

Dear Roger

Thank you for attending Transport Select Committee recently. Your support in improving the poor service that the residents of Surrey are receiving from EDF is hugely welcomed.

We've now reviewed the 'Gas and Electricity Connections Industry Review 2007-08' and we want to clearly set out that Surrey County Council strongly supports measures to force the electricity Distribution Network Operators to improve their service. Unfortunately, despite promises of improvements from EDF their performance against the voluntary OFGEM targets remains very poor, for example:

- Only 40% of our emergencies are dealt with on time – half the OFGEM standard
- Only 20% of our multiple unit faults are dealt within 10 days – against an OFGEM standard of 75%
- Only 7% of our new works are completed within 15 working days – compared to an OFGEM target of 60%

Surrey County Council believes strongly that the best way to give our residents better services, in this and in other areas, is to work closely and cooperatively with our contractors and partners to learn from each other and jointly improve what we do. It is a measure of our frustration with EDF that we feel that this approach is no longer appropriate and that we are left with no alternative but to request firmer action by OFGEM in order to give our residents the services that they deserve.

The fact that improvements still haven't materialised means that Surrey County Council now believe the only way to improve EDF's performance is to affect their reputation, turnover and profit. So, Surrey County Council strongly supports financial penalties for poor service. We also suggest high profile 'name and shame' PR activity. If significant improvements aren't forthcoming soon, in December we will start to put stickers on those streetlights that EDF have failed to repair and we will regularly highlight their poor performance.

Once again, thank you for your support and if you want any more information please do not hesitate to contact me.

Yours sincerely

David Munro  
Portfolio Holder for Transportation

Jenny Isaac  
Head of Surrey Highways