



Connections Policy
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Dear Sir/Madam

Response on behalf of Wiltshire County Council to the Ofgem consultation paper on Unmetered Electricity Connections.

Service Level Agreement

1. The Authority is fully supportive of the current SLA, although there is some concern about the current time frames for the completion of works. It is also felt that this Agreement together with the regular monitoring by Ofgem should be made more formal. It is the only means by which small Authorities will be able to ensure that the performance from their Host DNO is in any way regulated.

2. For the future it is hoped that the SLA will form a separate Licence Condition for all DNO's.

3. The performance indicators stated in table 5.1 are not adequate in reflecting the standards of response that the industry generally expects from its street lighting maintenance repair contractors. The proposed Minimum Benchmark responses should therefore be raised accordingly, in particular to reflect the customer's charters.

In addition there still appears to be an attitude within DNO's that S/Lighting cable faults are of low priority albeit that they constitute the majority of service cable failures throughout the Country. Generally, these types of cable fault repairs are subject to the lowest performance standards within the industry as a whole because although the 'service' is regulated the maintenance and repair of same isn't.

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

Standard 1

Emergency Fault Repairs - 95% within 2 hours
(Report as indicated)

High Priority Fault Repair – 80% within one day with 99% within 5 days
(Report against both time frames)



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Multiple Unit Fault Repair - 90% within 5 days and 99% within 10 days
(Two or more units) (Report against both time frames)

Single Unit Fault Repair - 90% within 10 days and 99% within 20 days
(Report against both time frames)

Generally - 100% of all faults to be complete within 30 days
(Report against all completed between 20 to 30 days and
over 30 days)

Standard 2

New Works 1 to 10 Joints 90% within 20 days and 100% within 30 days
(Report against both time frames)

New Works 11 to 50 Joints 80% within 25 days and 100% within 35 days
(Report against both time frames)

Competition in Connections

Host DNO's should not try to defend their 'home' advantage in this respect and should open their Networks up to full and unfettered 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 an absolute nonsense for example that a jointer accredited to work on LV mains for a DNO then changes jobs to a fully accredited ICP and is then not permitted to continue the same work. Therefore the one metre rule should be dropped and ICP's and jointers permitted to be accredited to carry out all works for which their employers and they are accredited and assessed as competent.

Yours faithfully

Judy Dommett-Knight
Senior Lighting Engineer
For and on behalf of Mouchel Parkman