

# Nottinghamshire County Council Scrutiny Committee

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## Contents

1.	Standard 1 Faults .....	3
1.1.	Emergency .....	3
1.2.	High Priority Fault Repair .....	3
1.3.	Fault Repair Multiple Units.....	3
1.4.	Fault Repair Single Column .....	4
2.	Standard 2 New / Transferred Connections.....	4
2.1.	New Works 1 – 10 Columns .....	4
2.2.	New Works 11 – 50 columns .....	5
2.3.	New Works over 50 Columns.....	5
3.	Standard 3 Providing Quotations .....	5
3.1.	Standard Quotation .....	5
3.2.	Non – Standard Quotation.....	5

## 1. Standard 1 Faults

### 1.1. Emergency

(Work necessary to remove immediate danger to the public or property)

**The standard of service is to attend within two hours of receiving the call from the LA or his agent.**

Total number of emergency faults received for the Nottinghamshire County area during the period September & October is 9.

All 9 (100%) are completed.

Of the 9 completed, 7 (78%) were completed within 2 hours, and 2 (22%) were completed outside of 2 hours.

### 1.2. High Priority Fault Repair

(Work that is urgent but would not require attendance out of normal working hours to restore or remove electricity supplies to the street furniture)

**The standard of service is to complete repair within 24 hours of receiving the report form the LA or his agent.**

Total number of High Priority faults received for the Nottinghamshire County area during the period September & October is 1.

This fault was completed within the standard of service

### 1.3. Fault Repair Multiple Units

(Fault on the service)

**The standard of service is to complete repair within 5 working days of receiving the report form the LA or his agent.**

Total number of multiple column faults received for the Nottinghamshire County area during the period September & October is 7, of these 7, 3 were cut out changes and 6 were dead services.

Of the 7, 7 (100%) are completed .

Of the 7 completed, 1 was completed in 6 - 10 days, 5 were completed in over 20 days and 1 was cancelled as it was a fault on a local authority owned cable.

#### **1.4. Fault Repair Single Column**

(Fault on the service)

**The standard of service is to complete repair within 15 working days of receiving the report from the LA or his agent.**

Total number of single column faults received for the Nottinghamshire County area during the period September & October is 78, of these 78, 25 were cut out changes and 53 were dead services.

Of the 78, 75(96%) are completed, 1 is outstanding and 2 were cancelled.

Of the 75 completed, 1 was completed in under 5 days, 4 were completed in under 10 days, 13 were completed in 11 – 20 days and 57 were completed in over 21 days.

## **2. Standard 2 New / Transferred Connections**

### **2.1. New Works 1 – 10 Columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**The standard of service is to complete within 15 working days.**

Total number of New Works 1- 10 columns received for the Nottinghamshire County area during the period September & October is 141.

Of the 141, 73 (52%) are completed and 68 are outstanding.

Of the 73 completed, 7 were completed in under 15 days, 43 were completed in 15 -25 days and 23 were completed in over 30 days.

## **2.2. New Works 11 – 50 columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**The standard of service is to complete within 25 working days.**

No jobs fitting this category were received in this period.

## **2.3. New Works over 50 Columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**Completion times to be agreed by both parties.**

No jobs fitting this category were received in this period.

## **3. Standard 3 Providing Quotations**

### **3.1. Standard Quotation**

(Provide a quotation for the provision of electrical service to un-metered installation using standard public lighting schedule)

**The standard of service is to provide written quotation within 5 working days from receiving the request.**

No jobs fitting this category were received in this period.

### **3.2. Non – Standard Quotation**

(Provide a quotation for the provision of electrical service to un-metered installation outside the scope of the standard public lighting schedule)

**The standard of service is to provide written quotation 10 working days from receiving the request.**

No jobs fitting this category were received in this period.