

Response for OFGEM SLA trail proposal document

Dear Sirs ,

Following the publication of the Review of competition in Gas and Electricity connections proposals documents and in accordance with the agreement made at the Champions meeting on 13/03/2007 , Kent County Council would make the following points .

- 1. KCC agree that the service from the DNO is not fully satisfactory and provides a full 1% out of lighting for the stock held in Kent . In supporting the OFGEM proposals , Kent fully endorse the requirement for an improved service performance and a variation to competition in the area of electrical connections although Kent and EDF Energy are having workshops to try and improve the service.***

- 2. Performance improvements in the area of Fault repairs and new service connections in the proposed document do not fully address the problem and KCC would recommend the performance figures under the heading “ Required performance”***

<i>Standard 1 Fault repairs</i>	<i>Definition</i>	<i>Minimum performance</i>	<i>Required performance</i>
<i>Emergency Fault repair</i>	<i>Work necessary to remove immediate danger to the public or property arising from the electricity distribution network associated with street furniture (Call outs)</i>	<i>80% in 2 hours Report against the other 20% undertaken in excess of 2 hrs</i>	<i>100% in 2 hours Report against any task which cannot be undertaken within that time to allow the LA to take appropriate action</i>
<i>High Priority Fault repair</i>	<i>Work that is urgent but would not require attendance out of normal working hours to restore supplies to street furniture eg accident blackspot , major road junction, pedestrian crossing, area of public concern</i>	<i>50% in 1 day 90% in 10 days Report against high priority fault repairs undertaken in excess of 10 days</i>	<i>75% in 3 days 100% in 10 days Report against any task which cannot be undertaken within that time to allow the LA to take appropriate action</i>

<i>Multiple Unit fault repair</i>	<i>Fault on the service affecting more than one unit</i> <i>NB . It would be easier if the service affected more than 5 units or a complete road.</i>	<i>75% in 10 days</i> <i>90% in 20 days</i> <i>Report against multiple unit repairs which cannot be undertaken within that time</i>	<i>75% in 10 days</i> <i>100% in 20 days</i> <i>Report against any task which cannot be undertaken within that time to allow the LA to take appropriate action</i>
<i>Single unit fault repair</i>	<i>Fault on the service affecting a single unit</i>	<i>60% in 10 days</i> <i>80% in 20 days</i> <i>Report against single fault repairs which cannot be undertaken within the time</i>	<i>60% in 10 days</i> <i>80% in 15 days</i> <i>100% in 20 days</i> <i>Report against any task which cannot be undertaken within that time to allow the LA to take appropriate action</i>
<i>Standard 2 – New works</i>	<i>Definition</i>	<i>Minimum benchmark</i>	<i>Required performance</i>
<i>New works 1 – 10 jobs</i>	<i>May include new capital schemes , road improvement , provision of connections and disconnections, transfers , new service and disconnections</i>	<i>70% in 15 days</i> <i>90% in 30 days</i> <i>Report against new works which cannot be undertaken in that time</i>	<i>60% in 15 days</i> <i>100% in 30 days - unless there are traffic management procedures when the works will be programmed but they should be completed within 40 days at the latest .</i>
<i>New works 11-50 jobs</i>	<i>May include new capital schemes , road improvement , provision of</i>	<i>70% in 25 days</i> <i>90% in 35 days</i>	<i>70% in 30 days</i> <i>100% in 45 days - unless</i>

	<i>transfers , connections and disconnections , new services and disconnections</i>	<i>Report against new works which cannot be undertaken in that time</i>	<i>there are traffic management procedures when the works will be programmed but they should be completed within 60 days</i>
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3. *It should be noted that some performance figures have been increased and some have been reduced . In addition a brief explanation of why the alterations have been made is included .*
4. *Kent already have from EDF Energy a customer survey on a regular basis , however , that does not include any activities to address any concerns and identified problems . Further consultation with the DNO will be carried out*
5. *Costs to cover works from EDF Energy were increased in April 2006 by up to 30% in some cases . They have been further increased from April 2007 by another 6.5% and there is a proposal to further increase these costs in November 2007 . KCC find this unacceptable as it then becomes impossible to budget for a complete year and the total increases over 18 months is excessive for the same levels of service against which Kent have made representation as noted above. A copy of the correlation sheet for EDF Energy costs is included as an appendix to this letter.*

Chapter 4 responses to questions.

- a. *KCC agree with the package of best practice principles as laid down by OFGEM*
- b. *KCC feel that there could be standardised forms for fault applications and new service connections across the complete EDF Energy area.*
- c. *KCC feel that there must be a single point of contact for all works with EDF Energy as opposed to the seven points currently endured by KCC*
- d. *KCC question the use of a test certificate for transfers and new connections when EDF Energy do not even program works until they are in possession of a test certificate . They should program when the application is made and accept that the test certificate will be available when they attend the job . It is then up to the LA to ensure the unit is ready for connection to meet the EDF Energy date for service connection*
- e. *Improved communications from the EDF Energy team must be introduced to ensure that all parties are aware of what is happening*
- f. *As EDF Energy is allowed to charge for aborted calls when they have not contacted the LA , and the abortion cause is not acceptable , then the LA must be able to challenge that charge .*
- g. *Where EDF Energy fail to respond within the 2 hours for emergency call outs and the LA contractor has to remain on site at LA expense then the LA*

- must be allowed to recharge the additional costs for non-performance back to EDF Energy unless the reasons have been forward to the LA and agreed*
- h. KCC agree with the reporting arrangements but feel that specific guidelines must be drawn up and adhered to*

Chapter 5 responses to questions.

- a. The response to question 1 is detailed in the table above*
- b. KCC accept that the scope of contestability should be based upon contractor accreditation rather than the 1 meter rule*

Should you have any further questions or require clarification then please do not hesitate to call me on 01474 544039

Yours faithfully

*DA Burt
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