



To: Electricity Distributors, Local Authorities and interested parties

Promoting choice and value for all customers

Our Ref: UMSLA\_Decision\_CICreview  
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Date: 19 October 2007

Dear colleague

## **Unmetered Service Level Agreement (SLA) – Decision on SLA Key Performance Indicators (KPIs)**

### ***Purpose of this letter***

This letter sets out Ofgem's decision concerning the minimum performance indicators that will apply to the unmetered service level agreement (SLA) relating to street lighting services provided by Electricity Distributors ("DNOs") to Local Authorities ("LAs").

Attached to this letter are the following documents that should be read in conjunction with this letter:

- annex A summarises views we received in response to our proposals<sup>1</sup> and includes Ofgem's views against the comments provided;
- annex B sets out our decision on the minimum performance benchmarks that should apply and details revised definitions that support the SLA; and
- annex C summaries SLA performance over year 2 of the trial and compares year 1 and year 2 performance data.

Also attached is the reporting template that will apply going forward. We propose that reporting in this template should take effect from the December 07 reporting quarter.

### ***Background***

The SLA was developed by a number of industry participants and Ofgem supported its introduction in April 2005 on a trial basis to improve the level of service that DNOs provide to local authorities in respect of street lighting services. The SLA is based on the following three categories:

- Standard 1 – Fault repairs
- Standard 2 – New works
- Standard 3 – providing quotations.

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<sup>1</sup> Proposals document: Review of Competition in Gas and Electricity Connections Proposals Document (February 2007) Ref 26/07

extended to gather more data to understand better performance under the SLA. Ofgem has continued to monitor DNO performance and through Ofgem's Competition in Connection Review<sup>2</sup> we published SLA performance data and consulted<sup>3</sup> on a number of options concerning the future of the SLA. Through the consultation process we have discussed unmetered issues, including the SLA, in an industry workshop.<sup>4</sup>

### **Ofgem's proposals**

Following extensive consultation we published in February 2007 our proposals document<sup>5</sup> which covered, amongst other things, our position on the future of the SLA and we also:

- explained that the SLA should continue with DNOs continuing to report their performance to Ofgem;
- proposed a set of key performance indicators for the SLA;
- confirmed that we will monitor performance closely, assess and review whether further measures are required after a 12 month reporting period; and
- proposed that DNOs and LA should set up regular liaison meetings to discuss performance issues and agree SLA performance data before it is sent to Ofgem.

We have also used a sub-group of Ofgem's Electricity Connections Steering Group (ECSG) to review and refine the fault definitions that support the SLA.

### **Ofgem's decisions**

After careful consideration of views submitted by local authorities, electricity distributors (DNOs) and other interested parties (summarised in annex A) we have made the following decisions in relation to the SLA:

- the SLA should no longer operate on a trial basis;
- supported by revised definitions we expect DNOs to surpass the key performance indicators (KPIs) and pay particular emphasis, for safety reasons, to resolving emergency fault repairs; and
- DNOs should also report performance against local authorities that are not operating in the SLA on a quarterly basis.

We consider that for the SLA to be successful requires close working relationships between DNOs and local authorities. Therefore, we expect DNOs to initiate and establish regular liaison meetings with local authorities to discuss, amongst other things, ongoing performance, work scheduling and importantly, agree SLA performance data before it is submitted to Ofgem for ongoing analysis and review.

We are concerned that the voluntary SLA has not promoted consistently good performance across DNOs. The KPIs we set out in the February proposals were intended to provide certainty over the future direction of the SLA and promote improvements in performance. Whilst, we recognise that local authorities did not support the performance KPIs, we have not rebased them as we are now halfway through the 2007/2008 reporting year and to propose alternative KPIs at this stage may impact on our ability to obtain meaningful performance data for the 2007/2008 reporting year.

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<sup>2</sup> Open Consultation letter: Review of Competition in Gas and Electricity Connections, (May 2006) Ref 81/06

<sup>3</sup> Consultation Document: Review of Competition in Gas and Electricity Connections, (August 2006) Ref 159/06

<sup>4</sup> ECSG sub group - unmetered SLA (3 April 2007)

<sup>5</sup> Proposals document: Review of Competition in Gas and Electricity Connections Proposals Document (February 2007) Ref 26/07

Whilst, we recognise that local authorities did not support all elements of the performance KPIs, we have not rebased them as we are now halfway through the 2007/2008 reporting year and to propose alternative KPIs at this stage may impact on our ability to obtain meaningful performance data for the 2007/2008 reporting year. The main reason for this decision is to maximise our ability to take further steps as part of the price control review that will start early next year. However, we do recognise that for emergency fault response in particular, higher standards may be needed for DNOs to meet their health and safety obligations, but those responsibilities in relation to each incident should be the key driver of what is required.

### **Next Steps**

We will monitor closely performance under the KPIs and publish a further performance/progress report in summer 2008. If performance remains poor, we will consider formalising the SLA arrangements and introducing incentives through the price control review.

If you wish to discuss these matters in further detail please do not hesitate to contact Roger Morgan, Senior Manager, Distribution Policy ([roger.morgan@ofgem.gov.uk](mailto:roger.morgan@ofgem.gov.uk)).

Yours sincerely



Martin Crouch  
**Director, Electricity Distribution**

## Annex A

### Responses to Ofgem's proposals (and Ofgem's views on the comments provided)

We received a number of responses from local authorities ("LAs"), Electricity Distributors ("DNOs") and industry participants. The main themes emerging are summarised in italics with Ofgem's response directly below.

- *The majority of LAs did not support the proposed key SLA performance indicators and suggested that Ofgem should consider establishing more stringent indicators based on the best performing DNOs against each of the SLA categories rather than the average performance. Some LAs explained that Ofgem should propose 100% performance targets.*
- *The majority of DNO respondents were supportive of Ofgem's proposals in particular setting SLA benchmarks based on average performance.*

Currently the SLA has no performance targets. We recognise that it is important to provide certainty and guidance over the future of the SLA. The February proposals discussed the establishment of underlying key performance indicators (based on performance reported to Ofgem) against the various SLA categories.

Having considered carefully the views provided by respondents, we have decided that the key performance indicators proposed in the February consultation should apply. Whilst we note the concerns raised by LAs concerning the establishment of more stringent indicators, we have evaluated reporting over two years of operation of the SLA and have set minimum performance indicators that reflect a level of service that can be reasonably expected to be achieved by DNOs. For the avoidance of doubt, these are minimum performance targets and we expect DNOs to put in place the appropriate resources and measures to surpass these.

We will pay close attention to performance and improvements in service through bi-lateral meetings with DNOs which are due to take place in October/November 07. We will also liaise closely with LA representatives to understand performance issues that arise. We also expect DNOs to establish regular liaison meetings with LAs to ensure that, amongst other things, SLA reporting is agreed before it is submitted to Ofgem.

The minimum performance indicators will apply for at least one year (i.e 2007/08) and after we have gathered a year's worth of reporting data we will assess performance and identify the extent of further measures required. For example, it may be appropriate to address issues that arise by formalising the SLA through the forthcoming price control review.

- *A number of local authorities suggested that Ofgem should back up the indicators with an enforcement regime based on financial penalties.*

Ofgem has powers under the Electricity Act 1989 to introduce a regime of guaranteed standards of performance, along with a requirement for the DNO to pay compensation, in appropriate cases. However, we are not currently proposing to introduce such a regime alongside the SLA.

- *A number of DNOs commented that they have established bespoke arrangements with local authorities that are outside the operation of the SLA and questioned whether the proposed indicators would apply to these arrangements.*

We are aware that LAs have entered into bespoke arrangements with DNOs and we support these. However, through our Competition in Connections Review we have focussed on the operation of the national SLA rather than locally agreed arrangements. Therefore, the

minimum performance indicators should be applied to those LAs that participate in the SLA. However, for LAs operating outside of the SLA, we see no reason why the indicators should not apply. This is a matter that can be reviewed and discussed between LAs and DNOs. However, it is important to point out that DNOs should not discriminate in the service that they provide to LAs regardless of whether a LA is participating or not in the SLA.

- *A number of LAs suggested that Ofgem should formalise the SLA through a licence condition.*

Throughout our Competition in Connections Review consultations we have focussed on the future of the voluntary SLA and set out a number of options for consideration. The options we consulted on did not include formalising the SLA provisions through a licence condition.

**Annex B : Revised SLA Definitions and decision on proposed minimum benchmarks**

**Standard 1: Fault Repairs**

	<b>Revised Definition</b>	<b>Ofgem's Decision</b>
<b>Emergency Response</b>	Work necessary to remove immediate danger to the public or property arising from the electricity distribution network.	80% in 2 hours  Report against emergency repair undertaken > two hours
<b>High Priority Fault Repair</b>	Work that is urgent but would not require attendance out of normal working hours to restore electricity supplies to street furniture e.g. at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring fault or traffic signals. This category is to be used sparingly and reviewed on a monthly basis.	50% in 1 day  90% in 10 days  Report against high priority fault undertaken > 10 days
<b>Multiple Unit Fault Repair</b>	Fault on service, for example, no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	75% in 10 days  90% in 20 days  Report against multiple unit fault undertaken > 20 days
<b>Single Unit Fault Repair</b>	Fault on service, for example no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	60% in 10 days  80% in 20 days  Report against single unit fault undertaken > 20 days

**Standard 2: New Works**

	<b>Revised Definition</b>	<b>Ofgem's Decision</b>
<b>New Works 1 – 10 Jobs</b>	May include the following; new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	60% in 15 days  90% in 30 days  Report against new works 1-10 jobs undertaken > 30 days
<b>New Works 11 – 50 Jobs</b>	May include the following; new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	70% in 25 days  90% in 35 days  Report against new works 11-50 jobs undertaken > 35 days

## **Annex C**

### **Trial Unmetered Service Level Agreement (“SLA”)**

#### **Performance Data**

**1 April 2005 - 31 March 2006**

The SLA is an initiative designed to improve the level of service that Distribution Network Operators (“DNOs”) provide to local authorities in respect of street lighting. The SLA is based on the following three categories<sup>1</sup>:

- Standard 1 – Fault repairs
- Standard 2 – New works
- Standard 3 – Providing quotations

All DNOs were expected to implement the trial SLA from 1 April 2005 and report their performance to Ofgem on a quarterly basis for 6 months. The trial was extended for a further six months until 31 March 2006 to provide a better indication of performance levels. Performance for the first year of the SLA is summarised over the following pages.

There is a wide variation in the extent to which participating local authorities agreed with the performance data submitted to Ofgem by the DNOs. In the following DNO areas there was an agreement by the vast majority of participating local authorities that the performance data submitted to Ofgem under the trial was accurate:

- Central Networks West
- CE Electric (NEDL)
- CE Electric (YEDL)
- WPD South West
- WPD South Wales
- SSE Southern

In the Central Networks East and SP Manweb areas, some participating local authorities also agreed that the performance data was accurate. We were unable to make contact with the local authorities’ representative in the SP Distribution area to verify the accuracy of their data. The accuracy of the data submitted to Ofgem by EDF Energy (LPN, SPN and EPN) and United Utilities was not accepted by the majority of local authorities participating in their areas. There were no participating local authorities in the SSE Hydro area.

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<sup>1</sup> Further details of the SLA categories are published in the Ofgem document “Competition in connections to electricity distribution systems: appendix document” June 2004 124/04b



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## 2005/06 Quarterly Volumes

The tables below detail the number of faults repaired by each Distribution Network Operator (DNO) and the number of new works undertaken.

### Quarter 1

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West <sup>2</sup>	0	0	0	0	0	0	0	0	0
CN East <sup>3</sup>	0	0	0	0	0	0	0	0	0
United Utilities	356	16	5	686	1,063	502	8	510	1,573
CE NEDL	97	0	83	338	518	788 <sup>4</sup>		788	1,306
CE YEDL	481	0	502	0	983	5,349 <sup>5</sup>		5,349	6,332
WPD S Wales	24	2	78	314	418	182	4	186	604
WPD S West	30	109	174	232	545	438	21	459	1,004
EDFE LPN	58	0	0	106	164	58	25	83	247
EDFE SPN	44	0	19	218	281	504	3	507	788
EDFE EPN	58	67	0	155	280	338	89	427	707
SP Distribution	0	28	55	24	107	74	0	74	181
SP Manweb	0	3	28	62	93	274	55	329	422
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	45	6	59	410	520	744	34	778	1,298
<b>Industry Total</b>	<b>1,193</b>	<b>231</b>	<b>1,003</b>	<b>2,545</b>	<b>4,972</b>	<b>9,251</b>	<b>239</b>	<b>9,490</b>	<b>14,462</b>

- Please note zero denotes no recorded faults or new connections undertaken during the reporting period

<sup>2</sup> Submission by CN West for Quarter 1 has been omitted from the SLA trial due to inadequate data

<sup>3</sup> Submission by CN East for Quarter 1 has been omitted from the SLA trial due to inadequate data

<sup>4</sup> New Works for CE NEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

<sup>5</sup> New Works for CE YEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

## Quarter 2

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	306	33	51	304	<b>694</b>	1,458	387	<b>1,845</b>	<b>2,539</b>
CN East	91	2	0	0	<b>93</b>	0	0	<b>0</b>	<b>93</b>
United Utilities	315	340	18	486	<b>1,159</b>	299	72	<b>371</b>	<b>1,530</b>
CE NEDL	100	1	59	352	<b>512</b>	1,290 <sup>6</sup>		<b>1,290</b>	<b>1,802</b>
CE YEDL	454	1	477	1,491	<b>2,423</b>	4,930 <sup>7</sup>		<b>4,930</b>	<b>7,353</b>
WPD S Wales	15	0	78	277	<b>370</b>	217	16	<b>233</b>	<b>603</b>
WPD S West	19	107	182	301	<b>609</b>	540	11	<b>551</b>	<b>1,160</b>
EDFE LPN	42	0	0	56	<b>98</b>	259	931	<b>1,190</b>	<b>1,288</b>
EDFE SPN	79	0	11	166	<b>256</b>	1,006	171	<b>1,177</b>	<b>1,433</b>
EDFE EPN	57	115	0	193	<b>365</b>	423	264	<b>687</b>	<b>1,052</b>
SP Distribution	6	58	34	51	<b>149</b>	112	0	<b>112</b>	<b>261</b>
SP Manweb	194	3	37	349	<b>583</b>	1,302	242	<b>1,544</b>	<b>2,127</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	113	58	209	901	<b>1,281</b>	1,215	153	<b>1,368</b>	<b>2,649</b>
<b>Industry Total</b>	<b>1,791</b>	<b>718</b>	<b>1,156</b>	<b>4,927</b>	<b>8,592</b>	<b>13,051</b>	<b>2,247</b>	<b>15,298</b>	<b>23,890</b>

- Please note zero denotes no recorded faults or new connections undertaken during the reporting period

<sup>6</sup> New Works for CE NEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

<sup>7</sup> New Works for CE YEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

### Quarter 3

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	325	56	140	740	<b>1,261</b>	2,503	1,772	<b>4,275</b>	<b>5,536</b>
CN East	135	1	127	787	<b>1,050</b>	816	331	<b>1,147</b>	<b>2,197</b>
United Utilities	311	34	15	487	<b>847</b>	984	20	<b>1,004</b>	<b>1,851</b>
CE NEDL	114	2	70	400	<b>586</b>	1,455 <sup>8</sup>		<b>1,455</b>	<b>2,041</b>
CE YEDL	500	0	497	1,637	<b>2,634</b>	4,158 <sup>9</sup>		<b>4,158</b>	<b>6,792</b>
WPD S Wales	15	3	123	398	<b>539</b>	233	2	<b>235</b>	<b>774</b>
WPD S West	31	115	273	344	<b>763</b>	481	13	<b>494</b>	<b>1,257</b>
EDFE LPN	58	0	0	63	<b>121</b>	167	335	<b>502</b>	<b>623</b>
EDFE SPN	115	0	22	208	<b>345</b>	408	4	<b>412</b>	<b>757</b>
EDFE EPN	54	104	0	170	<b>328</b>	246	355	<b>601</b>	<b>929</b>
SP Distribution	166	12	142	204	<b>524</b>	825	174	<b>999</b>	<b>1,523</b>
SP Manweb	3	42	38	126	<b>209</b>	182	56	<b>238</b>	<b>447</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	71	48	197	716	<b>1,032</b>	1,154	209	<b>1,363</b>	<b>2,395</b>
<b>Industry Total</b>	<b>1,898</b>	<b>417</b>	<b>1,644</b>	<b>6,280</b>	<b>10,239</b>	<b>13,612</b>	<b>3,271</b>	<b>16,883</b>	<b>27,122</b>

- Please note zero denotes no recorded faults or new connections undertaken during the reporting period

<sup>8</sup> New Works for CE NEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

<sup>9</sup> New Works for CE YEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

## Quarter 4

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	324	58	88	627	1,097	3,335	2,999	6,334	7,431
CN East	124	0	146	822	1,092	1,661	447	2,108	3,200
United Utilities	344	86	8	544	982	964	23	987	1,969
CE NEDL	99	40	72	411	622	1,391 <sup>10</sup>		1,391	2,013
CE YEDL	423	0	424	1,524	2,371	5,232 <sup>11</sup>		5,232	7,603
WPD S Wales	5	1	103	352	461	338	5	343	804
WPD S West	37	102	181	356	676	449	10	459	1,135
EDFE LPN	54	0	0	50	104	150	555	705	809
EDFE SPN	63	0	15	407	485	646	162	808	1,293
EDFE EPN	61	124	0	207	392	254	253	507	899
SP Distribution	0	32	51	58	141	82	0	82	223
SP Manweb	62	9	19	290	380	785	254	1,039	1,419
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	109	28	153	668	958	1,099	257	1,356	2,314
<b>Industry Total</b>	<b>1,705</b>	<b>480</b>	<b>1,260</b>	<b>6,316</b>	<b>9,761</b>	<b>16,386</b>	<b>4,965</b>	<b>21,351</b>	<b>31,112</b>

<b>Total 2005-06</b>	<b>6,587</b>	<b>1,846</b>	<b>5,063</b>	<b>20,068</b>	<b>33,564</b>	<b>52,300</b>	<b>10,722</b>	<b>63,022</b>	<b>96,586</b>
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- Please note zero denotes no recorded faults or new connections undertaken during the reporting period

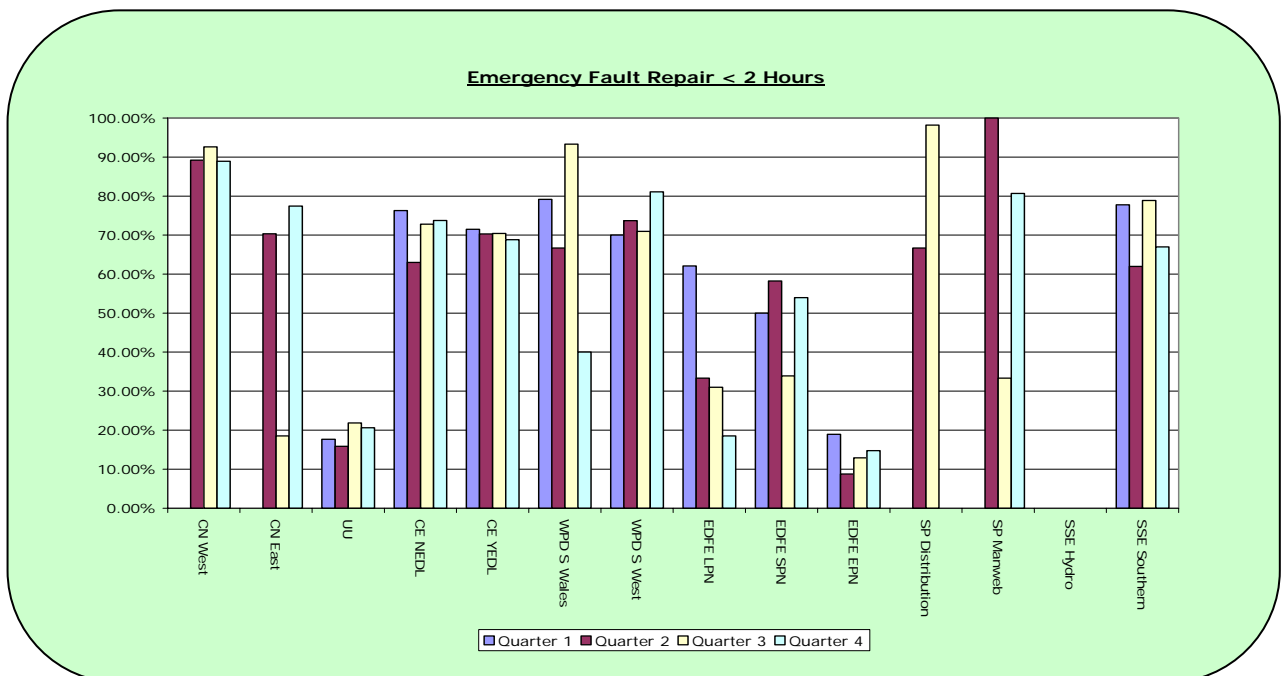
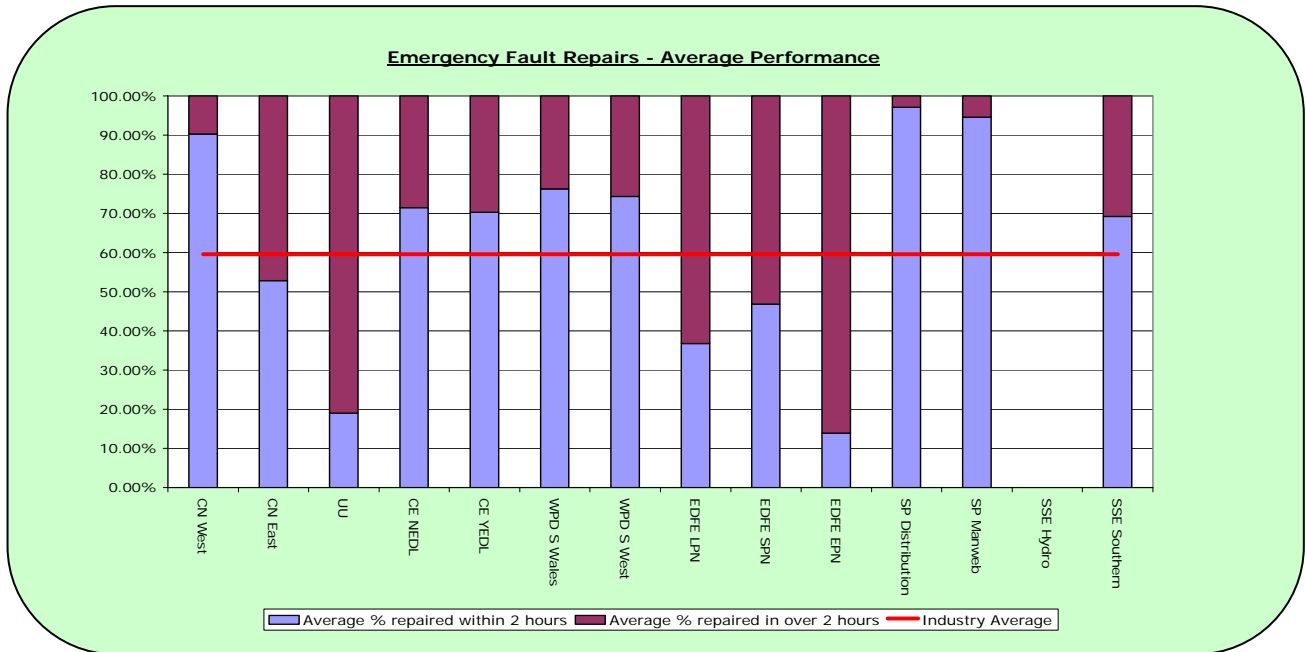
<sup>10</sup> New Works for CE NEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

<sup>11</sup> New Works for CE YEDL have been aggregated due to the self quoting system operated not differentiating between 1-10 and 11-50

## Standard 1 – Fault Repairs

### Emergency Fault Repairs

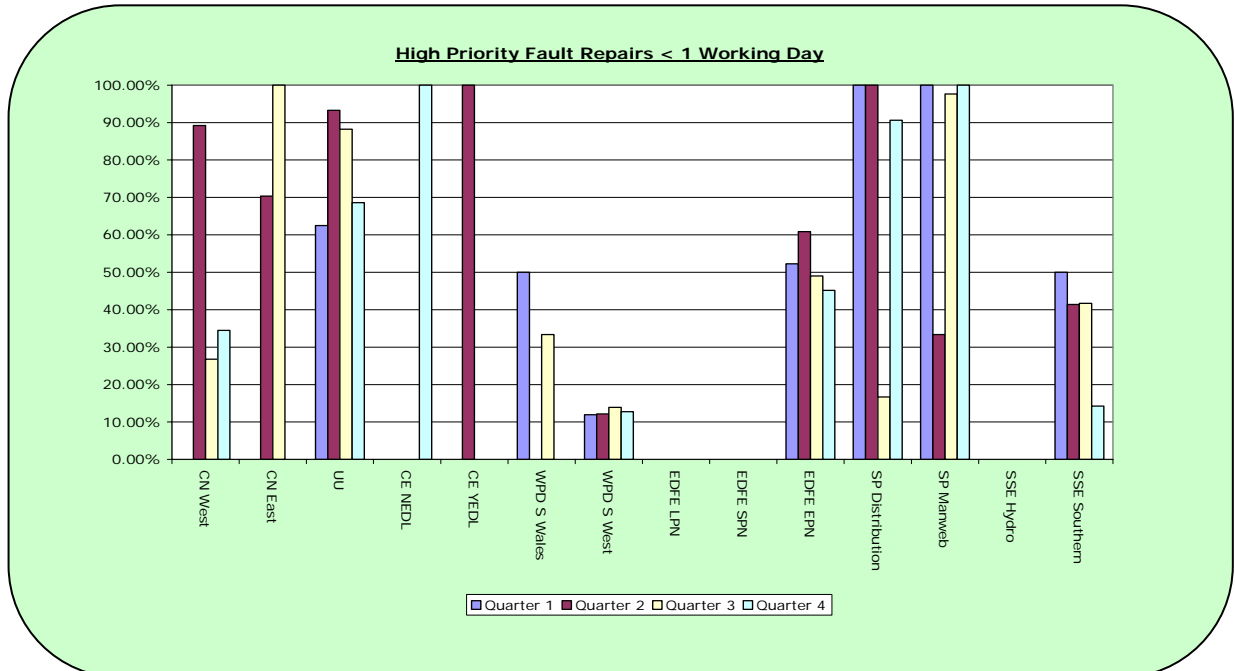
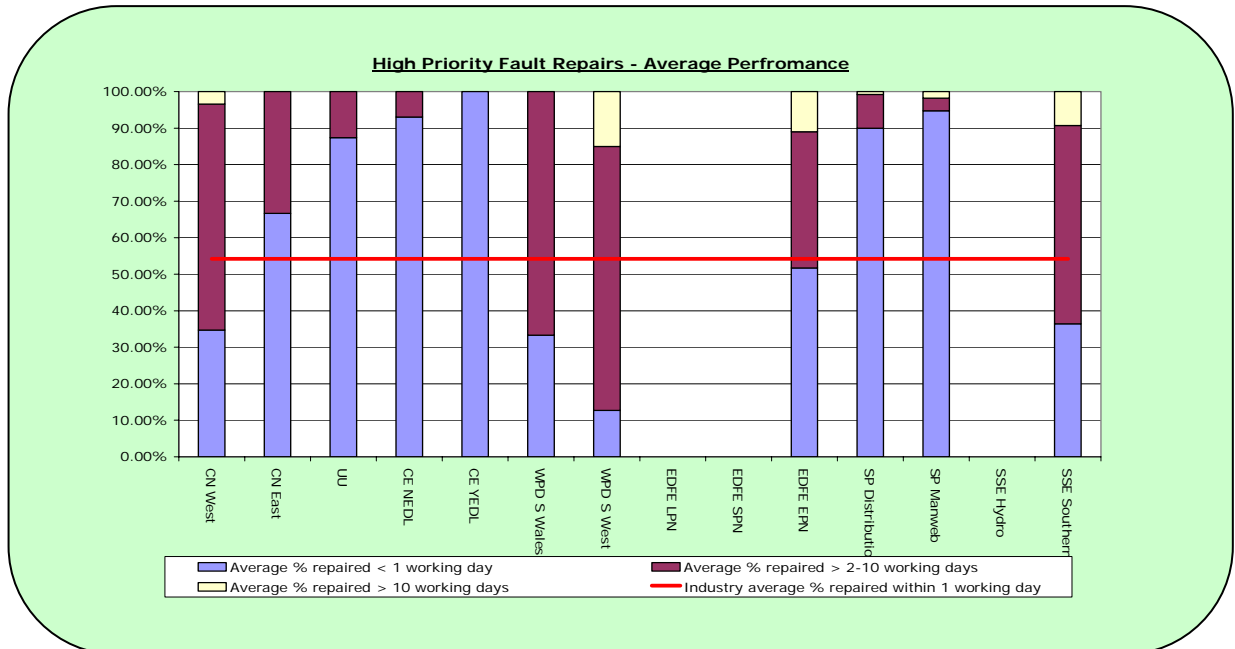
- During FY 2005/06 a total of 6,587 emergency faults were recorded
- Of these, 3,927 were repaired within 2 hours of notification (59.6%)
- 2,660 were repaired in over 2 hours (40.1%)



- Please note SSE Hydro has no participating local authorities.

## High Priority Fault Repairs

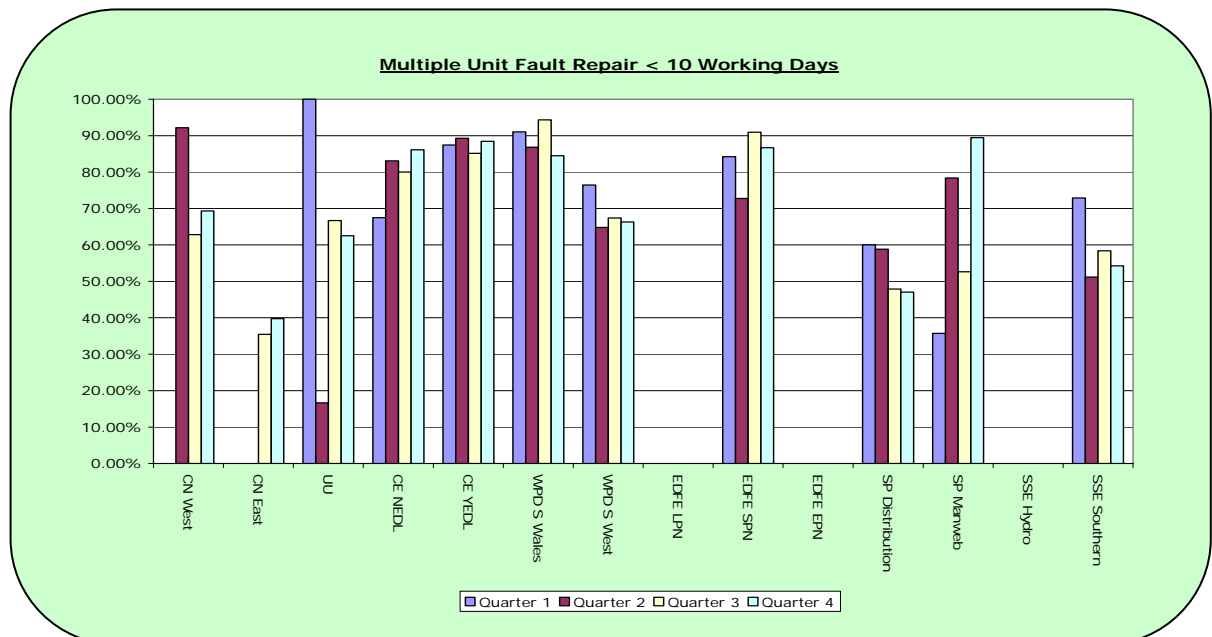
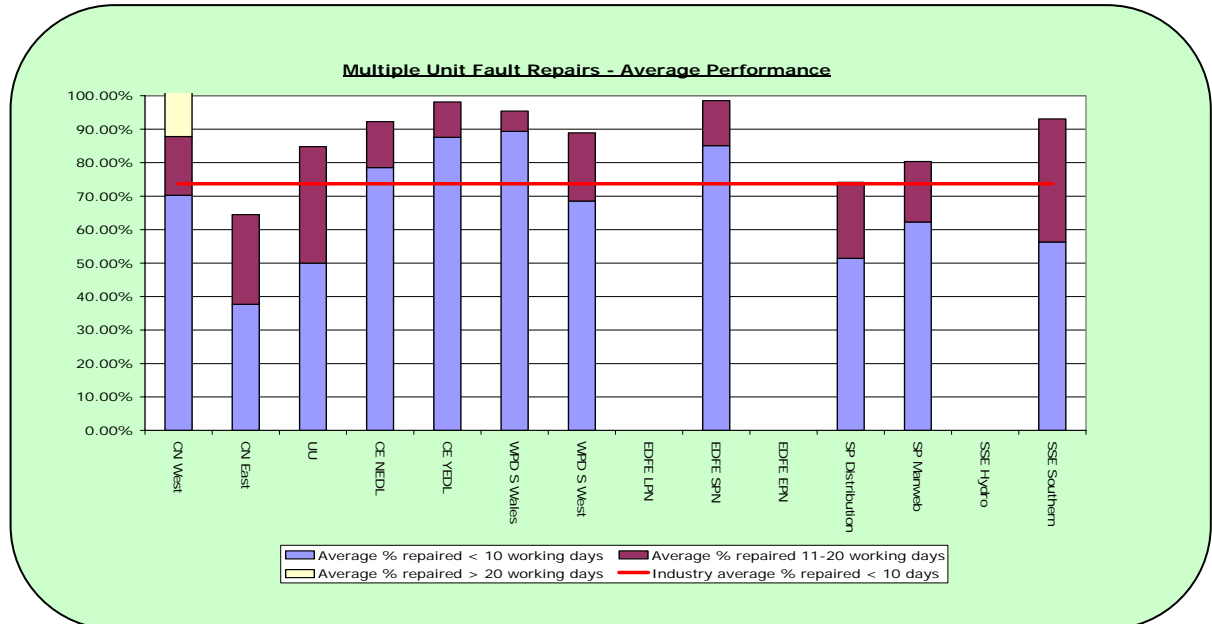
- During FY 2005/06 a total of 1,846 high priority faults were recorded
- Of these, 1,001 were repaired within 1 working day of notification (54.2%)
- 715 were repaired with 2-10 working days (38.1%)
- 130 were repaired in over 10 working days (7.0%)



- Please note EDF LPN and EDF SPN reported zero on High Priority Repairs, SSE Hydro has no participating local authorities.

## Multiple Unit Fault Repairs<sup>12</sup>

- During FY 2005/06 a total of 5,063 multiple unit faults were recorded
- Of these, 3,742 were repaired within 10 working days of notification (73.7%)
- 890 were repaired 11–20 working days (17.5%)
- 444 were repaired in over 20 working days (8.8%)



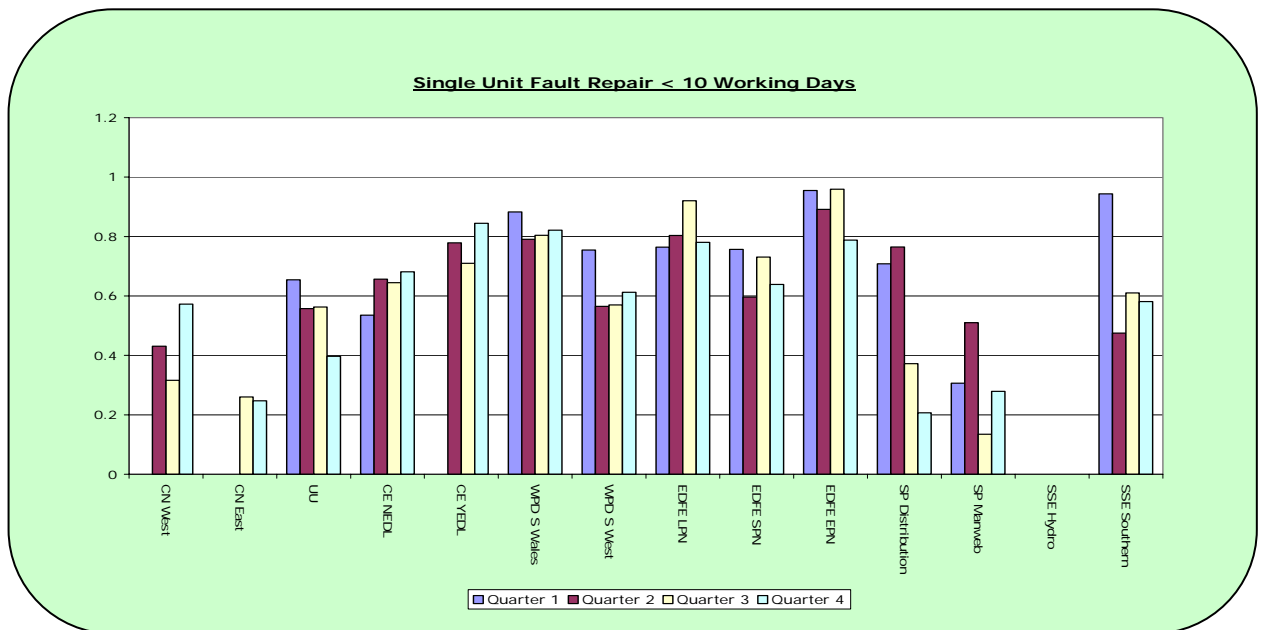
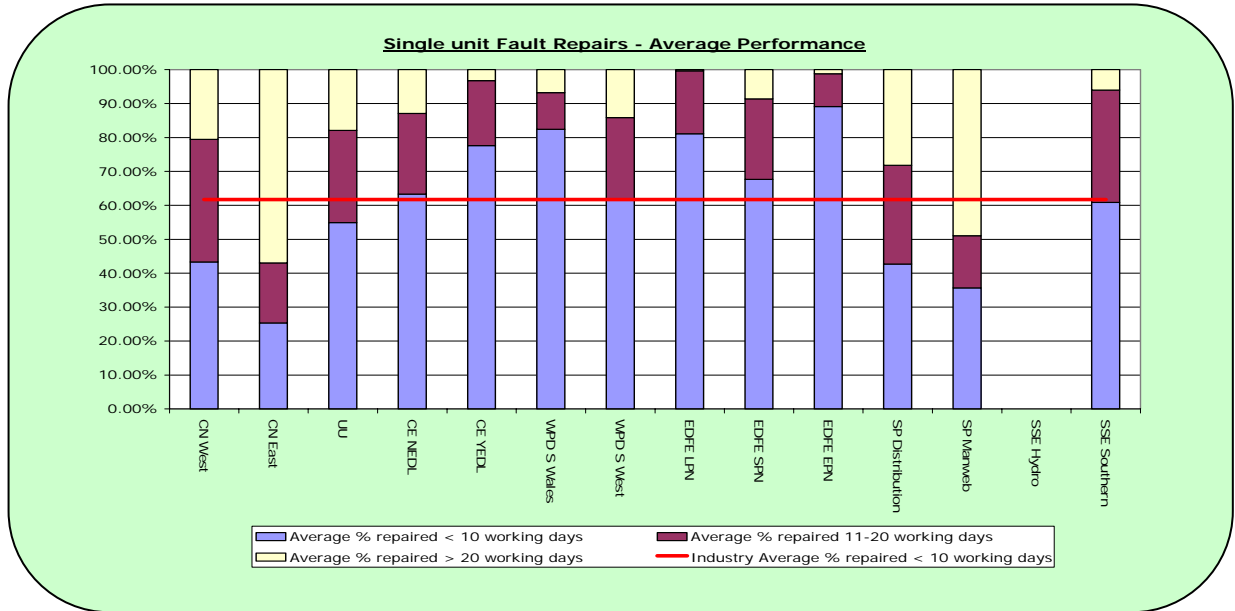
- Please note EDF LPN and EDF EPN reported zero on Multiple Unit Fault Repairs, SSE Hydro has no participating local authorities.

<sup>12</sup> CN East and West have recorded multiple unit faults against best performance timescale of 5 working days as stated in the CN Unmetered Connections Manual of Procedure. The alternative reporting standards was agreed by the participating Local Authorities



## Single Unit Fault Repairs<sup>13</sup>

- During FY 2005/06 a total of 20,068 single unit faults were recorded
- Of these, 12,390 were repaired within 10 working days of notification (61.7%)
- 4,654 were repaired with 11-20 working days (23.2%)
- 3,024 were repaired in over 20 working days (15.1%)



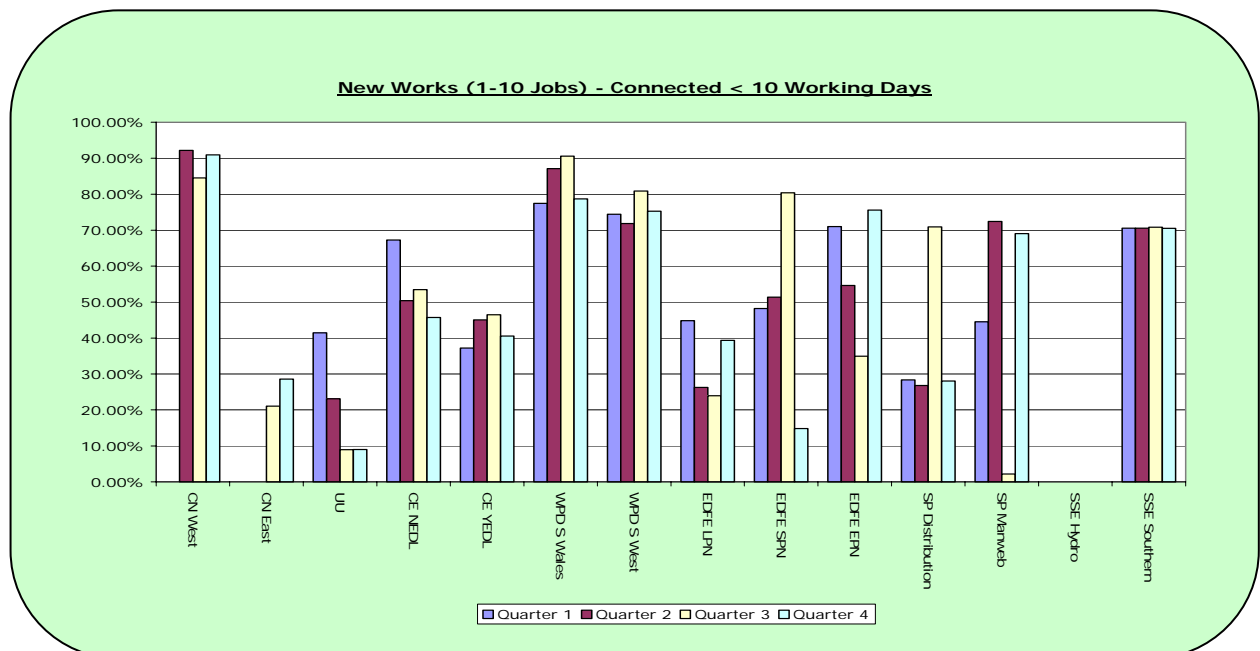
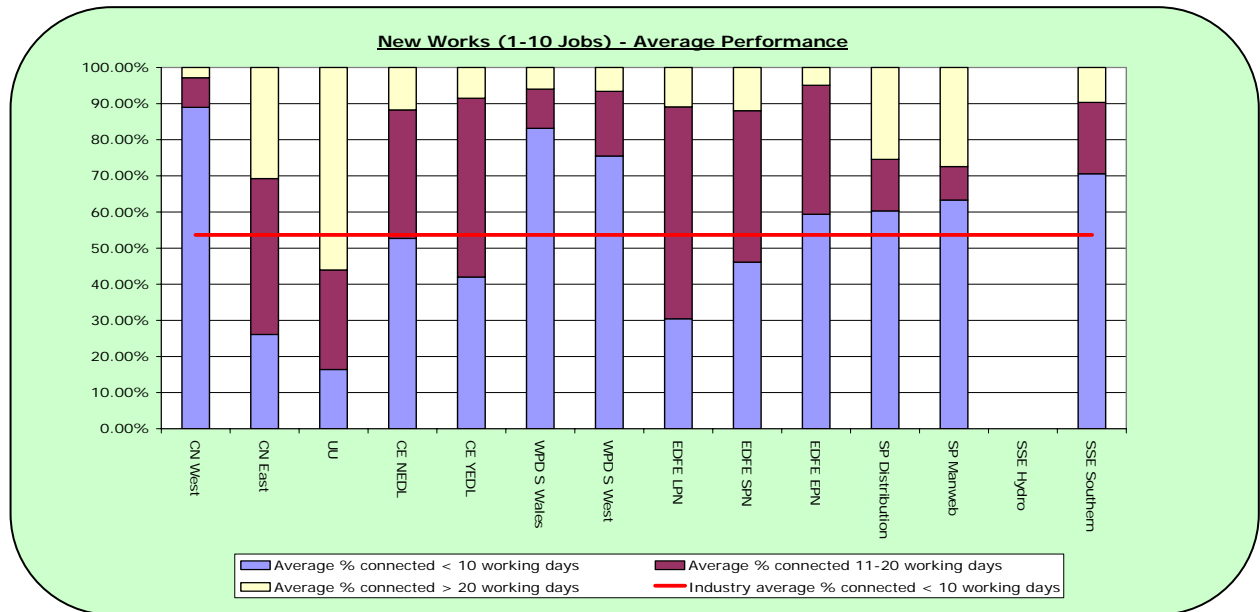
- Please note SSE Hydro has no participating local authorities.

<sup>13</sup> CN East and CN West have recorded multiple unit faults against a best performance timescale of 15 working days as stated in the CN Unmetered Connections Manual of Procedure. The alternative reporting standard was agreed by the participating Local Authorities

## Standard 2 – New Works<sup>14</sup>

### New Works 1-10 Jobs

- During FY 2005/06 a total of 52,300 new work connections (1-10 jobs) were undertaken
- Of these, 28,068 were connected within 15 working days of notification (53.7%)
- 17,473 were connected within 16-30 working days (33.4%)
- 6,759 were connected in over 30 working days (12.9%)

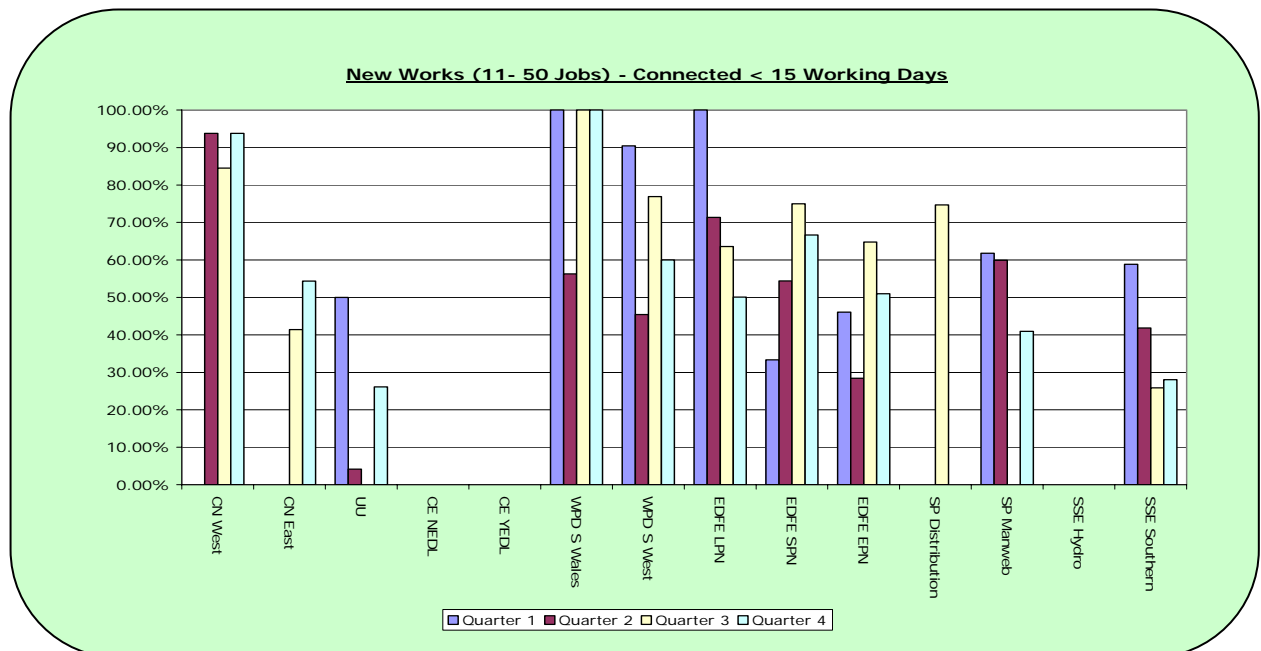
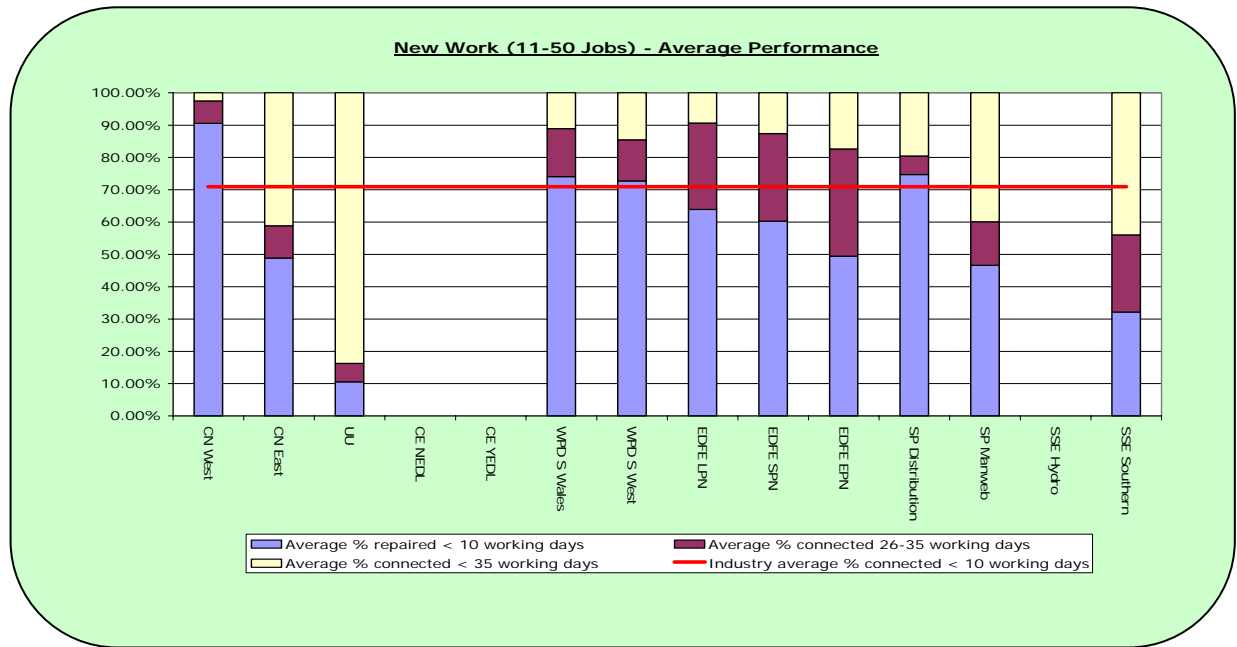


- Please note SSE Hydro has no participating local authorities.

<sup>14</sup> CE NEDL and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 Jobs. All new works reported have been categorised as 1-10 Jobs

## New Works 11-50 Jobs<sup>15</sup>

- During FY 2005/06 a total of 10,722 new work connections (11-50 jobs) were undertaken
- Of these, 7,608 were connected within 15-25 working days of notification (71.0%)
- 1,606 were connected within 26-35 working days (15.0%)
- 1,508 were connected in over 35 working days (14.1%)



- Please note CE NEDL and CE YEDL reported zero on New Works 11-50 Jobs, SSE Hydro has no participating local authorities.

<sup>15</sup> CE NEDL and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 Jobs. All new works reported have been categorised as 1-10 Jobs

### Standard 3 – Providing Quotations

#### FY 2005/06

Provision of quotations for non- standard<sup>16</sup> works within agreed timescales undertaken by the DNO between 1 April 2005 and 31 March 2006.

The table below details the level of service related to the provision of non standard quotations. The table shows the total number of quotation requests received by the DNO, and the percentage that are returned within the agreed timescale to the Local Authority.

Please note zero denotes no quotations requested during the reporting period

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Total Quotations	%completed within agreed timescale	Total Quotations	%completed within agreed timescale	Total Quotations	%completed within agreed timescale	Total Quotations	% completed within agreed timescale
CN West	0	n/a	365	96.7%	375	94.4%	510	99.4%
CN East	0	n/a	46	54.3%	51	88.2%	54	81.5%
United Utilities	0	n/a	0	n/a	0	n/a	0	n/a
CE NEDL <sup>17</sup>	1	100.0%	2	100.0%	0	n/a	0	n/a
CE YEDL <sup>18</sup>	3	100.0%	0	n/a	0	n/a	62	32.3%
WPD S Wales	1	100.0%	0	n/a	0	n/a	0	n/a
WPD S West	0	n/a	51	64.7%	32	31.3%	0	n/a
EDFE LPN	4	100.0%	1	100.0%	0	n/a	0	n/a
EDFE SPN	14	85.7%	13	61.5%	1	100.0%	6	50.0%
EDFE EPN	5	100.0%	9	77.8%	13	100.0%	4	100.0%
SP Distribution	0	n/a	0	n/a	9	100.0%	0	n/a
SP Manweb	30	100.0%	0	n/a	0	n/a	0	n/a
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>							
SSE Southern	13	92.3%	47	95.7%	86	96.5%	42	100.0%

<sup>16</sup> A quotation for provision of electrical services to unmetered installation outside the scope of the standard Public Lighting Schedule

<sup>17</sup> CE NEDL operates an electronic self quoting system, as a result it has not been possible to clarify between standard and non standard quotations

<sup>18</sup> CE YEDL operates an electronic self quoting system, as a result it has not been possible to clarify between standard and non standard quotations

## Incomplete requests

The table below details information regarding the number of incomplete requests<sup>19</sup>. Data has been submitted by the DNOs detailing the number of incomplete requests returned to the LA within 2 working days, and the number returned outside of the 2 day period.

Please note zero denotes no incomplete requests received during the reporting period

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Returned within 2 working days	Returned in over 2 working days	Returned within 2 working days	Returned in over 2 working days	Returned within 2 working days	Returned in over 2 working days	Returned within 2 working days	Returned in over 2 working days
CN West	0	0	0	0	0	0	0	0
CN East	0	0	0	0	0	0	0	0
United Utilities	0	0	20	15	19	14	18	9
CE NEDL <sup>20</sup>	0	0	2	0	1	0	17	0
CE YEDL <sup>21</sup>	0	0	0	0	2	0	2	0
WPD S Wales	4	0	0	0	0	0	0	0
WPD S West	0	0	0	0	0	0	0	0
EDFE LPN	0	0	0	0	0	0	0	0
EDFE SPN	3	16	18	17	11	15	17	28
EDFE EPN	0	1	5	0	0	0	0	0
SP Distribution	0	0	7	0	0	0	5	0
SP Manweb	0	0	0	0	0	0	0	0
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>							
SSE Southern	0	1	2	9	1	6	0	2

<sup>19</sup> A request non compliant with the Quality of Information requirements

<sup>20</sup> The electronic self quoting scheme operated by CE NEDL would not accept incomplete quotation requests

<sup>21</sup> The electronic self quoting scheme operated by CE YEDL would not accept incomplete quotation requests

## Unmetered Service Level Agreement (“SLA”)

### Performance Data 1 April 2006 – 31 March 2007

#### SLA Introduction

The Unmetered Service Level Agreement (“SLA”) is an initiative designed to improve the level of service that Distribution Network Operators (“DNOs”) provide to Local Authorities (“LAs”) in respect of street lighting. The SLA began on 1 April 2005 and initially ran until 31 March 2006. The trial was extended to provide a better indication of DNO performance levels. The SLA is based on the following three categories<sup>1</sup>:

- Standard 1 – Fault repairs
- Standard 2 – New works
- Standard 3 – Providing quotations

All DNOs were expected to continue with the trial SLA from 1 April 2006 and report their performance to Ofgem on a quarterly basis.

Performance levels for the second year of the SLA are summarised in this paper. For comparative purposes, we have in some cases, compared figures from the previous year’s trial with figures from 2006/07.

#### Data Verification

Throughout the 2006/07 financial year, DNOs have submitted their performance data to Ofgem on a quarterly basis.

DNO submission dates for the 2006/07 financial year were as follows:

	Quarter Start	Quarter End	Submission Date
Quarter 1	1 April 2006	30 June 2006	<b>21 July 2006</b>
Quarter 2	1 July 2006	30 September 2006	<b>20 October 2006</b>
Quarter 3	1 October 2006	31 December 2007	<b>19 January 2007</b>
Quarter 4	1 January 2007	31 March 2007	<b>20 April 2007</b>

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<sup>1</sup> Further details of the SLA categories are published in the Ofgem document “Competition in connections to electricity distribution systems: appendix document” June 2004 124/04b

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## 2006/07 Quarterly Volumes

The tables below detail the total number of fault repairs and new works undertaken by each DNO.

### Quarter 1

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	324	58	88	627	<b>1,097</b>	3,335	2,999	<b>6,334</b>	<b>7,431</b>
CN East	124	0	146	822	<b>1,092</b>	1,661	447	<b>2,108</b>	<b>3,200</b>
United Utilities	313	36	23	346	<b>718</b>	1,161	28	<b>1,189</b>	<b>1,907</b>
CE NEDL	92	0	83	255	<b>430</b>	1,319		<b>1,319</b>	<b>1,749</b>
CE YEDL	375	0	526	1,293	<b>2,194</b>	4,924		<b>4,924</b>	<b>7,118</b>
WPD S Wales	0	1	73	283	<b>357</b>	132	0	<b>132</b>	<b>489</b>
WPD S West	31	79	135	256	<b>501</b>	424	5	<b>429</b>	<b>930</b>
EDFE LPN	44	0	0	44	<b>88</b>	288	66	<b>354</b>	<b>442</b>
EDFE SPN	104	0	58	358	<b>520</b>	485	10	<b>495</b>	<b>1,015</b>
EDFE EPN	73	147	0	147	<b>367</b>	466	550	<b>1,016</b>	<b>1,383</b>
SP Distribution	0	27	64	44	<b>135</b>	105	0	<b>105</b>	<b>240</b>
SP Manweb	185	15	39	437	<b>676</b>	1,425	376	<b>1,801</b>	<b>2,477</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	116	30	166	626	<b>938</b>	1,598	457	<b>2,055</b>	<b>2,993</b>
<b>Industry Total</b>	<b>1,781</b>	<b>393</b>	<b>1,401</b>	<b>5,538</b>	<b>9,113</b>	<b>17,323</b>	<b>4,938</b>	<b>22,261</b>	<b>31,374</b>

- There were a total of 31,374 fault repairs and new works in quarter 1, an increase of 16,912 (116.9%) on last year's SLA during the same period.
- Please note zero denotes no faults recorded or new connections undertaken.
- CE NEDL's and YEDL's current SLA with local authorities targets performance for new connections at 20 days rather than 15 days. NEDL's and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs.



## Quarter 2

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	325	69	109	541	<b>1,044</b>	1,701	2,433	<b>4,134</b>	<b>5,178</b>
CN East	26	0	116	717	<b>859</b>	791	100	<b>891</b>	<b>1,750</b>
United Utilities	290	75	9	531	<b>905</b>	727	13	<b>740</b>	<b>1,645</b>
CE NEDL	95	6	68	375	<b>544</b>	1,151		<b>1,151</b>	<b>1,695</b>
CE YEDL	359	0	455	1,752	<b>2,566</b>	3,768		<b>3,768</b>	<b>6,334</b>
WPD S Wales	0	0	77	283	<b>360</b>	136	0	<b>136</b>	<b>496</b>
WPD S West	51	122	217	361	<b>751</b>	427	6	<b>433</b>	<b>1,184</b>
EDFE LPN	39	0	0	35	<b>74</b>	186	336	<b>522</b>	<b>596</b>
EDFE SPN	110	3	36	247	<b>396</b>	334	106	<b>440</b>	<b>836</b>
EDFE EPN	35	129	0	99	<b>263</b>	285	573	<b>858</b>	<b>1,121</b>
SP Distribution	0	41	48	66	<b>155</b>	135	0	<b>135</b>	<b>290</b>
SP Manweb	48	6	12	432	<b>498</b>	709	227	<b>936</b>	<b>1,434</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	116	45	214	626	<b>1,001</b>	1,215	266	<b>1,481</b>	<b>2,482</b>
<b>Industry Total</b>	<b>1,494</b>	<b>496</b>	<b>1,361</b>	<b>6,065</b>	<b>9,416</b>	<b>11,565</b>	<b>4,060</b>	<b>15,625</b>	<b>25,041</b>

- There were a total of 25,041 fault repairs and new works in quarter 2, an increase of 1,151 (4.8%) on last year's SLA during the same period.
- Please note zero denotes no faults recorded or new connections undertaken.
- CE NEDL's and YEDL's current SLA with local authorities targets performance for new connections at 20 days rather than 15 days. NEDL's and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs.

### Quarter 3

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	318	59	98	730	<b>1,205</b>	2,463	2,517	<b>4,980</b>	<b>6,185</b>
CN East	162	0	133	807	<b>1,102</b>	566	53	<b>619</b>	<b>1,721</b>
United Utilities	246	106	15	715	<b>1,082</b>	1,112	17	<b>1,129</b>	<b>2,211</b>
CE NEDL	86	66	65	424	<b>641</b>	998		<b>998</b>	<b>1,639</b>
CE YEDL	471	2	419	1,940	<b>2,832</b>	3,411		<b>3,411</b>	<b>6,243</b>
WPD S Wales	0	1	132	414	<b>547</b>	142	0	<b>142</b>	<b>689</b>
WPD S West	34	146	306	412	<b>898</b>	523	6	<b>529</b>	<b>1,427</b>
EDFE LPN	44	0	0	38	<b>82</b>	141	266	<b>407</b>	<b>489</b>
EDFE SPN	104	0	27	218	<b>349</b>	887	0	<b>887</b>	<b>1,236</b>
EDFE EPN	40	130	0	95	<b>265</b>	318	265	<b>583</b>	<b>848</b>
SP Distribution	0	32	65	76	<b>173</b>	65	0	<b>65</b>	<b>238</b>
SP Manweb	166	2	4	297	<b>469</b>	1,048	178	<b>1,226</b>	<b>1,695</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	97	52	238	814	<b>1,201</b>	1,240	164	<b>1,404</b>	<b>2,605</b>
<b>Industry Total</b>	<b>1,768</b>	<b>596</b>	<b>1,502</b>	<b>6,980</b>	<b>10,846</b>	<b>12,914</b>	<b>3,466</b>	<b>16,380</b>	<b>27,226</b>

- There were a total of 27,226 fault repairs and new works in quarter 3, an increase of 104 (0.4%) on last year's SLA during the same period.
- Please note zero denotes no faults recorded or new connections undertaken.
- CE NEDL's and YEDL's current SLA with local authorities targets performance for new connections at 20 days rather than 15 days. NEDL's and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs.

## Quarter 4

DNO	Standard 1					Standard 2			Total - Standards 1&2
	Emergency Fault	High priority fault	Multiple unit fault	Single unit fault	Total fault repairs	New works 1 -10 jobs	New works 11 -50 jobs	Total new works	
CN West	310	62	123	715	<b>1,210</b>	1,968	2,635	<b>4,603</b>	<b>5,813</b>
CN East	119	0	138	761	<b>1,018</b>	1,266	392	<b>1,658</b>	<b>2,676</b>
United Utilities	278	84	26	936	<b>1,324</b>	1,099	25	<b>1,124</b>	<b>2,448</b>
CE NEDL	107	19	51	502	<b>679</b>	1,198		<b>1,198</b>	<b>1,877</b>
CE YEDL	447	0	477	2,051	<b>2,975</b>	4,065		<b>4,065</b>	<b>7,040</b>
WPD S Wales	0	7	110	468	<b>585</b>	354	1	<b>355</b>	<b>940</b>
WPD S West	22	104	226	422	<b>774</b>	341	3	<b>344</b>	<b>1,118</b>
EDFE LPN	52	0	0	74	<b>126</b>	420	1,093	<b>1,513</b>	<b>1,639</b>
EDFE SPN	153	0	29	616	<b>798</b>	1,479	19	<b>1,498</b>	<b>2,296</b>
EDFE EPN	43	115	0	90	<b>248</b>	569	428	<b>997</b>	<b>1,245</b>
SP Distribution	0	43	40	48	<b>131</b>	144	0	<b>144</b>	<b>275</b>
SP Manweb	152	1	34	580	<b>767</b>	1,354	228	<b>1,582</b>	<b>2,349</b>
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>								
SSE Southern	57	56	274	891	<b>1,278</b>	1,102	121	<b>1,223</b>	<b>2,501</b>
<b>Industry Total</b>	<b>1,740</b>	<b>491</b>	<b>1,528</b>	<b>8,154</b>	<b>11,913</b>	<b>15,359</b>	<b>4,945</b>	<b>20,304</b>	<b>32,217</b>
<b>2006-07</b>	<b>6,783</b>	<b>1,976</b>	<b>5,792</b>	<b>26,737</b>	<b>41,288</b>	<b>57,161</b>	<b>17,409</b>	<b>74,570</b>	<b>115,858</b>

- There were a total of 32,217 fault repairs and new works in quarter 4, an increase of 1,102 (3.6%) on last year's SLA during the same period.
- Please note zero denotes no faults recorded or new connections undertaken.
- CE NEDL's and YEDL's current SLA with local authorities targets performance for new connections at 20 days rather than 15 days. NEDL's and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs.

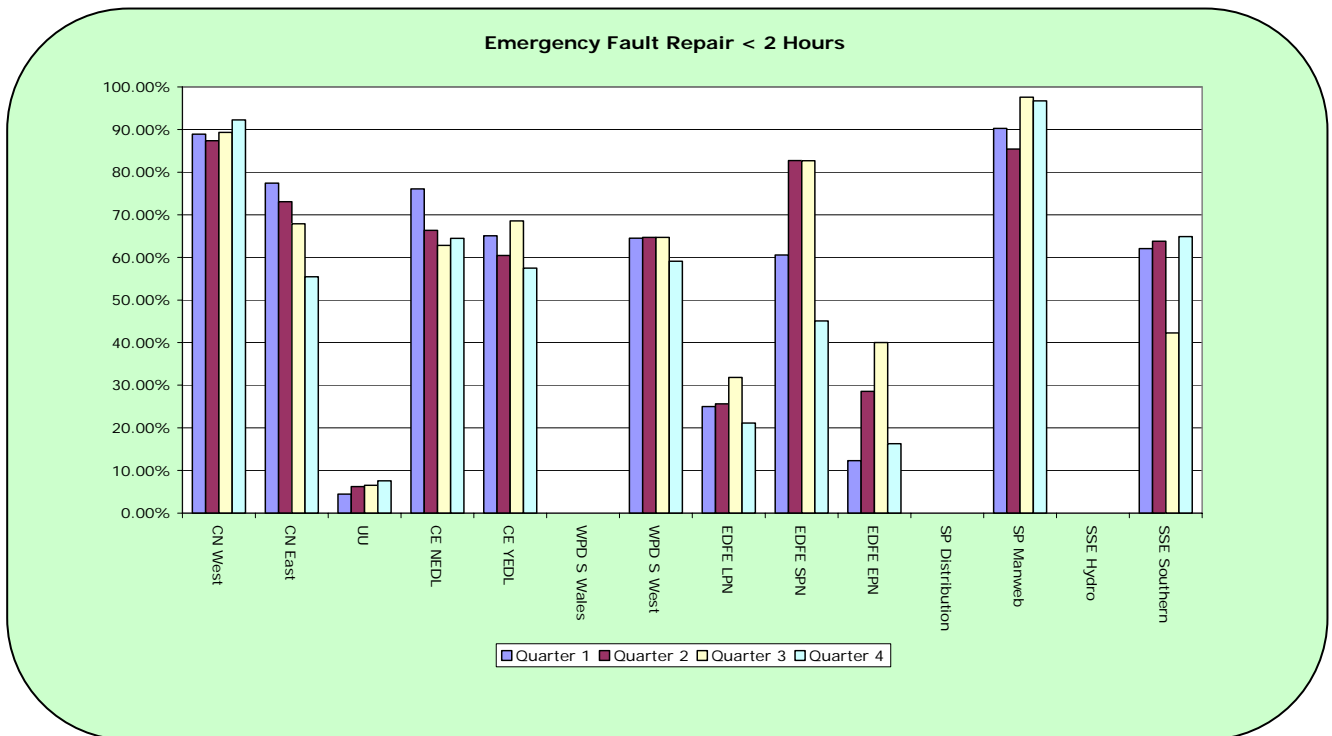
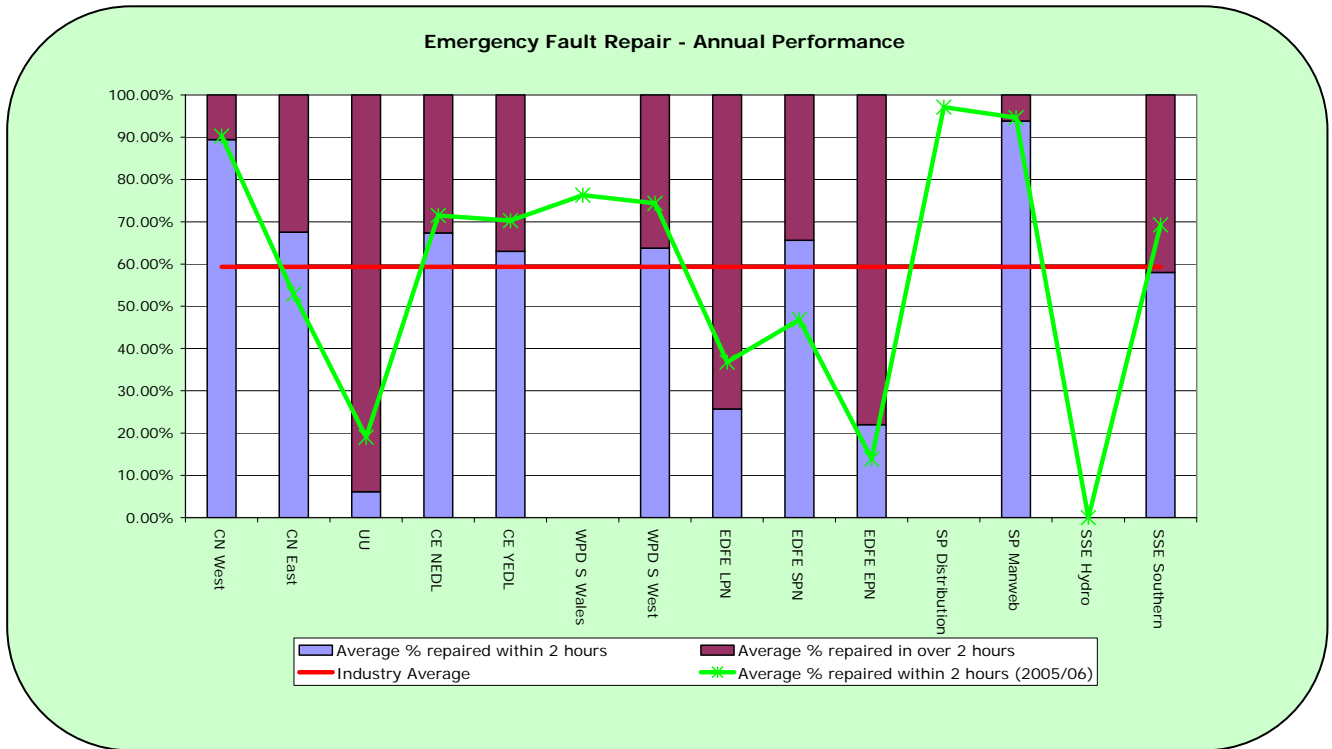
## 2006/07 Volume Summary

- There were a total of 115,858 fault repairs and new works in all 4 quarters, an increase of 19,272 (20.1%) on the final results of last year's trial SLA.

## Standard 1 – Fault Repairs

### Emergency Fault Repairs

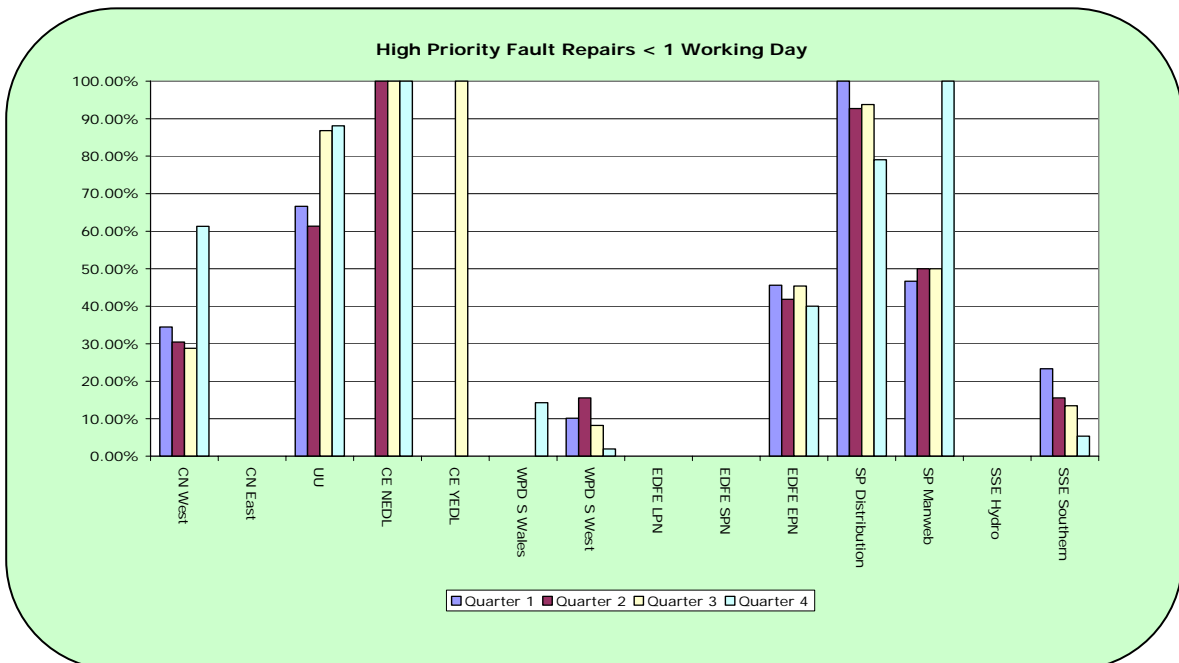
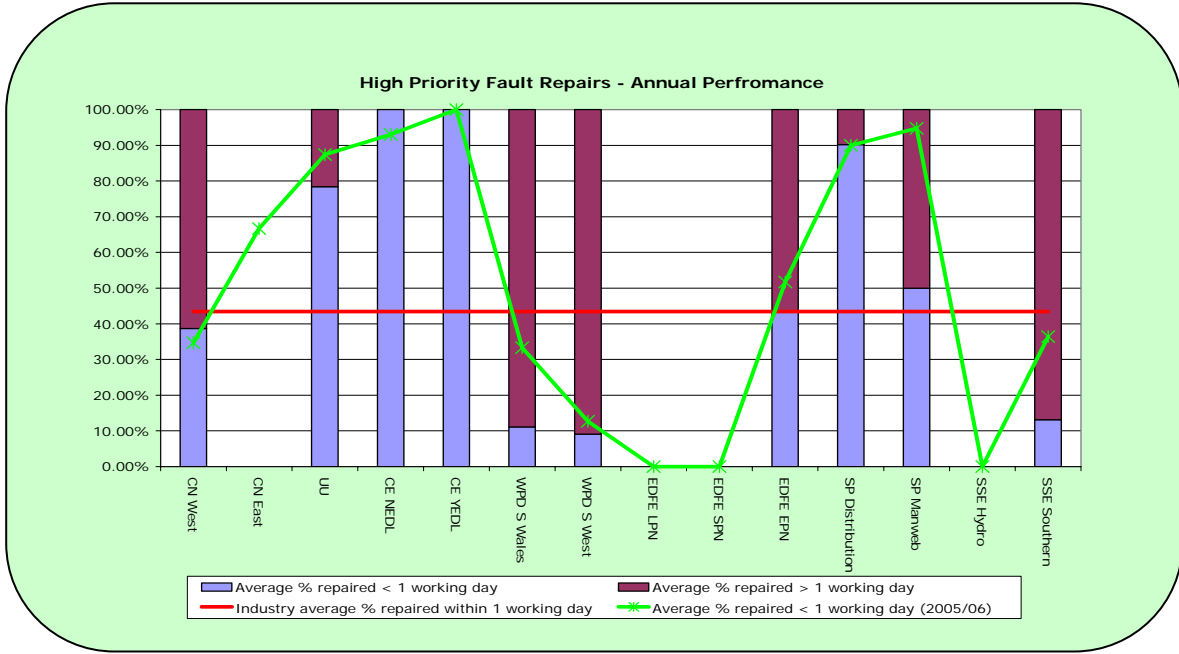
- During FY 2006/07 a total of 6,783 emergency faults were recorded, an increase of 196 (3%) on last year's results.
- Of these, 4,025 were repaired within 2 hours of notification (59%).
- Last year 3,927 out of 6,587 emergency faults were repaired within 2 hours (60%).



- Please note WPD South Wales and SP Distribution reported zero on Emergency Fault Repairs, SSE Hydro has no participating local authorities.

## High Priority Fault Repairs

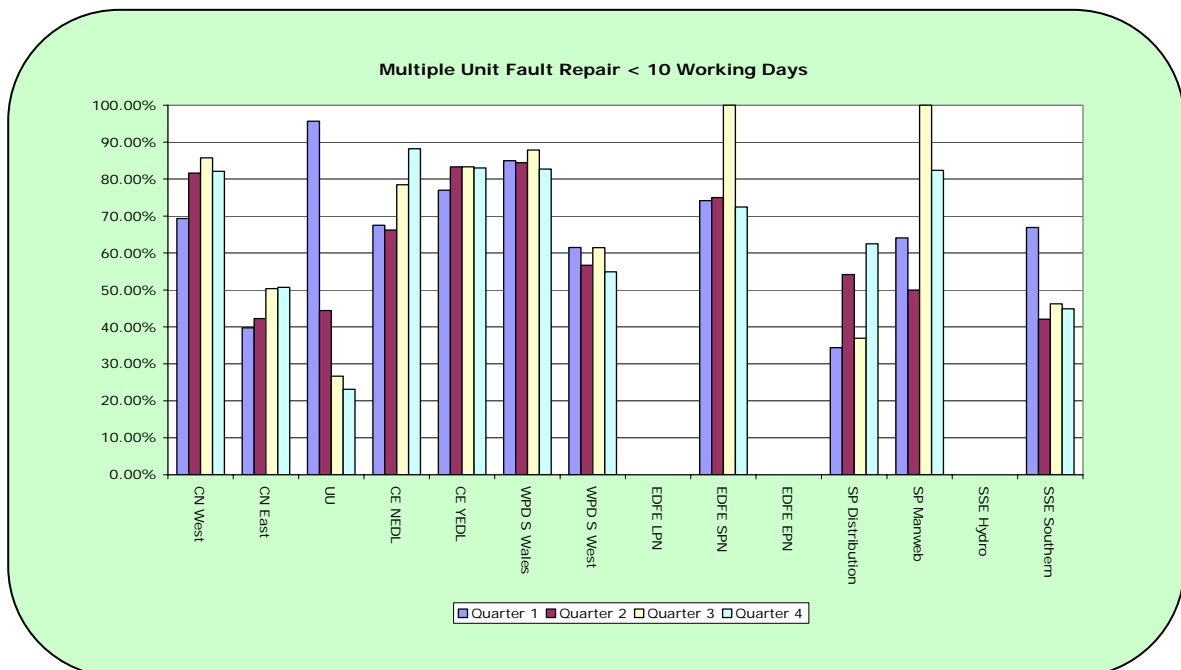
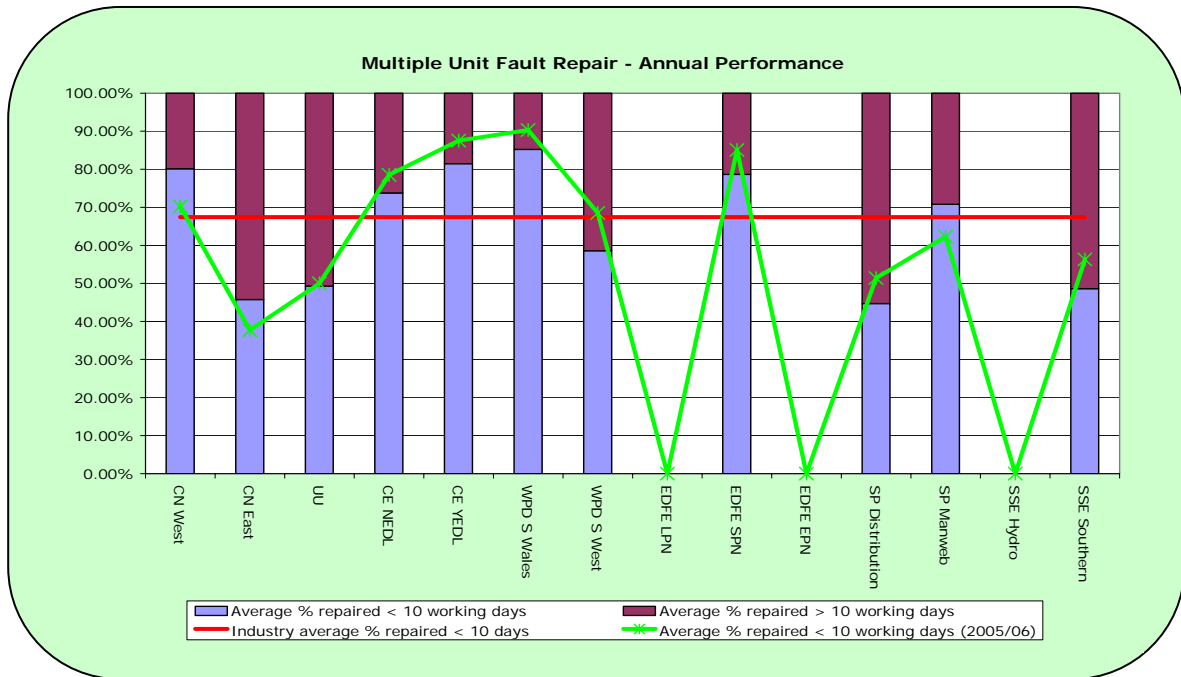
- During FY 2006/07 a total of 1,976 high priority faults were recorded, an increase of 130 (7%) on last year's results.
- Of these, 858 were repaired within 1 working day of notification (43%).
- Last year 1,001 out of 1,846 high priority faults were repaired within 1 working day (54%).



- Please note CN East, EDF LPN and EDF SPN reported zero on High Priority Fault Repairs, SSE Hydro has no participating local authorities.

## Multiple Unit Fault Repairs

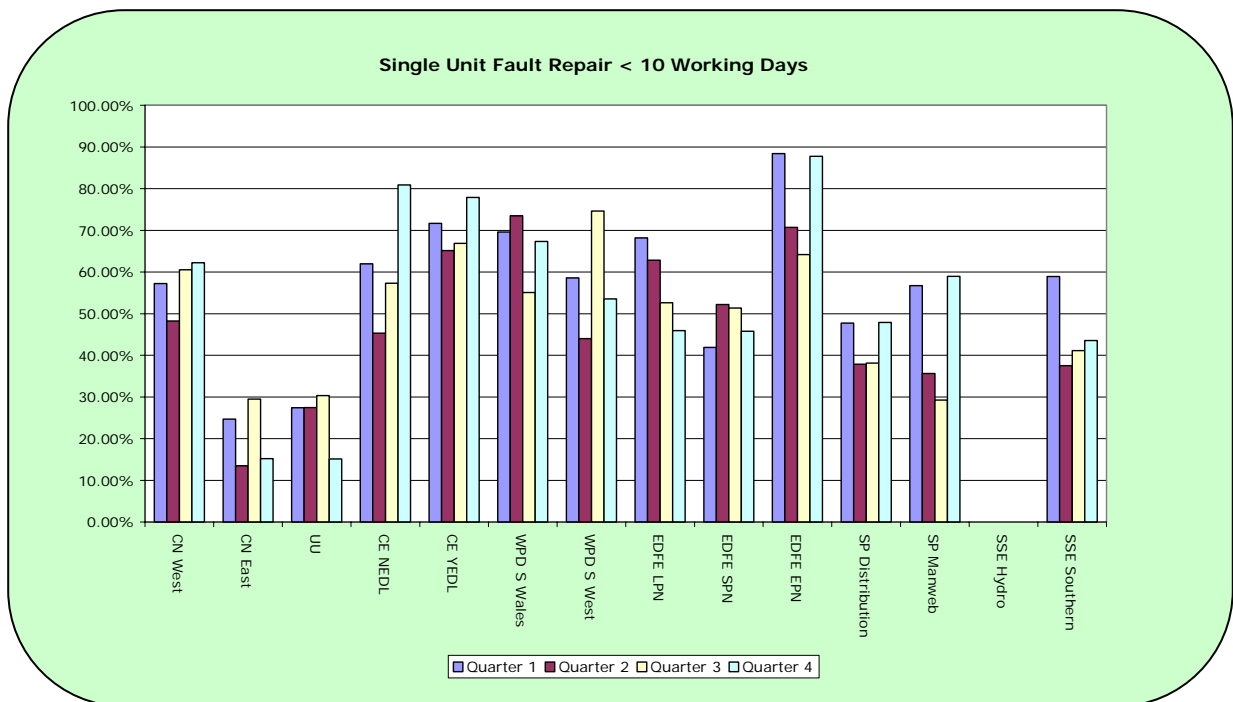
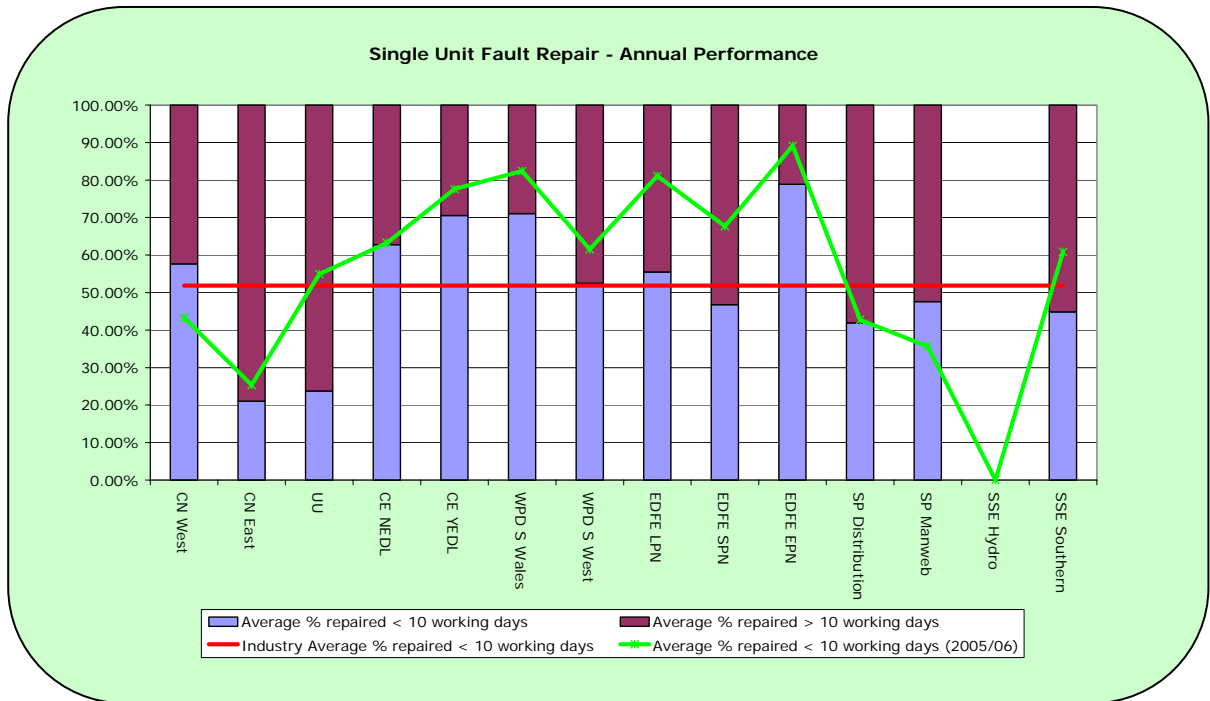
- During FY 2006/07 a total of 5,792 multiple unit faults were recorded, an increase of 729 (14%) on last year's results.
- Of these, 3,905 were repaired within 10 working days of notification (67%).
- Last year 3,734 out of 5,063 multiple unit faults were repaired within 10 working days (74%).



- Please note EDF LPN and EDF EPN reported zero on Multiple Unit Fault Repairs, SSE Hydro has no participating local authorities.

## Single Unit Fault Repairs

- During FY 2006/07 a total of 26,737 single unit faults were recorded, an increase of 6,669 (33%) on last year's results.
- Of these, 13,866 were repaired within 10 working days of notification (52%).
- Last year 12,390 out of 20,068 single unit faults were repaired within 10 working days (62%).

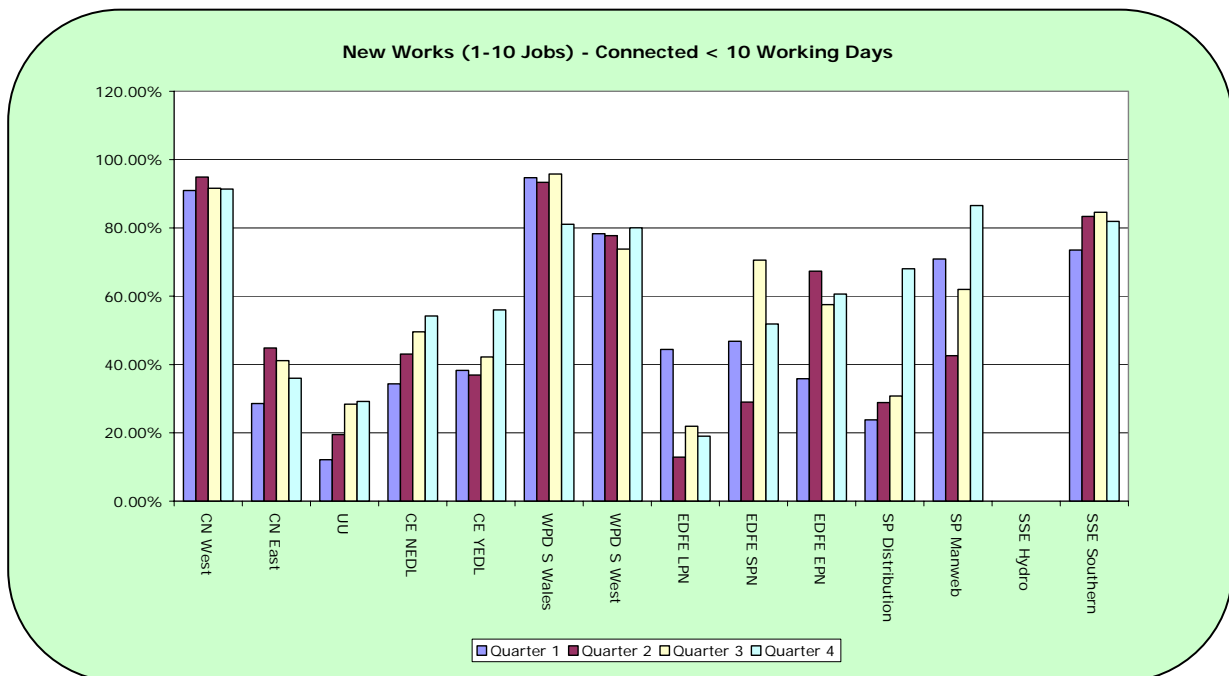
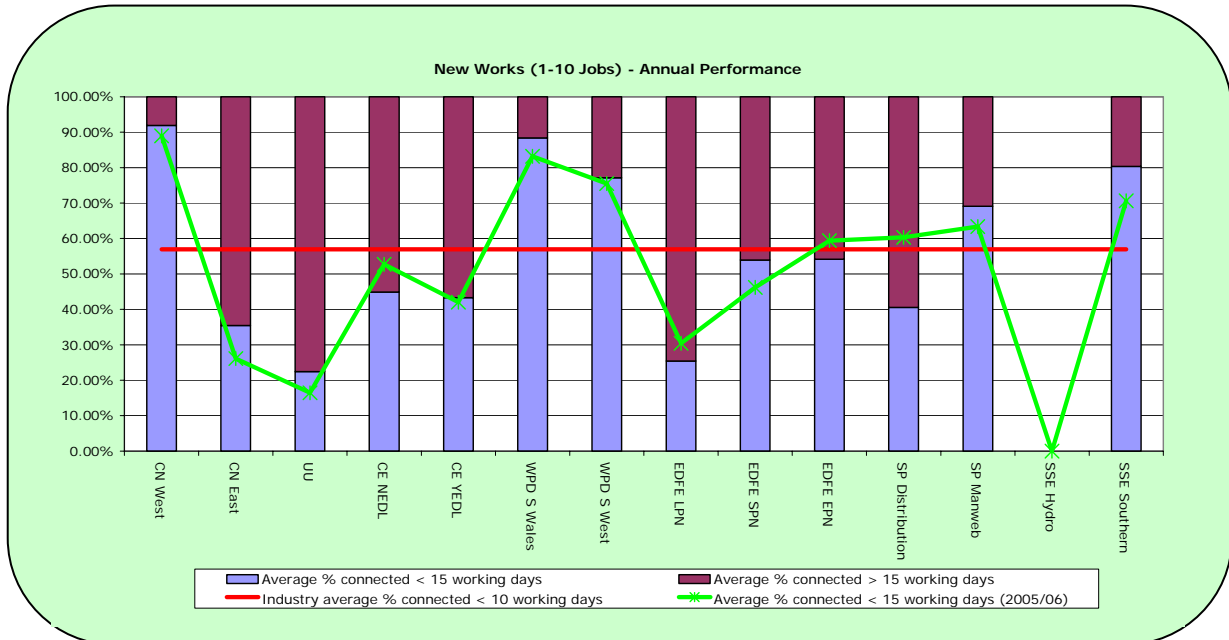


- Please note SSE Hydro has no participating local authorities.

## Standard 2 – New Works

### New Works 1-10 Jobs<sup>2</sup>

- During FY 2006/07 a total of 57,161 new works (1-10 jobs) were recorded, an increase of 4,861 (9%) on last year's results.
- Of these, 32,555 were connected within 15 working days of notification (57%).
- Last year 28,068 out of 52,300 new works (1-10 jobs) were connected within 15 working days (54%).



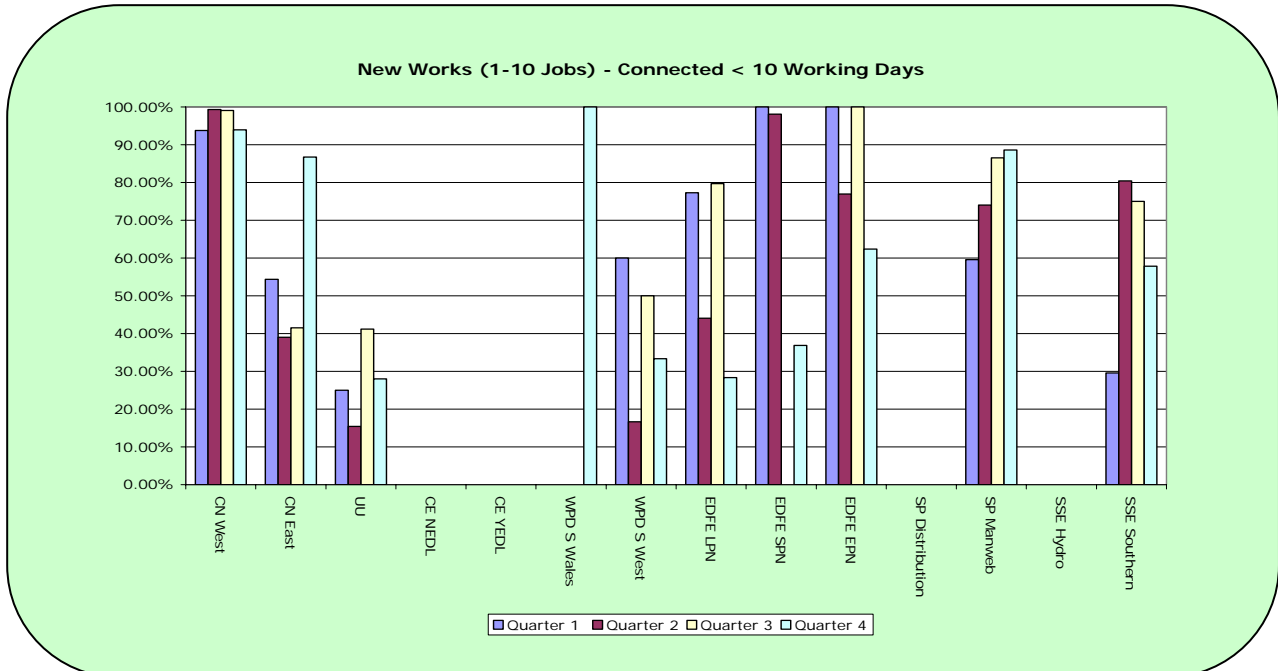
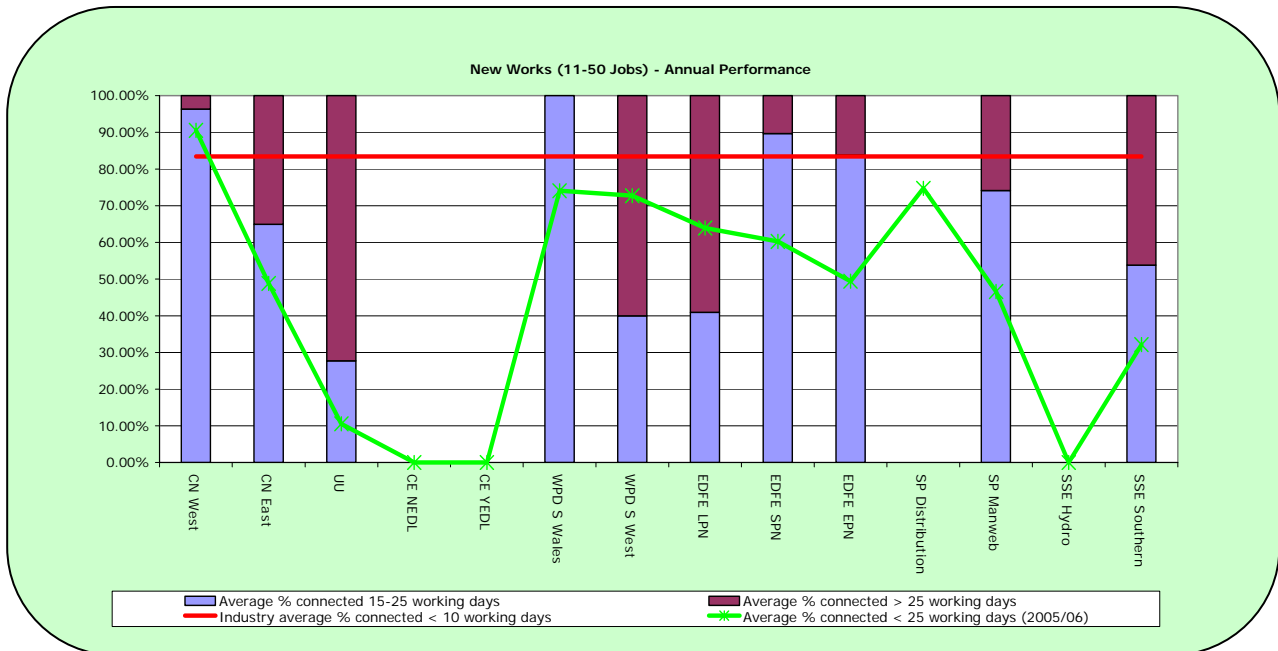
- Please note SSE Hydro has no participating local authorities.

<sup>2</sup> CE NEDL and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs



### New Works 11-50 Jobs<sup>3</sup>

- During FY 2006/07 a total of 17,409 new works (11-50 jobs) were recorded, an increase of 6,687 (62%) on last year's results.
- Of these, 14,527 were connected between 15 and 25 working days after notification (83%).
- Last year 7,608 out of 10,722 new works (1-10 jobs) were connected between 15 and 25 working days after notification (71%).



- Please note CE NEDL, CE YEDL and SP Distribution reported zero on New Works 11-50 Jobs, SSE Hydro has no participating local authorities.

<sup>3</sup> CE NEDL's and YEDL's system for monitoring new works undertaken does not differentiate between 1-10 and 11-50 jobs. All new works reported have been categorised as 1-10 jobs

### Standard 3 – Providing Quotations

FY 2006/07

*Provision of quotations for non-standard<sup>4</sup> works within agreed timescales undertaken by the DNO between 1 April 2006 and 31 March 2007.*

The table below details the level of service related to the provision of non standard quotations. The table shows the total number of quotation requests received by the DNO, and the percentage that are returned within the agreed timescale to the Local Authority.

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Total Quotations	% completed within agreed timescale	Total Quotations	% completed within agreed timescale	Total Quotations	% completed within agreed timescale	Total Quotations	% completed within agreed timescale
CN West	510	99.4%	510	99.4%	131	100.0%	0	n/a
CN East	54	81.5%	17	88.2%	9	100.0%	9	100.0%
United Utilities	0	n/a	0	n/a	0	n/a	0	n/a
CE NEDL	0	n/a	0	n/a	0	n/a	0	n/a
CE YEDL	0	n/a	0	n/a	0	n/a	0	n/a
WPD S Wales	0	n/a	0	n/a	0	n/a	0	n/a
WPD S West	21	28.6%	0	n/a	38	21.1%	0	n/a
EDFE LPN	0	n/a	0	n/a	0	n/a	0	n/a
EDFE SPN	7	14.3%	3	66.7%	3	66.7%	0	n/a
EDFE EPN	9	100.0%	30	100.0%	5	100.0%	5	60.0%
SP Distribution	0	n/a	0	n/a	0	n/a	0	n/a
SP Manweb	11	100.0%	4	100.0%	5	100.0%	0	n/a
SSE Hydro	<b>NO PARTICIPATING LOCAL AUTHORITIES</b>							
SSE Southern	118	100.0%	185	97.3%	61	100.0%	134	1

- Please note zero denotes no quotations requested during the reporting period.

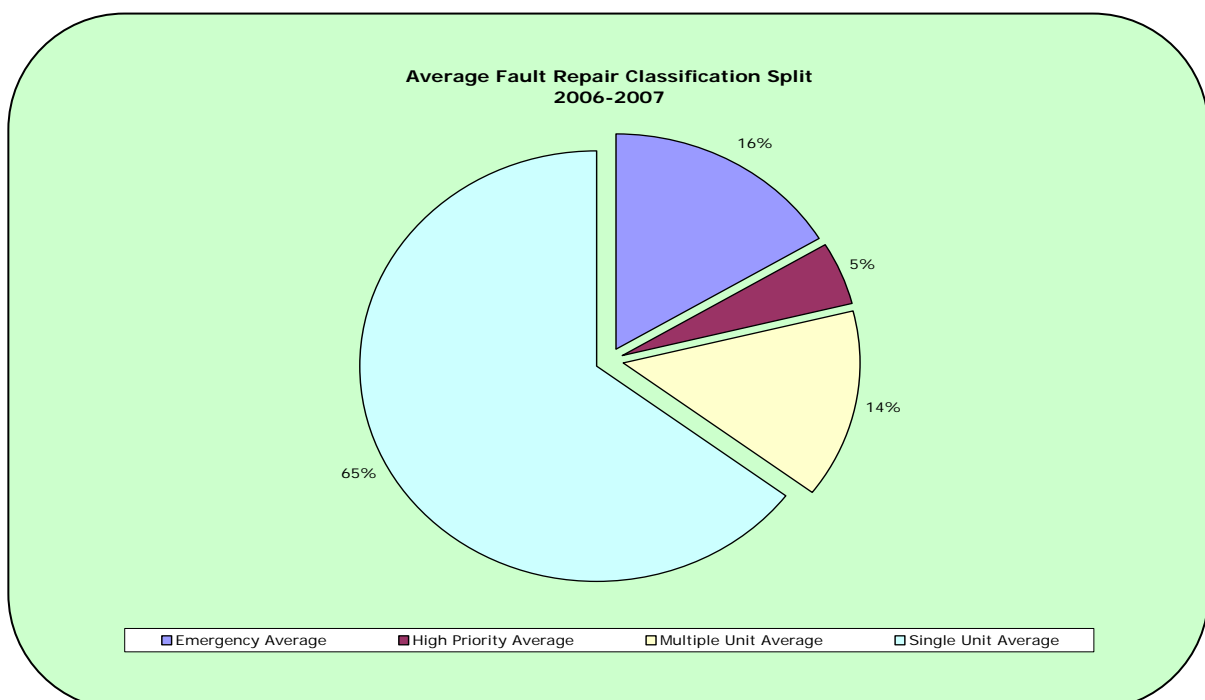
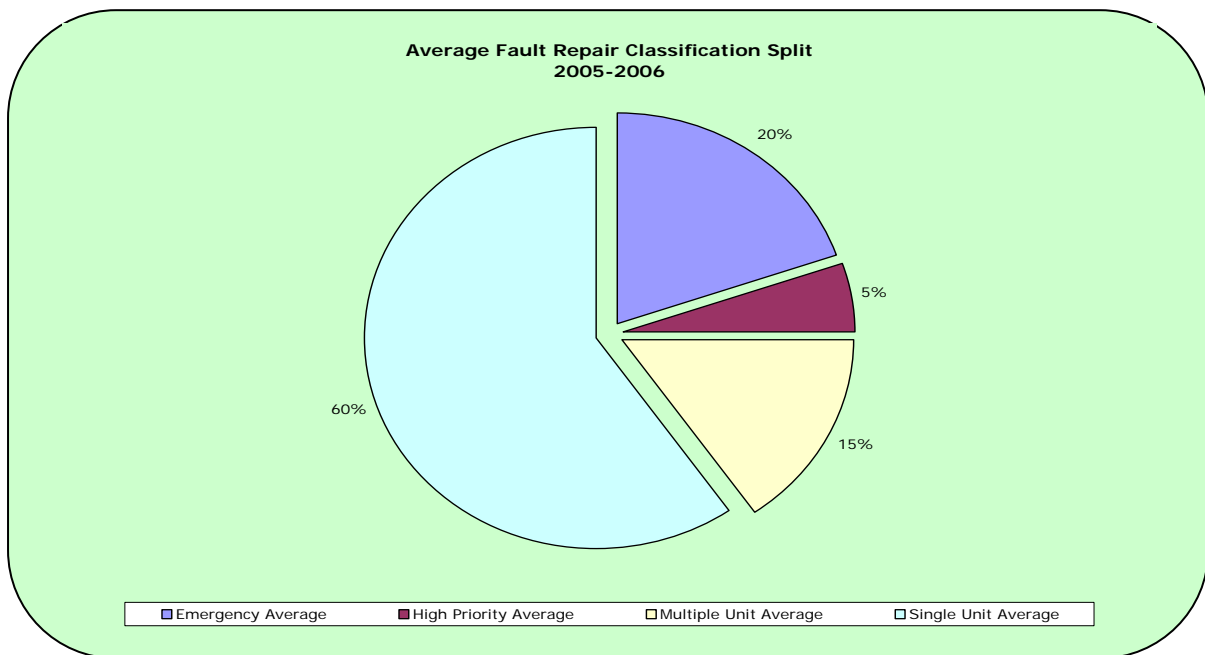
<sup>4</sup> A quotation for provision of electrical services to unmetered installation outside the scope of the standard Public Lighting Schedule

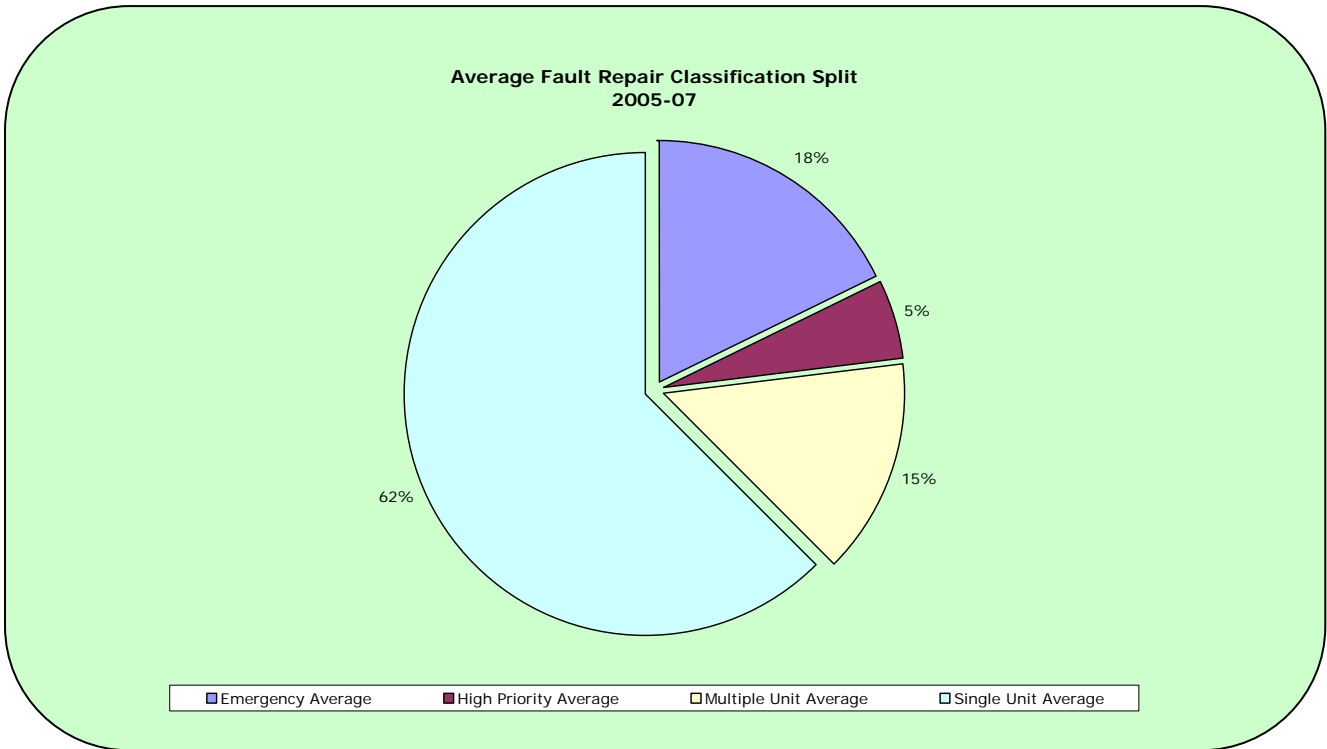
## Annex A

### High Priority Fault Repairs split by LAs

- This analysis provide a further breakdown of fault repairs and focuses explicitly on the volumes of fault repairs and how these have been classified over the operation of the SLA and includes detailed analysis on LAs that have submitted high volumes of fault repairs.

The following pie charts detail the split between fault repair classifications over two years of the SLA.





**2005/06**

- 5% of all fault repairs classified as high priority, representing 1846 high priority fault repairs.
- The majority of faults were classified as single unit faults with 60%, representing 20068 single unit fault repairs.

**2006/07**

- 5% of all fault repairs classified as high priority, representing 1976 high priority fault repairs.
- The majority of faults were classified as single unit faults with 65%, representing 26737 single unit fault repairs.

**2005-2007**

- 5% of all fault repairs classified as high priority, representing 3822 high priority fault repairs.
- The majority of faults were classified as single unit faults with 62%, representing 46805 single unit fault repairs.

## DNOs Breakdowns

- The following data provides a detailed breakdown of the way in which fault repairs were classified by the 13 Electricity DNOs participating in the SLA between April 2005 and March 2007.

	Emergency	High Priority	Multiple Unit	Single Unit
CN West	29.3%	5.2%	9.2%	56.3%
CN East	12.4%	0.0%	12.8%	74.8%
United Utilities	30.4%	9.6%	1.5%	58.6%
CE NEDL	17.4%	3.0%	12.2%	67.5%
CE YEDL	18.5%	0.0%	19.9%	61.6%
WPD S Wales	1.6%	0.4%	21.3%	76.7%
WPD S West	4.6%	16.0%	30.7%	48.6%
EDFE LPN	45.6%	0.0%	0.0%	54.4%
EDFE SPN	22.5%	0.1%	6.3%	71.1%
EDFE EPN	16.8%	37.1%	0.0%	46.1%
SP Distribution	11.4%	18.0%	32.9%	37.7%
SP Manweb	22.0%	2.2%	5.7%	70.0%
SSE Hydro	n/a	n/a	n/a	n/a
SSE Southern	8.8%	3.9%	18.4%	68.9%
<b>Average</b>	<b>17.9%</b>	<b>5.1%</b>	<b>14.5%</b>	<b>62.5%</b>

- The table above details the individual DNO classification splits along with the average split across all DNOs. The highlighted cells indicate cases where the individual DNO split is more than 12.5% above or below the average split.
- With regards to high priority fault repairs, the only highlighted instance appears in EDF EPN's area where they had 37.12% of all fault repairs classified as high priority.
- Along with EDF EPN, WPD S West and SP Distribution, United Utilities, and CN West had more than 5% of all fault repairs classified as high priority.

## Local Authority Breakdown

- The LAs listed below submitted high volumes of faults classified as high priority during the two years of the SLA when compared to volumes submitted by other LAs. The large volumes of fault repairs may have distorted performance across the DNOs listed below. Concerns about LAs submitting high volumes of high priority fault repairs have been shared with LA representatives who attend Ofgem's Electricity Connections Steering Group (ECSG).

DNO	Local Authority (LA)	Number of High Priority Faults	LA High Priority / LA Faults	LA High Priority / DNO High Priority	LA High Priority / DNO Total Faults
WPD S West	Redruth	1640	53.07%	42.06%	7.01%
EDFE EPN	Hertfordshire	533	32.86%	57.25%	21.25%
SP Distribution	South Lanarkshire	129	58.64%	47.25%	8.51%

### SP Distribution

- South Lanarkshire Council had a total of 129 out of 220 faults classified as high priority (58.64%).
- The 129 high priority faults represent 47.25% of all high priority faults reported in the SP Distribution DSA.
- The same 129 high priority faults represent 8.51% of all faults recorded in the SP Distribution DSA.
- One other LA also had a large amount of faults classified as high priority when compared with the total number of faults reported in their LA area. 45.45% of North Lanarkshire's faults were reported as high priority.

### WPD South West

- Redruth Town Council had a total of 1640 out of 3090 faults classified as high priority (53.07%).
- The 1640 high priority faults represent 42.06% of all high priority faults reported in the WPD South West DSA.
- The same 1640 high priority faults represent 7.01% of all faults recorded in the WPD South West DSA.

### EDF EPN

- Hertfordshire County Council had a total of 533 out of 1622 faults classified as high priority (32.86%).
- The 533 high priority faults represent 57.25% of all high priority faults reported in the EDFE EPN DSA.
- The same 533 high priority faults represent 21.25% of all faults recorded in the EDFE EPN DSA.

## Annex B

### List of Local Authorities participating in the 2006/07 SLA

Blaenau Gwent	WPD S Wales
Bridgend	WPD S Wales
Caerphilly	WPD S Wales
Cardiff	WPD S Wales
Carmarthenshire	WPD S Wales
Ceredigion	WPD S Wales
Merthyr Tydfil	WPD S Wales
Monmouthshire	WPD S Wales
Neath & Port Talbot	WPD S Wales
Newport	WPD S Wales
Pembrokeshire	WPD S Wales
Powys	WPD S Wales
Rhondda Cynon Taf	WPD S Wales
Swansea	WPD S Wales
Torfaen	WPD S Wales
Vale of Glamorgan	WPD S Wales
Glamorgan Consultancy	WPD S Wales
Gwent Consultancy	WPD S Wales
North Somerset	WPD S West
Bristol	WPD S West
Plymouth	WPD S West
Torquay	WPD S West
South Gloucester	WPD S West
Bath and North East Somerset	WPD S West
Somerset	WPD S West
Bodmin	WPD S West
Redruth	WPD S West
Plymouth CC	WPD S West
Exeter CC	WPD S West
Exeter DCC	WPD S West
Barnstaple	WPD S West
Torbay	WPD S West
Dorset	WPD S West
Highways Agency	WPD S West
Parish Lights	WPD S West
Buckinghamshire/ Babbie	SSE
Bournemouth BC	SSE
Dorset CC	SSE
Gloucester CC	SSE
Hampshire CC	SSE
LB Hounslow	SSE
Oxford CC	SSE
Poole BC	SSE
RB Windsor & Maidenhead	SSE
Runnymede BC	SSE
Slough BC	SSE
Southampton City Council	SSE

Spelthorne BC	SSE
Surrey CC	SSE
Surrey Heath BC	SSE
Swindon BC	SSE
West Berkshire CC	SSE
West Sussex CC	SSE
Wiltshire CC	SSE
Wokingham DC	SSE
LB Barking & Dagenham	EDF EPN
LB Barnet	EDF EPN
LB Haringey	EDF EPN
Hertfordshire Highways	EDF EPN
Ipswich BC	EDF EPN
Luton BC	EDF EPN
Oxfordshire CC	EDF EPN
Suffolk CC	EDF EPN
Ealing BC	EDF LPN
LB Barking & Dagenham	EDF LPN
LB Camden	EDF LPN
LB Hackney	EDF LPN
LB Newham	EDF LPN
LB Redbridge	EDF LPN
LB Waltham Forest	EDF LPN
RB Kensington & Chelsea	EDF LPN
RB Kingston Upon Thames	EDF LPN
Ashford HU	EDF SPN
Brighton & Hove CC	EDF SPN
Canterbury HU	EDF SPN
Croydon BC	EDF SPN
Dartford BC	EDF SPN
Dover HU	EDF SPN
East Sussex CC	EDF SPN
Gravesham HU	EDF SPN
Kent CC	EDF SPN
Maidstone HU	EDF SPN
Medway Council	EDF SPN
RB Kingston	EDF SPN
Sevenoaks HU	EDF SPN
Shepway HU	EDF SPN
Surrey CC – Elmbridge	EDF SPN
Surrey CC – Epsom	EDF SPN
Surrey CC – Guildford	EDF SPN
Surrey CC – Mole Valley	EDF SPN
Surrey CC – Oxted	EDF SPN
Surrey CC – Reigate & Banstead	EDF SPN
Surrey CC – Runnymede	EDF SPN
Surrey CC Spelthorne	EDF SPN
Surrey CC - Surrey Heath	EDF SPN
Surrey CC – Woking	EDF SPN
Swale HU	EDF SPN
Thanet HU	EDF SPN
Tonbridge & Malling HU	EDF SPN



Tunbridge Wells HU	EDF SPN
West Sussex CC	EDF SPN
Wrexham BC	SP Manweb
Flintshire CC	SP Manweb
Denbighshire BC	SP Manweb
Conwy CBC	SP Manweb
Shropshire CC	SP Manweb
Gwynedd CC	SP Manweb
Ceredigion CC	SP Manweb
Powys CC	SP Manweb
Cheshire CC	SP Manweb
Wirral MBC	SP Manweb
Halton MBC	SP Manweb
Warrington MBC	SP Manweb
Liverpool CC	SP Manweb
Sefton MBC	SP Manweb
Knowsley MBC	SP Manweb
St Helens MBC	SP Manweb
Lancashire CC	SP Manweb
Borders	SP Distribution
Falkirk	SP Distribution
Midlothian	SP Distribution
West Lothian	SP Distribution
North Lanarkshire	SP Distribution
South Lanarkshire	SP Distribution
West Dunbarton	SP Distribution
Birmingham City Council	CN West
City of Stoke on Trent	CN West
City of Worcester	CN West
Coventry City Council	CN West
Dudley MBC	CN West
Gloucester City Council	CN West
Gloucestershire County Council	CN West
Herefordshire CC	CN West
Oxfordshire CC	CN West
Sandwell MBC	CN West
Shropshire CC	CN West
Solihull MBC	CN West
South Gloucestershire CC	CN West
Staffordshire CC	CN West
Telford & Wrekin Council	CN West
Walsall MBC	CN West
Warwickshire CC	CN West
Wolverhampton CC	CN West
Worcestershire CC	CN West
Ashfield DC	CN East
Atkins Highways (Northamptonshire CC)	CN East
Bedfordshire CC	CN East
Boston BC	CN East
Broxtowe BC	CN East
Charnwood BC	CN East

Chesterfield BC	CN East
Coventry City Council	CN East
Daventry DC	CN East
Derby City Council	CN East
Berbyshire CC	CN East
Gedling BC	CN East
Hinckley & Bosworth DC	CN East
Leicester City Council	CN East
Leicester City Council Area Traffic	CN East
Leicestershire County Council	CN East
Lincoln City Council	CN East
Lincolnshire CC	CN East
Mansfield DC	CN East
Milton Keynes Council	CN East
North Warwickshire CC	CN East
Nottingham CC	CN East
Nottinghamshire CC	CN East
Nuneaton & Bedworth	CN East
Peterborough City Council	CN East
Rugby Borough Council	CN East
Rushcliffe Borough Council	CN East
Rutland County Council	CN East
Sheffield City Council	CN East
Sheffield CC	CN East
Solihull MBC	CN East
Staffordshire CC	CN East
Three Valleys BC	CN East
Warwickshire CC	CN East
AONE Integrated Highways Services	CE NEDL
Adshel	CE NEDL
Amey Highways Ltd	CE NEDL
Blyth Valley Council	CE NEDL
City Of York Council	CE NEDL
Darlington BC	CE NEDL
David Websters	CE NEDL
Durham CC	CE NEDL
Gateshead MBC	CE NEDL
Hambleton DC	CE NEDL
Harrogate BC	CE NEDL
Hartlepool BC	CE NEDL
JC Decaux UK Ltd	CE NEDL
McNicholas Construction Co. Ltd	CE NEDL
Middlesbrough BC	CE NEDL
Newcastle Council	CE NEDL
North Tyneside Council	CE NEDL
Northumberland County Council	CE NEDL
Redcar Cleveland BC	CE NEDL
Ryedale DC	CE NEDL
Scarborough BC	CE NEDL
South Tyneside Council	CE NEDL
Stockton on Tees BC	CE NEDL
Sunderland Council	CE NEDL
Wansbeck DC	CE NEDL

Advanced Power Systems Ltd	CE YEDL
Amey infrastructure Services	CE YEDL
Aqumen Services Ltd	CE YEDL
Associated British Ports (Grimsby)	CE YEDL
Balfour Beatty Civil Engineering Limited	CE YEDL
Barnsley Metropolitan BC	CE YEDL
Bradford MBC	CE YEDL
Bramhope Parish Council	CE YEDL
British Telecom	CE YEDL
Calderdale Metropolitan Borough Council	CE YEDL
Carillion/ WSP	CE YEDL
Craven District Council	CE YEDL
Derbyshire CC	CE YEDL
Doncaster MBC	CE YEDL
East Lindsey DC	CE YEDL
East Riding of Yorkshire CC	CE YEDL
Flamborough Parish Council	CE YEDL
Halcrow UK	CE YEDL
Harlite Installations	CE YEDL
Hull City Council	CE YEDL
JC Decaux UK Ltd	CE YEDL
Kettlewell Parish Council	CE YEDL
Kingston Communications (Hull)	CE YEDL
Kirklees MBC	CE YEDL
Lancashire CC	CE YEDL
Leeds City Council	CE YEDL
Lincolnshire CC	CE YEDL
Lloyd & Scotter	CE YEDL
LRS Ltd	CE YEDL
McNicholas Construction Co Ltd.	CE YEDL
More O'Ferral Adshel Ltd	CE YEDL
North East Lincolnshire County Council	CE YEDL
North Lincolnshire County Council	CE YEDL
North Yorkshire County Council	CE YEDL
Nottingham CC	CE YEDL
Pendle BC	CE YEDL
Primesight	CE YEDL
Rotherham MBC	CE YEDL
Scarborough BC	CE YEDL
Selby DC	CE YEDL
Sheffield CC	CE YEDL
Sherburn Parish Council	CE YEDL
South Yorkshire Passenger Transport Executive	CE YEDL
Tarmac HBM Ltd	CE YEDL
Technique Maintenance Ltd	CE YEDL
Wakefield Metropolitan District Council	CE YEDL
West Lindsey DC	CE YEDL
West Yorkshire Passenger Transport Executive	CE YEDL
Wistow Parish Council	CE YEDL
Allerdale BC	United Utilities
Blackburn with Darwen	United Utilities
Blackpool BC	United Utilities

Bolton MBC	United Utilities
Burnley BC	United Utilities
Bury MBC	United Utilities
Carlisle City	United Utilities
Cheshire CC	United Utilities
Chorley BC	United Utilities
Cumbria CC (Amey Mouchell)	United Utilities
Derbyshire CC	United Utilities
Hyndburn BC	United Utilities
Lancashire CC	United Utilities
Lancaster City	United Utilities
Manchester City	United Utilities
North Yorkshire CC	United Utilities
Oldham MBC	United Utilities
Pendle BC	United Utilities
Poynton Parish	United Utilities
Preston City	United Utilities
Rochdale MBC	United Utilities
South Lakes	United Utilities
Salford City	United Utilities
South Ribble BC	United Utilities
St Helens BC	United Utilities
Stockport MBC	United Utilities
Tameside MBC	United Utilities
Trafford MBC	United Utilities
Warrington BC	United Utilities
Wigan MBC	United Utilities
Wyre BC	United Utilities

