

As the manager responsible for the street lighting service within Suffolk County Council, I would like to raise the following points in relation to the subject above:

Criteria 1

- Through flexibility with UKPN (UK Power networks), SCC engage an ICP to carry out the vast majority of our connection works and engage UKPN for the more difficult tasks which the ICP cannot carry out due to the nature, for example SWA cabling works. We have found them to be efficient and engaging on the issues encountered. Therefore given the degrees of difficulty involved and the lack of continuous work, the connection times improvement would be difficult to calculate and this is better measured by the good communication in place. We have meetings when required (at a frequency as required and as regularly as we request) to discuss and resolve issues and can call UKPN staff at all levels with a query.

Criteria 2

- The Pilot for unmetered overhead line work has been working well, the limitation not being UKPN, but a learning process for the ICP and productivity, whilst maintaining standards, is being steadily increased. SCC has engaged with UKPN to extend the scope of the trial to include for shrouding of overhead lines to enable repairs to street lights that currently contravene Engineering Recommendation G39; UKPN have listened and allowed this to be included; I cannot overstate the impact this has had, because as a rural county there are a large number of lighting assets mounted on wooden poles
- Quotations are not requested regularly but when they are, there is a usually a high degree of engineering difficulty involved and our experience is that we have received multiple site visits and walk and talks to enable accurate quotations and smooth delivery of works.

Criteria 3

- It is difficult for discussions regarding long term plans to materialise as the council are not financially in a position to provide information that would enable long-term planning of work and applicable resources; works can often be of a reactive nature due to unforeseen circumstances.

Criteria 4

- Within Suffolk there are multiple IDNOs in operation and it is our experience that for any emergency, UKPN are always called and deal with the issue irrespective of who owns the network; we have not had any issues with out-of-hours works since IDNOs were first formed.

Criteria 5

- Given the nature of the work carried out, we have multiple contacts who specialize in certain areas; we also have single points of contact for where there are issues we cannot resolve. We appreciate the flexibility of this approach in having a diverse workforce that can answer our challenging questions that cover many topics.

Internal Only

In closing, we are happy with the service provided and moving forward are looking to develop robust forward programmes of work that are agreeable to all parties to provide foresight of forward planning to members of the public and are confident that working with UKPN, this will be achieved.

Should you wish to discuss any of the above information, then please do not hesitate to contact me on the numbers below.

Internal Only