

Response to Ofgem Consultation On Unmetered Electricity Connection

Response by West Berkshire Council to the Ofgem consultation paper on Unmetered Electricity Connections.

Service Level Agreement

1. This Authority is fully supportive of the current SLA, except for the current time frames for the completion of works, and that the Agreement together with the regular monitoring by Ofgem, should be made more formal. The Council's view is that this is the only means by which small Authorities such as ours will be able to ensure that the performance from the DNO in our area can be regulated.
2. For the future it is hoped that the SLA will form a separate Licence Condition for every DNO.
3. The Key Performance Indicators stated in table 5.1 do not reflect the performance indicators that this Council requires its Street Lighting Term Maintenance Contractor to adhere to.
The proposed Minimum Benchmark responses should therefore be of a level to both reflect the Council's indicators as well being more in line with the Customer Charters the DNO's already have in place.
Street lighting cable faults in general do appear to be given a low priority. The perception this Council has is that cable fault repairs seem to be subject to the lowest performance standards within the industry as a whole.
Although the 'service' is regulated, the maintenance and repair of the same isn't.

The Authority's proposed 'benchmark' requirements are as follows:-

Standard 1

- Emergency Fault Repairs** - 90% within 3 hours
(Report as indicated)
- High Priority Fault Repair** – 70% within one day with 90% within 5 days
(Report against both time frames)
- Multiple Unit Fault Repair** - 75% within 5 days and 95% within 10 days
(Two or more units) (Report against both time frames)
- Single Unit Fault Repair** - 90% within 20 days and 100% within 30 days
(Report against both time frames)

Standard 2

- New Works 1 to 10 Joints** 100% within 30 days
(Report against time frame)
- New Works 11 to 50 Joints** 80% within 30 days and 100% within 40 days
(Report against both time frames)

Competition in Connections

DNO's should not endeavour to defend their advantage in this respect and should be encouraged to open their Networks up to allow full access provided the ICP is a contractor who is accredited to undertake all the works associated with LV supplies to unmetered items of illuminated street furniture.

It is the Council's view that it is not unreasonable to expect a DNO employed accredited joiner who is authorised to work on the DNO's LV mains network, to be able to change jobs and be employed by a fully accredited ICP and not to be able to continue with the same work.

Therefore the one metre rule should be dropped so that all accredited ICP's and jointers are permitted to carry out all works for which their employers and they have been assessed as competent.