

UK POWER NETWORKS HIGHWAY SERVICES CUSTOMER FORUM - NOVEMBER 2019

Ref	Customer Question received through feedback devices during the day	UK Power Networks Response
1	Theft of electricity from street lights?	Our advice to the Asset Owner is; A) If you can identify the premise that has tapped a supply from the streetlight report it to Stay Energy Safe (www.stayenergysafe.co.uk or via 0800 023 2777). This service is operated by Crimestoppers on behalf of the energy industry and they'll direct the report to the appropriate Supplier party for investigation and resolution. B) If there is no definite premise (e.g. an advertising hoarding or a mobile-kiosk selling coffee/hot snacks) then consider using your own electrically-qualified engineers to disconnect and endeavour to prevent reconnection by whatever means. C) If there is damage to the DNO service termination resulting in an unsafe situation contact UK Power Networks for replacement / repair of the cut-out urgent repair or, if warranted, emergency disconnection. Additionally, as per ESQCRs (Electricity Safety, Quality and Continuity Regulations 2002 as amended) it is the duty of the asset owner / customer to maintain a safe and secure area to prevent tampering by a third party, where this is not maintained UK Power Networks has discretion to withdraw the connection.
2	Emergency disconnection for non dangerous situation?	If there is damage to the DNO service termination resulting in an unsafe situation contact UK Power Networks for replacement / repair of the cut-out urgent repair or, if warranted, emergency disconnection. If there is no safety risk to members of the public then you may apply to UK Power Networks or an ICP to carry out a programmed, non-urgent disconnection of the asset.
3	Removal of PL (Public Lighting) network?	UK Power Networks will adapt their network as appropriate, in some cases the "PL network" may remain as a viable means to provide a connection for an existing street light. Note that in accordance with EDS 08 2102, all new or replacement street furniture must be connected to a phase core of the LV main and not transferred back onto the PL network and/or fifth core
4	Any updates on an enhanced service (Service Level Agreement) to pay to fix faults in a quicker timeframe, ie 5g on columns with dead service?	At present UK Power Networks has no intention of offering a two-tier service for unmetered fault repairs at the detriment to other unmetered customers. UK Power Networks will continue to provide this service in accordance with our published Guaranteed Standards of Performance. You will remember that under our ICE Initiative 19.18 three additional selectable options were added as subcategories on our fault report form: <ul style="list-style-type: none"> • Electric Vehicle Charging Points :This category is for unmetered supplies only. An electricity supply providing on-street charging points for electric vehicles. These are often incorporated into, or supplied from, other unmetered street assets. • Telecommunications: This category is for unmetered supplies only. An electricity supply providing communication, internet, mobile and television, for example broadband cabinets, cable television cabinets, cell towers or masts. • Digital Media: This category is for unmetered supplies only. An electricity supply providing communication and advertising by means of digital screens. These are often incorporated into other unmetered street assets such as telephone kiosks and bus shelters but can be stand-alone.

5	Any update on network upgrades work to replace ageing LV (Low Voltage) network?	UK Power Networks invests more than £600 million in its electricity networks every year. UK Power Networks continually reviews and assesses its network and will carry out any reinforcement or replacement as and when such checks confirm it is required.
6	Could we get more of a break down on costs for diversions (c3/c4), the current process seems to only give a worst case scenario?	Yes, we can give a breakdown on costs for diversions, please approach Kevin Newnham at our next forum if you would like further information.
7	The online EV (Electric Vehicle) heat map, have been asked to report it sometimes is not working, when it is working the information is not what was expected and needs more work?	These comments have been reported to Neil Madgwick, UK Power Networks Head of Service Delivery
8	Very happy with your Rent-a-jointer scheme? What was the asterisk?	The asterisk pointed the reader to elsewhere within the email wording where the definition of RAJ was explained in detail
9	Could you develop a process whereby when a Developer wants to have a column disconnected UK Power Networks checks first that the asset owner knows about it?	<p>Following this customer suggestion we intend to trial the following additional email check in Highway Services where we believe the customer applying for an unmetered disconnection may not be the asset owner;</p> <p><i>Further to your recent application for the disconnection of an unmetered street furniture asset, are you the Asset Owner of the item(s) of street furniture that you wish to have disconnected from the electricity supply, specifically are you the party who holds an Unmetered Supplies Agreement, tenders up-to-date unmetered inventories for that/those asset(s) and pays for the electricity consumed by that asset?</i></p> <ul style="list-style-type: none"> • <i>If YES – please provide a copy of your Unmetered Supplies Agreement or alternative proof demonstrating that you are the Asset Owner</i> • <i>If NO – please provide a Letter of Authority from the Asset Owner (this may be the local authority) providing their explicit consent for you to instruct UK Power Networks to arrange for this/these item(s) of street furniture to be disconnected from the electricity supply</i> <p><i>Upon receipt of this information we will be able to proceed with processing your application.</i></p>
10	You have legal issues in accessing development sites beyond the hoarding line. Do you not have emergency powers under the Electricity Supply Act to access?	Pursuant to Schedule 6 paragraph 9 of the Electricity Act 1989, any officer (or other person authorised by) may at all reasonable times enter any premise for the purpose of repairing or altering any such existing line or plant. In the case of emergency arising from faults in an electric line or any electrical plant, entry may be made without notice usually required by notice. Notice shall then be given as soon as possible after the occurrence of the emergency. We obviously engage with all our customers and wish to reach entry on a voluntary basis after having informed them first of our desire to access our apparatus.
11	'Collection and capture of all required asset data' does that include UK Power Networks supplies to street furniture?	Not all historical service cable routes to street furniture have been captured on our network records, however in the past few years this information is now being captured.
12	Faults- how can we improve the communication and resolution following UK Power Networks putting a fault on pause. who is responsible to action a paused fault?	Our Head of Network Operations in London, Tony Cohen, will be attending our next forum to present and answer customer questions on this topic.
13	What percentage of the network sub-stations are now automated?	We deploy automation on our HV (11kV & 6.6kV) network which is radial. It is fully deployed in UK Power Networks. Where no automation is deployed this is because the network is enhanced in another way through LV interconnection, Unit Protected rings and DOC rings.

14	Can a metal feeder pillar on the footway be installed adjacent to a metal fence?	The decision would be for the customer's design engineer to make in conjunction with BS 7671 and their electrical contractor whilst also referring to UK Power Networks Engineering Design Standard EDS 06 0017 Customer LV Installation Earthing Design, sections 5.16, 5.17, 5.18.
15	Can the three words system be used to identify the locations for mains faults instead of post codes?	This is an initiative that UK Power Networks are looking into as we already utilise this app in some parts of our business, i.e. when members of the public call UK power Networks to report dangerous situations by telephone.
	Verbal Customer Questions noted on the day	UK Power Networks Response
16	Does Rent-A-Jointer work for disconnections?	Yes it does work for metered or unmetered disconnections to street furniture located on the public highway (08/11/19)
17	What work is anticipated for a linesperson?	The installation of a service cable into an already-installed suitable and draw-roped duct, the fitting of the cut-out and the pole-top connection to the DNO's LV main. (08/11/19)
18	Are IDNO cables and areas captured?	IDNO areas are captured as a hatched area. We do not show any third party assets (08/11/19)
19	Some areas of network are completely missing, what is being done about this?	When work is being undertaken and this is spotted we ask staff to feed this back so it can be updated. (08/11/19)
20	Do UK Power Networks pick up condition of assets?	We are developing methodologies for monitoring cable assets. We do assess the quality of the cable but are not proactively doing it as yet. (08/11/19)
21	More clarification is needed on what is 'damage' and what is 'natural wear' (in relation to street furniture cut-outs)?	In the vast majority of cases when our operatives inspect a reported cut-out issue it is clearly apparent whether the damage is normal wear and tear or if it is damage caused by persons who had authorised or unauthorised access into the cut-out housing. In the minority of cases where this is not clear then UK Power Networks will discuss further with the asset owner. (08/11/19)