

Nottinghamshire County Council Scrutiny Committee

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Contents

1.	Introduction.....	3
2.	Standard 1 – Faults	3
2.1.	Emergency	3
2.2.	High Priority Fault Repair	3
2.3.	Fault Repair on Multiple Units.....	3
2.4.	Fault Repair on Single Columns	4
2.5.	Commentary	4
3.	Standard 2 New / Transferred Connections.....	4
3.1.	New Works 1 – 10 Columns	5
3.2.	New Works 11 – 50 columns	5
3.3.	New Works over 50 Columns.....	5
3.4.	Commentary	6
4.	Standard 3 Providing Quotations	6
4.1.	Standard Quotation	6
4.2.	Non – Standard Quotation.....	6

1. Introduction

This report summarises the range of work that Central Networks Public Lighting have carried out across Nottinghamshire during the quarter from June to August 2005. The report now refers to the categories as laid down by OFGEM in the new National Service Level Agreement that is currently being trialled.

You will see that unmetered work is now categorised in *Standards*, with Standard 1 referring to faults, Standard 2 to new connections work, and Standard 3 referring to quotations for work. Explanations are included in each section.

2. Standard 1 – Faults

The faults standard is split into a further 4 categories – Emergency, High Priority, Faults on Multiple Units and Faults on Single Units.

2.1. Emergency

Explanation - 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 June July and August is 6.

All 6 (100%) are complete.

Of the 6 completed, 5 were completed in over 2 hours and 1 was completed within 2 hours.

2.2. High Priority Fault Repair

Explanation - 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.

No reports were received in this category during June, July and August.

2.3. Fault Repair on Multiple Units

Explanation - Fault on the service where more than 1 column or installation is affected.

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

The total number of multiple column faults received for the Nottinghamshire County area during the period June July and August is 6, of these 6, 2 were cut out changes and 4 were dead services.

Of the 6, 3 (50%) are completed and 3 are outstanding.

Of the 3 completed, 1 was completed in 6 - 10 days and 2 were completed in 11-20 days.

2.4. Fault Repair on Single Columns

Explanation - Fault on the service of single columns

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 June July and August is 48, of these 48, 12 were cut out changes and 36 were dead services.

Of the 48, 10(20.8%) are completed and 38 are outstanding.

Of the 10 completed, 9 were completed in 11 – 15 days and 1 was completed in 16-20 days.

2.5. Commentary

The faults activity for Nottinghamshire in this reporting period has been relatively low, with the faults generally being repaired within good timescales.

Since the last report, the streetlighting faults activity has been brought under the direct control of Public Lighting. Previously we shared a workforce for fault repairs with other parts of the distribution business which meant that we were unable to directly control or make changes to their work. With the faults activity under our direct control, we can now ensure that the necessary focus can remain on streetlighting faults.

3. Standard 2 New / Transferred Connections

This standard is further split down into 3 categories – Orders for New Works on schemes of 1-10 columns, Orders for New Works on schemes of 11-50 columns, and Orders for New Works on schemes of over 50 columns

3.1. 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 from receipt of order.

Total number of New Works 1- 10 columns received for the Nottinghamshire County area during the period June July and August is 290, of these 290, 45 were new services, 33 were disconnections and 212 were transfers.

Of the 290, 170 (58.6%) are completed and 120 are outstanding.

Of the 170 completed, 145 were completed in less than 15 days, 24 were completed in 16 -30 days and 1 was completed in over 30 days.

3.2. 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.

Total number of New Works 11 - 50 columns received for the Nottinghamshire County area during the period June July and August is 194, of these 194, 14 were new services, 10 were disconnections and 170 were transfers.

Of the 194, 12 (6.2%) are completed and 182 are outstanding.

All 12 were completed in less than 25 days.

3.3. 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.

Nothing received in this category during June, July and August.

3.4. Commentary

When reading these figures it should be noted that a large proportion of these schemes were presented to CN representatives in early August. Due to reporting timescales, at the time of print completion notifications for the final 2 weeks of August have yet to be received, which means that we are unable to report on these outstanding connections.

However, as can be seen elsewhere in the new Connections information, completion timescales are generally low, and the same assumption can be made for this outstanding work.

4. Standard 3 Providing Quotations

This Standard splits down into 2 further categories – standard quotations and non-standard quotations. Standard quotations refer to schemes which can be constructed using our normal schedule of rates, whereas non-standard require more complex designs.

4.1. 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.

Nothing received in this category during June, July and August.

4.2. 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.

Nothing received in this category during June, July and August.