

Standard 1: Fault Repairs¹²

	Definition	KPI
Emergency Response	Emergency response initiated by a Local Authority, its accredited Agent (PFI Service Provider or Street Lighting Maintenance Contractor) or the emergency services, which is necessary to remove immediate danger to the public or property arising from the electricity distribution network.	80% in 2 hours at any time of day. Report against emergency attendance on site undertaken in: < two hours, and > 2 hours.
High Priority Fault Repair	High Priority fault repair initiated by a Local Authority, its accredited Agent (PFI Service Provider or Street Lighting Maintenance Contractor) which is considered urgent, for example at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring cable fault or traffic signals). This category is to be used sparingly and reviewed by the local authority on a monthly basis.	50% in 1 working ³ day. 90% in 10 working days. Report against high priority fault undertaken in: < 1 day, < 10 working days, and > 10 working days.
Multiple unit Fault Repair	Report of a 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 working days. 90% in 20 working days Report against multiple unit fault undertaken in: < 10 working days, < 20 working days, and > 20 working days.
Single Unit Fault Repair	Report of a 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 working days. 80% in 20 working days Report against single unit fault undertaken in: < 10 working days, < 20 working days, and > 20 working days.

¹ The KPI reporting regime includes both street lighting and other street furniture where that is owned/controlled by the local authority concerned

² Installation of street lighting under PFI contracts is not included in respect of new connections where the total number of units involved exceeds to KPI reporting parameters

³ Working day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday. In Scotland, Working day will also exclude the second weekday in January.

Standard 2: New Works

	Definition	KPI
New Works Order (1 – 10 jobs)	May include the following; new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfers, new service and disconnections.	60% in 15 working days. 90% in 30 working days Report against new works 1-10 jobs/units undertaken in: < 15 working days, < 30 working days, and > 30 working days.
New Works Order (11 – 50 jobs/units)	May include the following; new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	70% in 25 working days 90% in 35 working days Report against new works 11-50 jobs/units undertaken in: < 25 working days, < 35 working days, and > 35 working days.