



24th October 2012

Sir/Madam

On behalf of the County Surveyors Society All Wales Street Lighting Group

I am writing to inform you of the current and previous working relationship the local authority street lighting sections have had with its current distribution network operator, Western Power Distribution. Since Western Power Distribution have been the network operator in the South Wales area they have always been available to discuss any problems that may arise and through positive discussion seek to find a resolution that is acceptable to all parties. For many years Western Power have held open meetings with representatives of local authorities as a forum to improve the service provided both with the resolution of supply faults and the provision of new supplies.

These meetings have become less frequent in recent years but this is felt that it is because there are little or no issues. If any issues do arise then a discussion generally follows.

With regard to competition in connections for unmetered supplies, Western Power Distribution have led the field and have been very proactive in allowing other connection providers access to their network. The independent service providers have reported to the group that they found that the support offered to them from Western Power Distribution to be of great assistance during the initial set up process and beyond.

While several member authorities of the South Wales group have explored the option to use Independent providers, they have also found that the service provided to them by Western Power Distribution has not in any way been adversely affected by this decision.

Generally Western Power Distribution staff are professional in their approach and while strictly following company policies and procedures are always open to offer help and assistance to local authorities representatives as they are to other customers.

I hope you find this information useful

Yours Faithfully

Mark Anderson (Acting Secretary)
County Surveyors Society - All Wales Lighting Group
Senior Engineer Street Lighting Rhondda Cynon Taf County Borough Council