post-incident investigations: recordings provide primary evidence of what was instructed and what was confirmed, supporting investigations under the Electricity at Work Regulations
- Competence assurance: use recordings in SAP/AP authorisation reviews and reauthorisation
- Internal training: coach instruction clarity, repeat-back discipline and structured handovers using real calls

Step 6:

Monitor and optimise

The dashboard allows you to:

- View call volume by user
- Identify missed calls or voicemail trends
- Review call logs and build samples for assessment
- Add or suspend users as projects begin or end



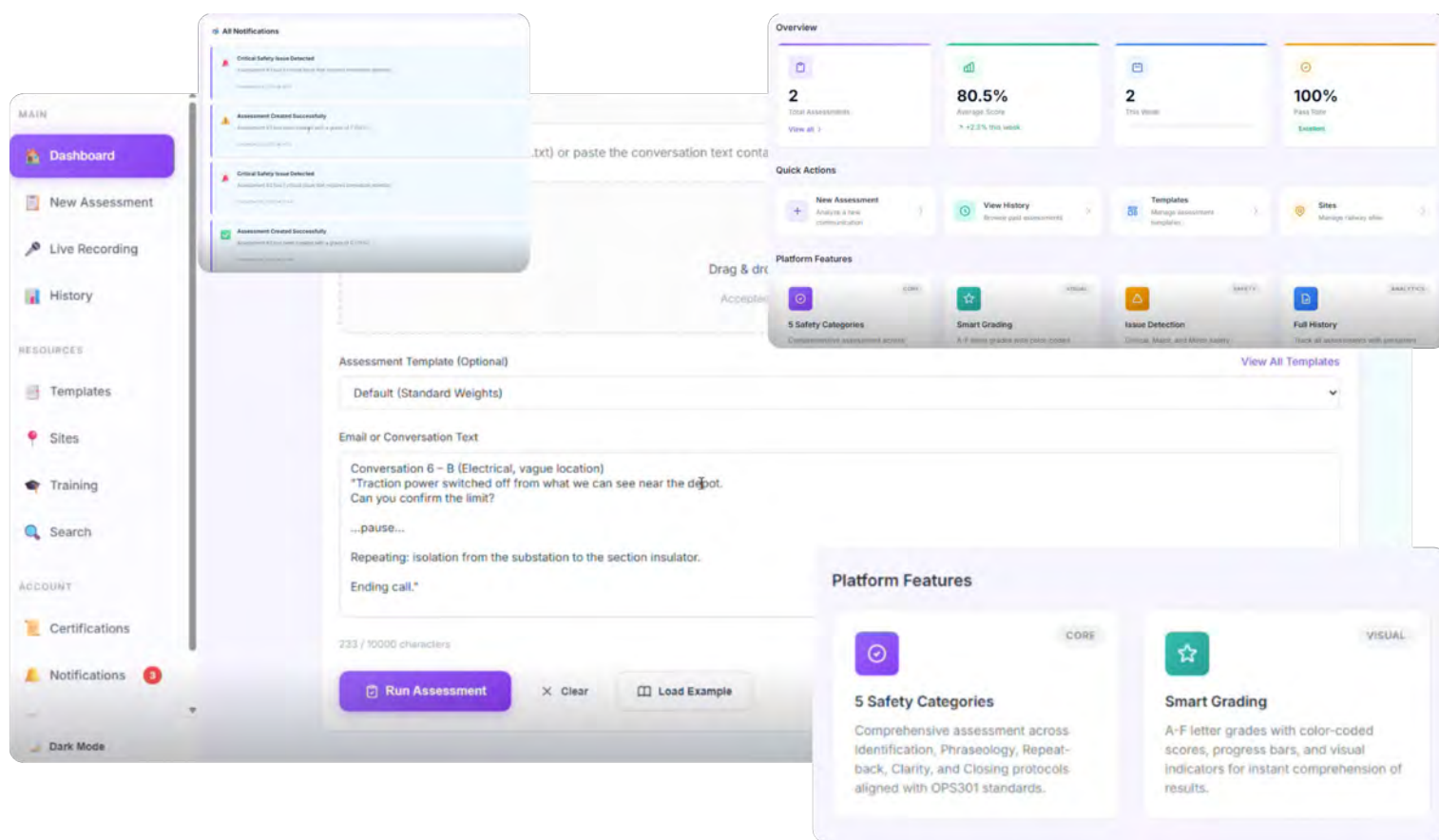
The screenshot displays the PiPoffice PBXware web interface. On the left is a dark sidebar with a menu including Home, Settings, Dashboard, Trunks, SMS, DID's, Monitor, Reports (highlighted), CDR, CDR summary, SMS, Bulk Messages, CDR Settings, CLI Messages, SMTP Log, Archiving, Archived Reports, Directory Sync Management, Statistics, System, Routes, LCR, Service Plans, Admin Settings, and Sign out. The main content area shows a call log table with columns: Tenant, From, To, Date/Time, Total Duration, Rating Duration, Rating Cost, Status, and Caller ID. The table contains 10 rows of call data for May 13, 2025. Above the table are filters for Date Range (13 May 2025), From, To, Status (All), ID #, and Tenants. At the top of the interface are navigation links: Listen, Print, E-mail, CLIR Report, Delete Recording, and CSV Download. The PiPoffice logo is in the top left corner.

Tenant	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status	Caller ID
753			13 May 2025 15:08:19	00:00:01	00:00:01		Answered	
753	202		13 May 2025 15:08:18	00:00:02	00:00:01		Answered	
871	200		13 May 2025 15:08:16	00:00:17	00:00:10		Answered	
807	208		13 May 2025 15:08:11	00:00:36	00:00:04		Answered	
753	215		13 May 2025 15:07:59	00:00:40	00:00:08		Answered	
-	200		13 May 2025 15:07:37	00:00:00	0		Answered	
648			13 May 2025 15:07:34	00:00:19	00:00:14		Answered	
864	201		13 May 2025 15:07:29	00:00:48	00:00:33		Answered	
871	200		13 May 2025 15:07:27	00:00:20	00:00:04		Answered	
753	211		13 May 2025 15:07:24	00:00:24	00:00:03		Answered	

Step 7: Assess calls

Then close the loop with PiPcall's call assessment platform. Recording tells you what was said; PiPcall's call assessment platform tells you whether it was said the way your safety rules require:

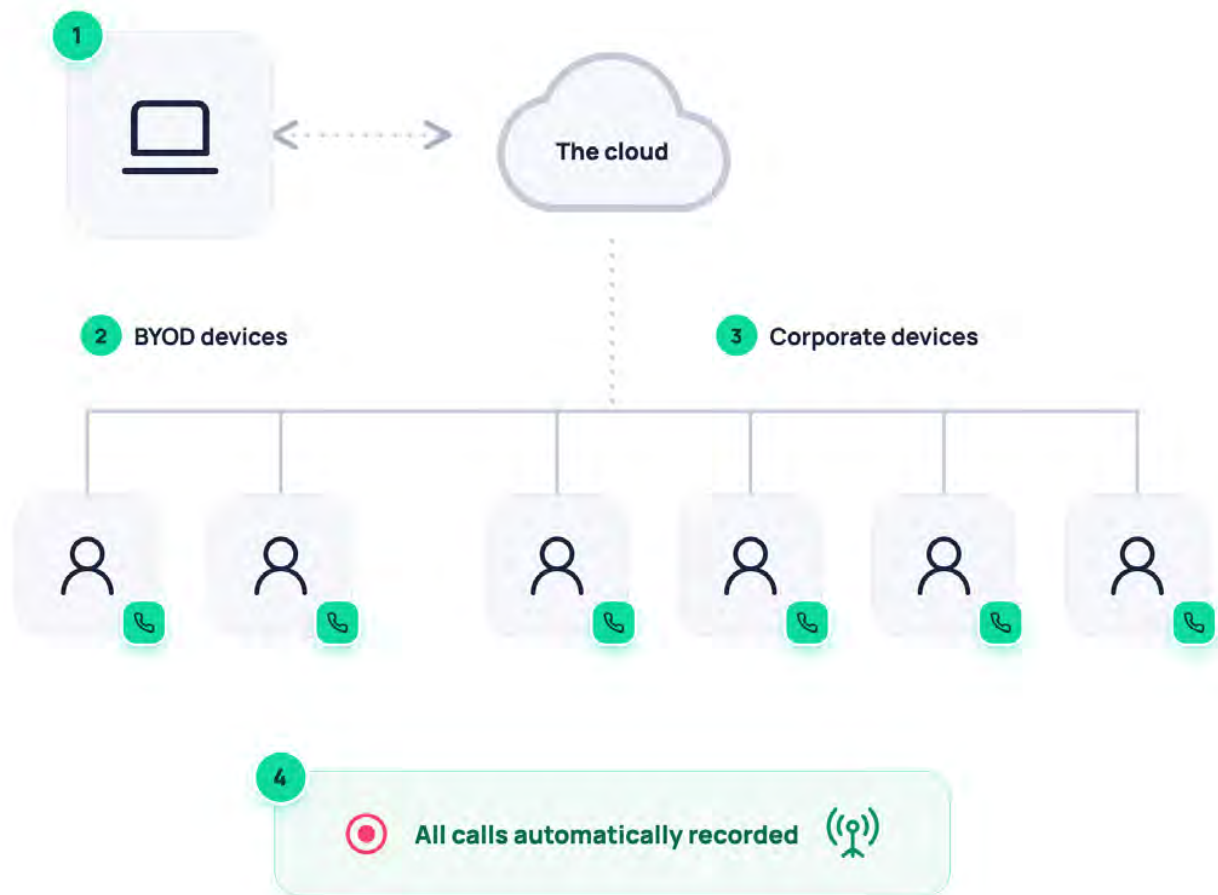
1. Assess recorded calls against your switching-instruction protocol — role identification, asset and location confirmation, instruction clarity, phrase-by-phrase repeat-back, confirmation and closure
2. Score and trend communication performance by individual, team or contractor
3. Build structured assessment samples for switching assurance and SAP/AP authorisation reviews
4. Feed results into competence assurance, coaching and incident learning — turning every recorded call into evidence your safe system of work is followed in practice



The result

A policy-aligned, mobile-first communication layer running across control rooms and field teams — with no new hardware and without unnecessary delay.

By using PiPcall Mobile+, electricity duty holders can evidence the communication discipline their safety rules already require — without slowing down onboarding or field operations. Whether you're managing a weekend outage or a year-long connections programme, Mobile+ lets you scale recorded, assessable communication across every device type — the smart way.



Ready to take the next step?

Let's make your operational mobile comms recorded, reviewable and easy to evidence.

1. Book an operational comms strategy call
2. Request a trial, or
3. Simply call us with your questions

Phone: 0330 094 8080 Email: sales@pipcall.com