



UK POWER NETWORKS HIGHWAY SERVICES CUSTOMER FORUM - NOVEMBER 2021

Ref	Customer Questions Received	UK Power Networks Response
1	Do UKPN have an incident log/lessons learned of incidents that is publicly available, such as on your website?	We log and record all incidents that occur on our network on our AIRline system and report these to the respective authorities. We do not publish these on our website but do share learning points and improvements when needed.
2	How often do you update your asset records (buried cable routes)?	We currently complete a cable drawing for every job we complete, this is captured within our systems and the records then get updated by our Network Records team. If additional cables are discovered 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
3	A local resident who wants to install an Electric Vehicle Charging Point on his property and has been advised that the adjacent street light must be fitted with a plastic sleeving down to the bottom of column root or moved two metres away from his property. Is this correct?	The customer's own installer must advise the customer how to comply with BS 7671. If the method of supply and earthing between the vehicle on the driveway and an asset on the highway is less than the distance set out in BS7671 then the street furniture must be considered. This is a matter for the customer's installers and the local authority; as a DNO we do not provide advice for complying with BS7671.
4	Some furniture is being installed around existing street furniture, which does not comply with UKPN standards; what can be done about Earth mats which are congesting the footway and impact on the installation of other works? Are there plans for PEN devices to be accepted?	Our Engineering Design Standard EDS 06 0017 Customer LV Earthing Installation Design, sections 5.16-5.18 provides earthing guidance for Street Furniture and Electric Vehicle Charging points. This document aligns with ENA EREC G12, which at the time of the forum (November 2021) is being reviewed. If/when G12 is updated then EDS 06 0017 will be reviewed to incorporate any amendments. If you register on our G81 document library* you may subscribe to receive updates of your chosen documents.
5	Can the street furniture fault map be reviewed? You cannot zoom in if there is more than one piece of street furniture nearby?	Thank you for your feedback, this issue is being reviewed and we will provide an update to customers in due course.
6	Can you confirm the requirements for high level connections such as wall boxes, I understand when replacing these you will require a ground level feeder pillar with a private cable up the wall? I have been told that an IDNO will allow connections onto a centre traffic island, I thought the rules were the same for everyone?	Our Engineering Design Standards EDS 08 2102 LV Customer Unmetered Supplies, section 5.5 clarifies where unmetered services to assets are not permitted on our network. Sites that fall into these criteria shall be supplied at a single location by an LV mini-pillar provided by the customer. This document can be found in our G81 document library*.

* <http://library.ukpowernetworks.co.uk/library/en/g81/>