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Please reply to: Richard Booth

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My Ref :
Your Ref :
Date : 8th September 2017

Dear Sirs

Consultation on penalties for the distribution network operators under the Incentive on Connections Agreement

Enfield Council has been operating a street lighting PFI contract since 2006 and I personally have been managing LA street lighting contracts across the south east of England for the last 40 years, during this time I have had extensive experience of various Energy Distribution Operators including UKPN and their predecessors on the Enfield Street Lighting PFI Contract.

It was with some surprise that I noted within your report that size of the penalties imposed on UKPN (Eastern Power Network). I have discussed the situation with my SPV and their main contractor (Bouygues) and although they inform me that there have been problems in the past, they now have regular (fortnightly) programme and update meetings with UKPN staff and a good relationship is being developed.

Personally I have noted that I receive regular daily updates of programmed/completed works and any problems for delayed work. I also receive regular e-mails or phone calls from UKPN management whenever there is a service problem or change, along with the quarterly meetings at LoLEG (London Lighting Engineers Group) at which both parties regularly attend and the 6 monthly UKPN unmetered users forums, I consider this to be

a more than adequate commitment to inform and engage with clients and end users.

With regard to other aspects that are monitored by the Enfield street lighting client team, our outstanding faults on the network are very low, new unmetered connection quotations are normally delivered on time plus abortive visits and delays are being kept at a minimum since the fortnightly meetings between Bouygues and UKPN personnel began.

After experiencing a history of energy network operators doing their own thing and disregarding the wishes and timescales of Local Authorities and Developers, I believe the current relationship and co-operation of the current DNO is a refreshing change.

Yours sincerely



R J Booth
Street Lighting PFI Client Manager

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to www.enfield.gov.uk/connected