

# Implementation of FUSE System for Encroachment Management

Robert Campbell and Paul Lynch





THE PROBLEM



THE SOLUTION



THE BENEFITS

# PROBLEM STATEMENT



Managing encroachments was challenging due to extensive back-and-forth communication between multiple stakeholder.

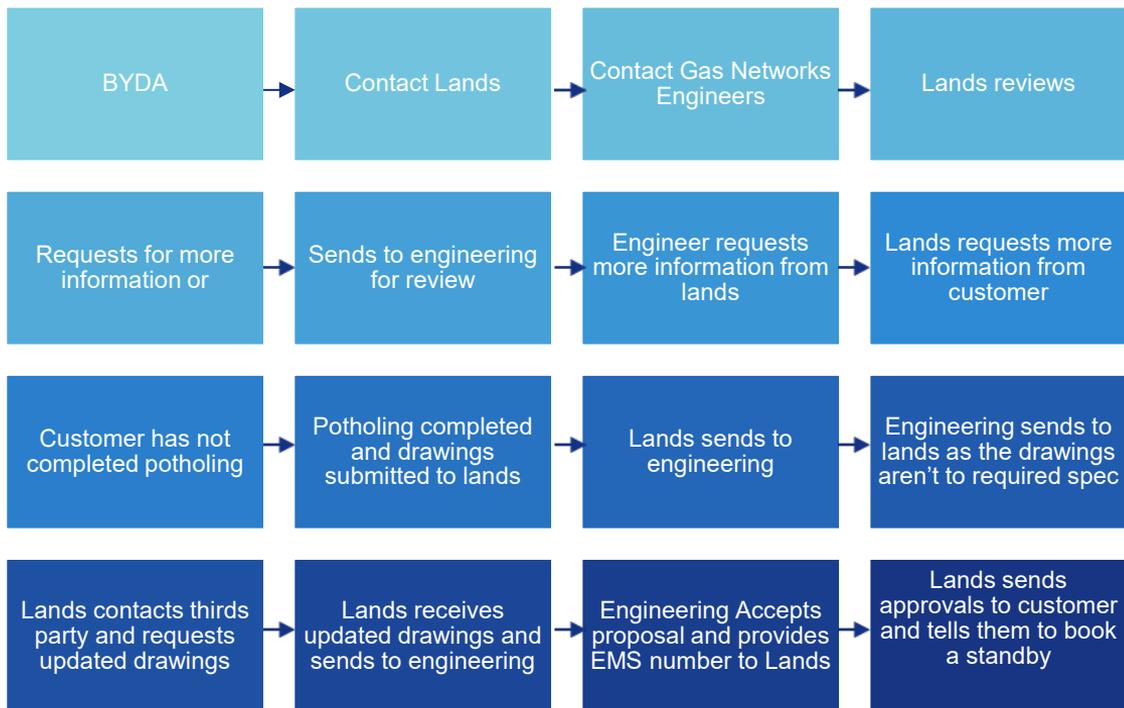


The complexity increased the risk of errors, the timeliness of approvals and the drain on internal resources.



We needed a better way.

# THE OLD PROCESS



The system needed fixing as the back and forth was difficult to manage and the risk something could be missed was high.

Encroachment Management System (EMS) approvals added a level of protection, however the detail was not always visible to the Pipeline Patrol Office in the field.



LANDS RE: <b>Camden Valley Way</b> Shared Path Hi : Thank you for providing such a detailed Work Authority Request. In relation to the proposed	📧 8/11/2024
gas networks engineer RE: <b>Camden Valley Way</b> Shared Path Hi Farrah, The PE main (laid in 2019) is sitting around 1.5 meters from BL and at 700-800mm depth. Provided the	8/11/2024
LANDS FW: <b>Camden Valley Way</b> Shared Path Hi Gas Networks Engineering, Can you please review the proposed footpath and concrete island construction etc	📧 ! 7/11/2024
Mustafa Karacanta RE: <b>Camden Valley Way</b> Shared Path Hi Lands The proposed works near the intersection of <b>Camden Valley Way</b> and Berbera Rd are to proceed with	→ 📧 7/11/2024
LANDS RE: <b>Camden Valley Way</b> Shared Path Hi : I have followed up with the Engineering team, I am waiting on a response regarding your proposed	7/11/2024
LANDS FW: <b>Camden Valley Way</b> Shared Path Hi Mustafa, Can you please review the proposed footpath and concrete island construction etc works listed in the	📧 ! → 7/11/2024
Example Customer Re: <b>Camden Valley Way</b> Shared Path ⚠️ WARNING: This email originated from outside of the organisation. Do not click links or open attachments	↩️ 📧 7/11/2024
Example Customer Re: <b>Camden Valley Way</b> Shared Path ⚠️ WARNING: This email originated from outside of the organisation. Do	📧 → 📧 5/11/2024

# INTRODUCING CX UPLIFT

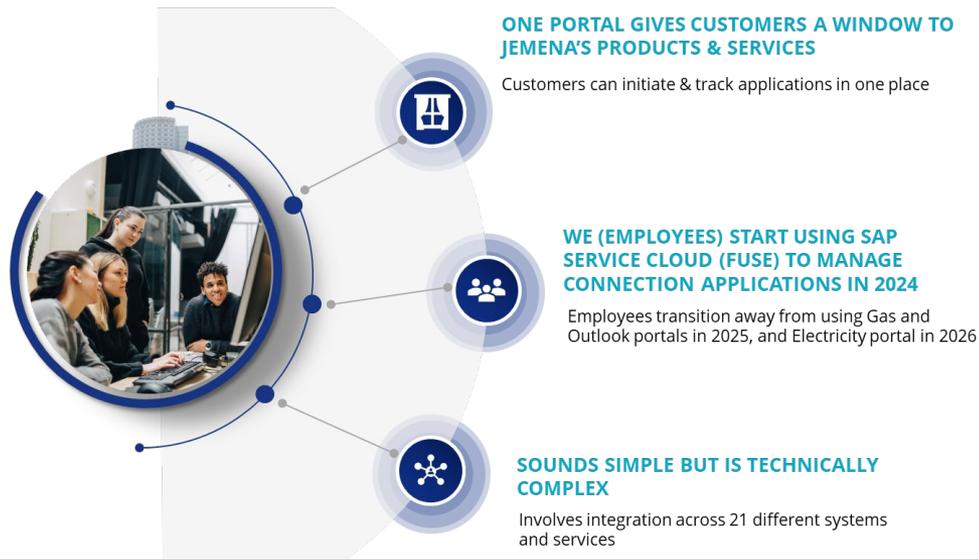
The CXUplift Program Transform phase has:

1. Replaced the current Gas and Outlook portals with a single new customer-facing portal.
2. Integrated contact centre telephony with SAP Service Cloud (FUSE)
3. Introduced new connections application functionality to FUSE for the following processes:

## CX Uplift Transform

### JGN and Evoenergy Applications/Service Requests

<b>New Connections</b>	Residential connection
	Main house and granny flat residential connection
	Duplex connection <b>(new form)</b>
	Commercial connection
	Provision of supply & boundary regulator <b>(new form)</b>
	Medium density / high rise connection
<b>Additions &amp; Alterations</b>	Meter or service upgrade / downgrade
	Standby service for a meter relocation
	Pulse counter
<b>Abolishment</b>	Decommissioning and meter removal
<b>Complex Works</b>	External works
	New estate
<b>High Pressure Works</b>	High pressure standby service
<b>Encroachments</b>	Third party developments on or close to Jemena's gas mains.





SAP

Home

Tickets Assigned To Me: 5

Tickets Escalated To Me: 0

My High Priority Tickets: 1

Unassigned Tickets: 17.73 K

My Queue: 5

My Team Queue: 19

My Team Queue (19)

MK	Mustafa Karacanta	8
TA	Tom Amrein	3
KR	Kashif Rahman	2
IW	Isabel Wilson	1
KY	Kristy Yip	1

Misc

Live news not available

THE BEST RUN SAP

# DASHBOARD

🏠 - All Tickets (149) 📄

<input type="checkbox"/>	Priority	Type	ID	Subject	Status	Incident Category	Connection Type	LTN/SRP Approval Status	Customer	Contact	Reported On	Assigned To	Team	Asset Type
<input type="checkbox"/>	Immediate	Gas Application	798052	Portal - 1890 BOTANY ROAD	Application Closed	Encroachment					11/25/2025 5:40 AM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	800764	Portal - 317 GOYDER Street	Assessment Pen...	Encroachment					11/24/2025 11:03 ...	<b>KR</b> Kashif Rah...	JGN Pipeline En...	Evoenergy - ActewAGL
<input type="checkbox"/>	Medium	Gas Application	797869	Portal - 60 MENANGLE Road	Assessment Pen...	Encroachment					11/17/2025 2:49 PM	<b>KR</b> Kashif Rah...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	796751	Portal - 10 TENTH Avenue	Application Closed	Encroachment					11/14/2025 9:32 AM	<b>KR</b> Kashif Rah...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	796906	Portal - 128-132 GLEDSDOOD ...	Application Closed	Encroachment					11/14/2025 8:48 AM	<b>KR</b> Kashif Rah...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	793644	Portal - 1886 BOTANY Road	Application Closed	Encroachment					11/06/2025 1:36 PM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	791214	Portal - 42 SARGENTS Road	Assessment Pen...	Encroachment					10/31/2025 11:07 ...	<b>TA</b> Tom Amrein	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	790962	Portal - 6 LUFF Street	Application Closed	Encroachment					10/30/2025 4:42 PM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	789692	Portal - 125 OLD CANTERBURY...	Application Closed	Encroachment					10/28/2025 5:13 PM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	787401	Portal - 235 OLD MAITLAND Ro...	Application Closed	Encroachment					10/22/2025 5:24 PM	<b>TA</b> Tom Amrein	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	786681	Portal - 15 ELLIS Street	Application Closed	Encroachment					10/21/2025 3:24 PM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	785161	Portal - 7 CHANDOS Road	Application Closed	Encroachment					10/17/2025 8:05 AM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	784342	Portal - 31 HENLEY MARINE Dr...	Application Closed	Encroachment					10/15/2025 4:16 PM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	783954	Portal - 34 BRANGSGROVE Road	Application Closed	Encroachment					10/15/2025 8:52 AM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	783910	Portal - 58 BRANGSGROVE Road	Application Closed	Encroachment					10/15/2025 8:25 AM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	782861	Portal - 41 SALT Street	Application Closed	Encroachment					10/13/2025 11:32 ...	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	779951	Portal - 47 ACCOLADE Avenue	Application Closed	Encroachment					10/06/2025 8:48 AM	<b>PL</b> Paul Lynch	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	778870	Portal - 173 MITCHELL PARK R...	Application Closed	Encroachment					10/02/2025 12:43 ...	<b>TA</b> Tom Amrein	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	777389	Portal - 1 BANDON Road	Application Closed	Encroachment					10/01/2025 8:42 PM	<b>TA</b> Tom Amrein	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Immediate	Gas Application	751937	Portal - 121 ROBEY Street	Application Closed	Encroachment					10/01/2025 7:23 AM	<b>MK</b> Mustafa Ka...	JGN Pipeline En...	JGN - NSW Gas
<input type="checkbox"/>	Medium	Gas Application	776399	Portal - 101 PARKER Street	Application Closed	Encroachment					09/25/2025 4:00 PM	<b>TA</b> Tom Amrein	JGN Pipeline En...	JGN - NSW Gas

# 1. Customer submits encroachment application in the portal. The ticket status in FUSE is **Assessment Pending**.

The screenshot displays the SAP FUSE interface for a ticket titled "827629 - Portal - 60 GLENLEE Road". The ticket is assigned to Paul Lynch and has a priority of "Medium". The status is "Assessment Pending", which is highlighted with an orange box. The interface includes a navigation bar with tabs for Overview, Interactions, Activities, Attachments, Related Items, Changes, Involved Parties, Sub-Tickets, Document Flow, Workflow Changes, Timeline, Payments, Feed, Connection Details, Application Logs, and Service Orders. The main content area is divided into sections for Category, Address, and Customer details.

**Ticket Details:**

- Ticket ID: 827629 - Portal - 60 GLENLEE Road
- Type: Gas Application
- Assigned to: PL Paul Lynch
- Priority: Medium
- Status: Assessment Pending
- Service and Support Team: JGN Pipeline Engineers
- LTN/ISRP Approval Status: -

**Category:**

- Service Category: Gas Mains
- Incident Category: Encroachment
- Asset Type: 101 - JGN - NSW Gas

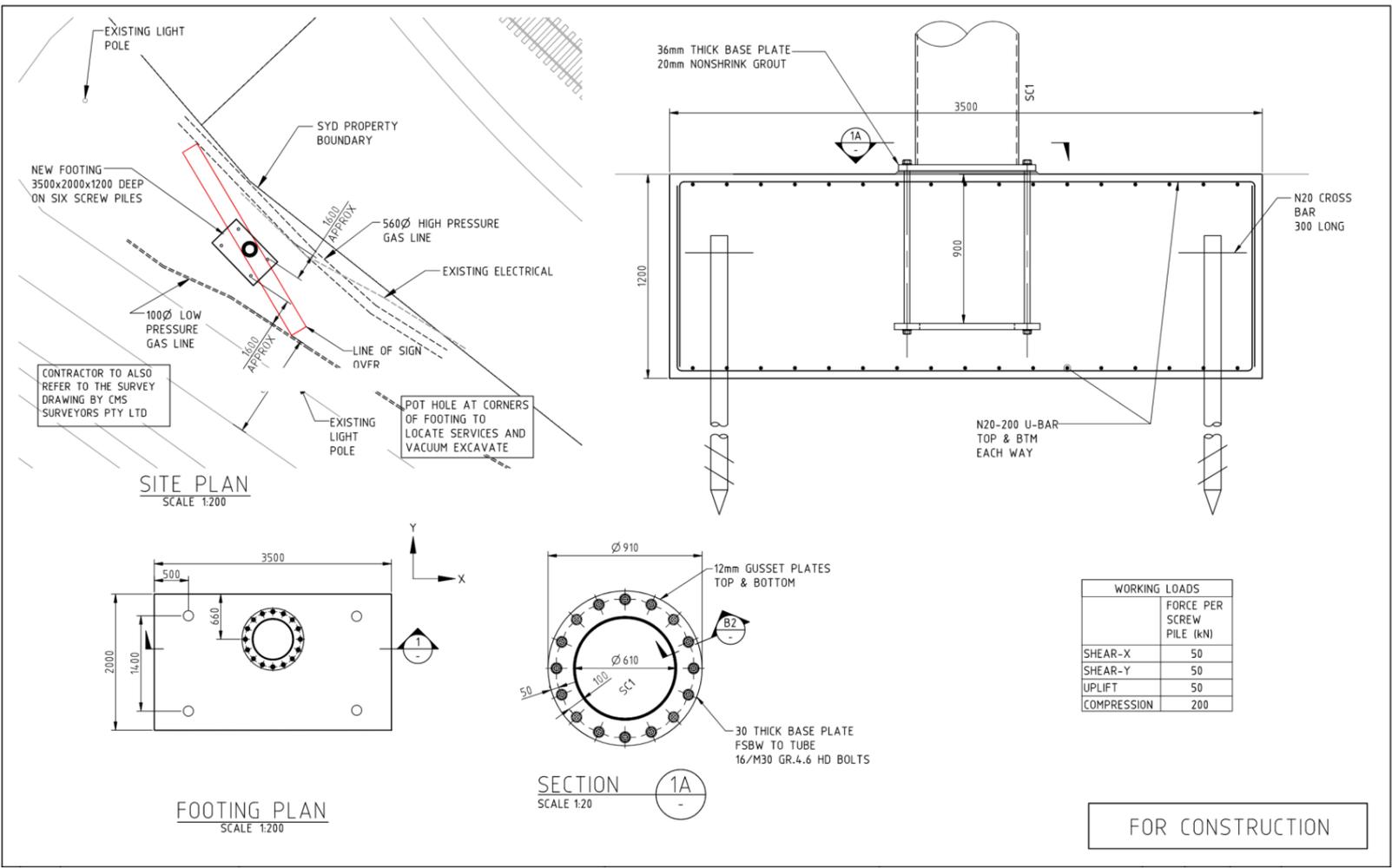
**Address (1):**

Lot Number	House Number Suffix	Street Number	Street Name	Street Type	Suburb	Postal Code	State
		60	GLENLEE	Road	MENANGLE PARK	2563	New South Wales

**Customer:**

- Customer ID: 6421972
- Contact: Mobile
- Phone: -
- Address: -

**Actions:** Internal Memo, Email, SMS, Portal, Outbox



Interactions (15) ☯

[Redacted]  
**From:** TrunkPrimary@Jemena.com.au <trunkprimary@jemena.com.au>  
**Sent:** Wednesday, November 26, 2025 7:52:45 AM  
**To:** [Redacted] <lands@jemena.com.au>; [Redacted] <lands@jemena.com.au>; [Redacted] <lands@jemena.com.au>; [Redacted] <lands@jemena.com.au>  
**Cc:** kashif.rahman@jemena.com.au <kashif.rahman@jemena.com.au>; gregg.hector@jemena.com.au <gregg.hector@jemena.com.au>  
**Subject:** Re: [ Jemena: 751937 ] Portal - 121 ROBEY Street



Hi [Redacted]

Thanks for the quick turnaround and changing the design.

The revised design and the separation distances are acceptable to Jemena.

You can proceed with your project. Please book a Jemena / Zinfra HP standby during construction via this portal and reference this ticket number (751937) as approval for your works.

Regards

Mustafa Karacanta

Senior Engineer

Tickets

Ticket 751937 - Portal - 121 ROBEY Str...

751937 - Portal - 121 ROBEY Street Hanlon Industries | ⭐ 🗨️ 📧 | 🗂️ +

+ ✎️ 🔄 Actions

Type  
Gas Application

Assigned to  
**MK Mustafa Karacanta**

Priority  
**Immediate**

Status  
**Application Closed**

Service and Support Team  
JGN Pipeline Engineers

LTN/SRP Approval Status

Overview Interactions Activities Attachments Related Items Changes Involved Parties Sub-Tickets Document Flow Workflow Changes Timeline Payments Feed Connection Details App

Category

Service Category  
Gas Mains

Incident Category  
Encroachment

Asset Type  
101 - JGN - NSW Gas

Customer

Customer

Contact

E-Mail

Mobile

Phone

Customer ID  
6536455

Address

Address (1)

↑↓ Add Row Remove

Lot Number	House Number Suffix	Street Number	Street Name	Street Type	Suburb
201		121	ROBEY	Street	MASCOT

☐ ⏪ < 1 / 1 > ⏩

Internal Memo Email SMS Portal Outbox

SAP Tickets

Encroachment (53)

Search, Filter, Sort, Refresh, More

Ticket ID	Ticket Subject	Priority	Ticket Type	Add Note
<input type="text"/>	<input type="text"/>	<input type="text"/>	Gas Application	Set as Irrelevant
Status	Customer Name	Customer ID	Reported On	Assign to Me
Assessment Pending	<input type="text"/>	<input type="text"/>	Filter by Date	Assign to Agent...
			e.g. 31.12.2026	Assign to Team
Assigned To	Team	Escalation	Service Category	Assign to Territory...
<input type="text"/>	<input type="text"/>	<input type="text"/>	GAS_MAINS - Gas Mains	Create Target Group
Incident Category	Connection Type	Customer Updated	Approval Status	<b>Export To Microsoft Excel @</b>
ENCROACHMENT - Encroachment	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	Refresh
				Group Under...

Restore Go Save Query Save Query As Organize Queries

Priority Type ID Team Contact



**REPORT**

LICENCE 8 PIPELINE (NORTHERN TRUNK) – OPERATIONAL CHANGE AND FIVE (5) YEARLY SAFETY MANAGEMENT STUDY

GAS-1295-RP-RM-011

Revision Number: Rev 0  
Revision Date: 23/09/2024

# Benefits

## ONE PORTAL GIVES CUSTOMERS A WINDOW TO JEMENA'S PRODUCTS & SERVICES

Customers can initiate & track applications in one place



Direct line of communication

Less back and forth

Everything under one ticket

EMS approvals replaced with Ticket approval

A better customer experience

Better understanding of activities on our assets

# Questions

