



UK POWER NETWORKS HIGHWAY SERVICES CUSTOMER FORUM - MARCH 2021

Ref	Customer Questions Received	UK Power Networks Response
NON-FAULTS QUESTIONS		
1	When will the digitalisation of LPN area network drawings happen?	Last year we completed the digitisation of the City of London. We aim to commence full-scale production activities next year, targeting the progressive digitisation over what is likely to be a four to five year programme for our entire network.
2	What is the process for HV teams to disconnect LV on developments, do they contact the LV team who would ask for highway authorities approval? a couple sites may have done this	When a customer approaches UKPN to disconnect and remove our HV and/or LV network on a development site, our Projects designers will review off-site connections made to that existing network and, where required, should include the cost of the reconnection of the street lighting to another LV feeder in our quotation to the site owner.
3	What is the UKPN process where shallow LV cables are found?	We will always aim to bury cables at a safe depth during installation (as set out in ECS 02 0019). However, there are occasional circumstances where these minimum depths cannot be achieved. In these instances, the cables shall be installed with additional mechanical protection in the form of either steel plates or steel ducts. It is also possible that the remodelling of sites, footways and carriageways may result in our cables becoming closer to the new surface level than when first installed. It is therefore imperative that safe excavation practices are always applied when working near any underground cables to prevent damage to the electricity cable and severe or fatal injuries. Whenever a shallow cable is discovered without additional mechanical protection and notified to us by our own staff or contractors, ICP's or customers, we will apply appropriate warnings at the corresponding location on our network drawings to inform any parties using our cable plans in future. Customers can notify our Plan Provision team by email at plans@ukpowernetworks.co.uk
4	If we find a meter in a pillar feeding street furniture with an unknown owner, how can we obtain the relevant information to identify the owner?	We understand that it can be challenging when it comes to metered supplies whereby the original registered owner 'bill payer' has moved on and the national database hasn't been updated. UK Power Networks will always do our very best to assist you if we can. If you find yourself in this situation please speak to our MPAS Team on 08005 872 269. Please make a note of the meter number because this can help us help you. One of our advisors would be happy to help. Whilst we wouldn't be able to share details of the bill payer information we should be able to put you in touch with the energy provider associated. From there they will be able to assess the history, current status, recent activity on the account and in some cases give permission to hand over to UK Power Networks for further processing. Alternatively it may be as simple as providing evidence via some official documentation that you are the new registered owner, land registry, transfer documents etc.
5	What situations are considered for emergency disconnections, specifically water main bursts where street furniture require disconnecting before the water company will start dealing with the flooding issue.	If an emergency disconnection is required due to a water leak or a gas leak and a column needs to be removed then the request should be reported as an Emergency Disconnection through 105 and not as an Emergency Streetlight Fault attendance. It should only be reported as an Emergency Streetlight Fault attendance if the column is damaged, for example, after a Road Traffic Accident.

FAULT RELATED QUESTIONS

6	What is the process/justification for allocating faults on a pause?	Each fault is reviewed individually with a view to investigating, identifying the fault location and plan repairs. Some times there are scenarios when a fault is paused. Examples are:- discovery of tree roots, another service in the ground causing obstruction, road closures required, other parties completing works, obstructions (for example skips or scaffolding), or where there is a shutdown required. The fault can also be paused where there is a known LV mains fault and/or if we are in a system emergency. Any incident that is paused is closely monitored and managed by the local engineer/scheduler to ensure repairs are completed as soon as possible.
7	Why do fault resources get moved to other works without communication?	It is unfortunate when this happens however there are times where higher priority supplies are in fault condition and we need to redirect resource around to get a number of domestic and/or commercial customers power restored. A team will be rescheduled to return as soon a practicably possible and advise the customer, for example if there is a system emergency for example this will be reported on the daily faults report the next day.
8	Can specific local authorities when they cross UKPN delivery areas or even DNO areas have one point of contact and/or a cross-area fault meeting?	Following our faults forum the Operations Managers have provided contact details for each operational area. We understand regular meetings are happening with one point of contacted provided where required.
9	When UKPN e-mailed for an update on a fault all we ever get told is 'my feedback/concerns will be passed over to the scheduler' and to find out the schedulers response we have to call back the next day. There is then a different member of staff covering the fault line each day, and it seems nothing is relayed to the member of staff covering the following day?	The unmetered faults teams raise the reported faults on our systems. Following your feedback we have reminded the teams to ensure messages are passed over. If your feedback or concerns are not been addressed please email the relevant UMC faults inbox so you don't have to repeat your message, wee will work endeavour to ensure you get the feedback you require. You will have the opportunity to contact the team responsible via the contact list provided.
10	Please can UKPN stop closing jobs on the UMC report without closing notes meaning that customers then have to ask for them?	When faults are repaired and closed a message is recorded on the daily report to say that it has been 'electrically completed'. We are happy to look into specific examples of where this has happened, identify what has gone wrong and put measures in place to rectify this.
11	Faults disappear off the faults report without customers being advised, why?	Faults should not disappear from reports without the asset owner having been advised. If this is the case, please let us know as soon as possible and we will investigate and rectify.
12	Please could faults use the ref/job number when responding to emails as customers sometimes have to trawl though emails and other data to find it?	We have reminded the teams to ensure the references are included in email communication.
13	I would like to request that when invoices are raised by faults, our order number and the asset reference number is included. We are constantly having to chase for this information, is this possible?	We have reminded our teams to include any order number and/or asset reference on your invoices. We can only apologise if they have been omitted.
14	Please could regular faults meetings be held with customers to go through the outstanding faults list, like we used to have? We have no contact with anyone and just have to keep phoning to get individual updates.	Since the forum, regular meetings are now taking place to discuss outstanding faults, where requested by the customer.
15	Because faults are put on pause for questionable reasons there are no defaults being paid for works being carried out outside your agreed service levels, as above there should be a maximum time for a pause.	Please provide us with any examples and we will review them individually on a case by case basis and advise you accordingly.

16	What is UKPN process for mains fault repairs and UKPN programme of co-ordinating this with affected residents, is it 6 months, 18 months etc.?	<p>Sometimes street lighting faults are found to be due to an LV mains fault that does not have domestic or commercial customers off supply and it is only when there a street furniture fault is reported that we are made aware. Sometimes significant planning is required to make the necessary repair, for example a replacement of a long run of LV mains that could involve a road crossing or significant disruption to other customers. Some may involve liaising with a number of other departments within UK Power Networks to arrange. We will always keep you updated via the daily report or in our regular meetings.</p>
17	What is UKPN process for lane/road closures for faults in roads/over bridges, Sunday DJR – we have 4 from 2019/2020 on pause for these reasons, does it take over a year to arrange when streetworks contacts are provided by us soon after they are put on pause?	<p>This is an unfortunate situation. Lane/road closures can take time to arrange and sometimes we are prevented from access and are only permitted to work at certain times with conditions, for example Sunday working and/or with significant traffic management and traffic diversions. Please provide us with any examples and we will review them individually on a case by case basis and advise you accordingly.</p>
18	Why do you insist on a postcode on your faults reporting process when we want to provide Eastings and Northings. A postcode could cover a huge number of assets while Eastings and Northings can pinpoint just one asset?	<p>The Guaranteed Standards of Performance (GSoPs) require fault notifications to have minimum information provided. Post codes are required to assist with the area of the faulted asset. Grid references such as Eastings and Northings are also required as well as the address, the position description, the asset number and a map of the area at scale 1:500 or 1:1250 with the equipment highlighted. This is help us locate the correct asset that is not working. Following your feedback we are looking to introduce "What Three Words" in the very near future to aid street furniture faults reporting.</p>