

ENVIRONMENT AND SUSTAINABILITY STANDING SELECT COMMITTEE

agenda item number

13 MARCH 2006

REPORT OF THE DIRECTOR OF ENVIRONMENT

PERFORMANCE OF ENERGY SERVICES IN RELATION TO STREET LIGHTING

Purpose of Report

1. To inform Members of Energy Services' Performance during the period 1 September 2005 to 31 January 2006, in respect of Street Lighting Performance for Faults and New Business Activities. An invitation has been extended to Energy Services to attend the Select Committee meeting.

Background

2. The Director of Environment has previously brought 4 reports dated 18 October 2004, 10 January 2005, 4 April 2005 and 31 October 2005 regarding the Performance of Central Networks (formerly East Midlands Electricity) to the Environment Select Committee. The part of eon-UK's business which is now responsible for public lighting is now known as Energy Services rather than Central Networks. Energy Services is responsible for supplying electrical connections for 97% of Nottinghamshire's Street Lights. Most street lighting faults are the responsibility of the County Council or its maintenance partners. However, where the fault lies with the electricity supply, or where new schemes require electrical connection, this work has to be undertaken by Energy Services.
3. Following concerns about the performance of Central Networks following the change of their "External Service Suppliers", Central Networks were keen to keep Members informed of their progress. Accordingly Central Networks (now called Energy Services) agreed to provide quarterly performance information. This report examines their performance over the period 1 September 2005 to 31 January 2006.

Quarterly Performance

Summary

4. There are concerns about Energy Services' performance in relation to the repair of multiple unit faults within the 5 day standard, the repair of single column faults within the 15 day standard and the new works / transferred connections standard for works comprising of a grouping of 1-10 columns. These concerns follow similar concerns expressed within the last Select Committee report. The overall

performance has further deteriorated since the last report, with 70% of fault repairs to multiple units taking longer than the National Service Level standard of 5 days and 61% of the fault repairs to single columns taking longer than the National Service Level standard of 15 days.

Performance in respect of fault repairs is summarised in Table 1 below. Performance in respect of new connections is summarised in Table 2 below.

Faults

Table 1. Performance Under National Service Level Agreement standards

Period	Percentage single unit emergency fault completed within 2 hr standard of service	Percentage single unit high priority fault completed within 24 hr standard of service	Percentage single unit normal priority fault completed within 15 day standard of service	Percentage of multiple unit faults completed within 5 day standard of service
1 st Apr 05 to 31 st May 05	None issued to Central Networks	None issued to Central Networks	84	100
1 st Jun 05 to 31 st Aug 05	100	None issued to Central Networks	90	0
1st Sep 05 - 31st Jan 06	74	100	39	30

NB New data since last Select Committee Report is in bold

New Connections

Table 2. Performance Under National Service Level Agreement standards

Period	Percentage of new connections completed (1 to 10 column scheme) inside 15 day standard of service	Percentage of new connections completed (11 to 50 column scheme) inside 25 day standard of service
1 st Apr 05 to 31 st May 05	49	None Issued
1 st Jun 05 to 31 st Aug 05	85	100
1st Sep 05 to 31st Jan 06	22	None Issued

NB New data since last Select Committee Report is in bold

Detailed Performance Commentary

5. Energy Services performance reports for the periods 1st September 2005 to 31st October 2005 and 1st November 2005 to 31st January 2006 are included at Appendix A. These reports are produced by Energy Services. The data from these two reports has been combined to produce the information in Tables 1 and 2 above.
6. In April 2005 OFGEM (The Office of Gas and Electricity Markets) introduced a trial National Service Level Agreement (NSLA). The objectives of the trial are for all Distribution Network Operators, such as Energy Services, to report their performance on streetlighting work in a consistent format and for OFGEM to consider performance levels across the country. Nottinghamshire County Council has agreed to monitor Energy Services' submission to OFGEM on a monthly basis. From 1st April Energy Services' performance has been reported under the new NSLA standards. These are 15 days for single unit faults and 5 days for multiple unit faults. Single Unit fault categories are further split, into Emergency, High Priority Fault Repair and Normal. For which the service standards are attendance within 2 hours, completion of repair within 24 hours and completion of repair within 15 days respectively.
7. The performance of Energy Services clearly has an impact on Street Lighting levels within the County and multiple repeat reports of lights not working are received by the Environment Department. These issues, understandably cause high levels of frustration with residents. In the cases where the fault lies with the electricity supply, this work has to be undertaken by Energy Services. Under the current legal framework we are not permitted to carry out this work in-house or ask other contractors to carry out the work.
8. The performance of Energy Services (previously Central Networks) has deteriorated significantly since the last Select Committee report. As requested at the October 2005 Select Committee meeting a letter has been sent to OFGEM the industry regulator detailing the Authority's concerns with the current situation. Energy Services have indicated that they have suffered resource problems since they took the fault repair work back in-house. They also suggest that there is a national problem with obtaining suitably skilled staff and have started looking at resolving this by increasing investment in training of new jointers. Further more, they are looking to increase the number of sub-contract teams working in this area from four to eight by the end of March 2006.
9. The impact of the changes Energy Services propose will be monitored and a further report to the Select Committee will be produced in due course.
10. An invitation has been extended to Energy Services representatives to attend the Select Committee Meeting in order to outline their position on performance and answer any queries from Members.

Best Value Performance Indicator

11. Energy Services' performance is further examined by means of the new National Best Value Performance indicator BV215b. This indicator is reported to Government on an annual basis and internally on a quarterly basis. The indicator measures the average time to repair a street lighting fault, where the fault is under the control of the Distribution Network Operator (Energy Services). The target performance for this indicator is 15 days.
12. BV 215b has been calculated for the first three quarters of 2005/06 and this data is shown in Table 3 below. The data shows a significant deterioration in performance across the period so far. This reinforces the results drawn from the National Service Level Agreement data. BV 215b will continue to be calculated and will be included in future reports to the Select Committee. By comparison BV 215a, which is the average time taken to repair lighting faults under the control of the highway authority has been under the target of seven days for the first three quarters of 2005/06.

Table 3. BV215b Average time to complete a fault where the fault is under the control of the Distribution Network Operator.

Period	1 st April 2005 to 30 th June 2005	1 st July 2005 to 30 th Sept 2005	1 st Oct 2005 to 30 th Dec 2005
BV215b Indicator (Target 15 days)	11.3 days	28.4 days	37.1 days

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