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**By:** Head of Asset Management  
**To:** Highways Advisory Board - 3 March 2009  
**Subject:** Future Working Relationships with EDF  
**Classification:** Unrestricted

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**Summary:** This report advises members of the past performance of EDF in its relationship with KHS and sets out the improved future working practices between the two organisations. Members are asked to note the report.

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## **1. Introduction**

- 1.1 Members have been aware for some time of the poor performance of EDF with regard to requests for work from KHS Street lighting, both in the repair of faults as well as the provision of new connections.
- 1.2 There has been no lack of effort from KHS staff in pursuing EDF for an improved performance but in the vast majority of cases, the chase has proved fruitless for whatever reason EDF have put forward. In the majority of cases, a lack of 'jointing resources', to make the connection from the EDF Network to the KHS streetlight system, appears to have been the fundamental underlying problem for EDF. Demands across the south east for skilled jointers have far outweighed the number of qualified jointers available to EDF

## **2. Existing Performance of EDF and KHS**

- 2.1 The performance indicator used by KHS with regard to EDF is "Average days to respond to streetlight faults" with a target of 30 days. For the year to date (to December '08), EDF has managed 64.7 days, from KHS records. To help Members, the performance of KHS in repairing faults has been on average for the year 4.7 days, when the work has been released to the contracting arm, against a target of 5 days.

## **3. Service Level Agreement**

- 3.1 To move the whole performance effort forward, a Service Level Agreement (SLA) has been developed in joint consultation between EDF Energy Networks and representatives of Local Authority Lighting Customers and incorporates as a minimum standard the Ofgem National SLA recommendations released in October 2007 with regard to unmetered connections. Though not legally binding, the SLA outlines the minimum level of service to which EDF Energy Networks and Local Authorities will aim to work.
- 3.2 Attached are extracts from the SLA at Appendix 1 which gives Members a feel for the new targets for EDF for both faults and new connections, in the vast majority complying with KHS targets for EDF. Ofgem require EDF to report performance data for street lighting on a quarterly basis. This data has first to be agreed with the customers, the lighting authorities. If agreement cannot be reached, Ofgem will be informed of that fact for their assessment.

- 3.3 Performance meetings will be held on a regular basis with EDF, weekly, monthly, quarterly and annually with the quarterly meeting in place to agree the performance data that is submitted to Ofgem. These performance meetings together with project and ad hoc meetings will allow a professional and trusting working relationship to develop.
- 3.4 To ensure that KHS transfers all required information to EDF when requesting fault repairs or new works, the new business management system being put in place within KHS will automatically complete all necessary details to be sent to EDF thus removing any possible delays at the Kent end.

#### 4. Conclusion

- 4.1 I am optimistic that the SLA represents a positive and constructive way forward in improving the performance of EDF in its working relationship with KHS. At the present time, I believe that 15 highway authorities in the EDF region have signed up with the SLA thus allowing for continuous improvement across the whole of the south east area.
- 4.2 KHS Street lighting is now part of a South East Group of lighting authorities which includes the counties of East and West Sussex and Surrey, Brighton Unitary and London Boroughs. Performance will be monitored across all authorities.
- 4.3 As the new relationship evolves between KHS and EDF, I will be keeping Members up to date with all developments and performance levels. I will also be reporting to Members on the future developments of the Street lighting service, with very progressive proposals for a developing unit.

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Background Documents - None

**Competition in Connections – UMC Service Level Agreement**

**4. EDF ENERGY NETWORKS SERVICE CATEGORY SUMMARY**

**Levels for Emergency Attendance and Fault Repairs to Unmetered Connections**

Category	Ofgem Definition <sup>1</sup>	Refined Definition	Service Level	Clock start event	Clock stop event
Emergency Attendance	Work necessary to remove immediate danger to the public or property arising from the electricity distribution network.	Emergency attendance is required in situations where there is immediate danger to the public caused by the electricity network or the collapse of an asset.	<ul style="list-style-type: none"> <li>80% of incidents attended in 2 hours</li> </ul>	The notification of an emergency fault with the required minimum information by the LA or emergency service to the specified EDF Energy Networks contact.	EDF Energy Networks attends site.
High Priority Fault Repair	Work that is urgent but would not require attendance out of normal working hours to restore electricity supplies to street furniture e.g. at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring fault or traffic signals.	Work that is urgent but would not require attendance out of normal working hours to restore electricity supplies to street lighting or street furniture.	<ul style="list-style-type: none"> <li>50% of jobs complete in one Working day or less</li> <li>90% of jobs complete in 10 working days or less</li> </ul>	The receipt of notification (including minimum information) by EDF Energy Networks from the LA.	Notification to designated LA contact that electrical work is complete.
Single Unit Fault Repair	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	<ul style="list-style-type: none"> <li>60% of jobs complete in 10 working days or less</li> <li>80% of jobs complete in 20 working days or less</li> </ul>	The receipt of notification by EDF Energy Networks from the LA (including minimum information).	Notification to designated LA contact that electrical work is complete.
Multiple Unit Fault Repair	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	Where there is a fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	<ul style="list-style-type: none"> <li>75% of jobs complete in 10 working days or less</li> <li>90% of jobs complete in 20 working days or less</li> </ul>	The receipt of notification by EDF Energy Networks from the LA (including minimum information).	Notification to designated LA contact that electrical work is complete.

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[http://www.ofgem.gov.uk/Networks/Connections/CompinConn/Documents1/Unmetered%20Service%20Level%20Agreement%20\(SLA\)%20-%20Decision%20on%20Key%20Performance%20Indicators.pdf](http://www.ofgem.gov.uk/Networks/Connections/CompinConn/Documents1/Unmetered%20Service%20Level%20Agreement%20(SLA)%20-%20Decision%20on%20Key%20Performance%20Indicators.pdf)

## Competition in Connections - UMC Service Level Agreement

### Service Levels for Completion of Connections Work

Category	Ofgem Definition	Definition	EDF Energy Networks Service Level	Clock Start Event	Clock Stop Event
New works orders with 1-10 jointing operations per order.	May include the following: new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	New works orders comprising 1-10 tasks.	<ul style="list-style-type: none"> <li>60% of orders complete in 15 working days or less</li> <li>90% of orders complete in 30 working days or less</li> </ul>	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New works orders with 11-50 jointing operations per order	May include the following: new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	New works orders comprising 11-50 tasks.	<ul style="list-style-type: none"> <li>70% of orders complete in 25 working days or less</li> <li>90% of orders complete in 35 working days or less.</li> </ul>	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New works orders with 51-100 jointing operations per order	Not subject to Ofgem SLA.	New works orders comprising 51-100 tasks.	<ul style="list-style-type: none"> <li>Timescales to be agreed with customer</li> </ul>	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New Works orders with 100 plus jointing operations per order.	Not subject to Ofgem SLA.	New works orders comprising more than 100 tasks.	<ul style="list-style-type: none"> <li>Timescales to be agreed with customer</li> </ul>	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.

### Reinstatement

Reinstatement will be completed as soon as practicable working within the confines of the Traffic Management Act.