

# **Provide photographic evidence and/or line sketch following a Highway Services disconnection**



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16 December 2020 – ICE Initiative 32.20

## Origins of this initiative

Highway Services customers have asked us to provide a photograph, where available, upon request of a pot-end supply following a disconnection. The requirement is to assist Asset Owners with knowing the approximate location of a service cable pot-end for potential future reconnection of a new asset.

In the 2020/2021 Service Development Plan, we included an initiative to offer this service.

- 32.20: Provide photographic evidence following a Highway Services disconnection
- Measure: - Photographic evidence available on request by target date
- Target Date:- December 2020

## Outcome of our internal feasibility study

During October/November 2020, the Highway Services management team reviewed the feasibility of offering this service to provide a photograph and/or line sketch of the disconnection location, where available, upon request.

Appendix 1 of this document contains examples of typical photographs and/or line sketches of disconnections that could be provided, where available, upon request.

Agreement with moving forward with this service offering were agreed and signed-off by;

Sharon Alexander	Highway Services SPN Highway Assets Manager
James Cornish	Highway Services EPN Highway Assets Manager
Christian Paredes	Highway Services LPN Highway Assets Manager

## Process

UK Power Networks will commence offering this service, where available and upon request, from 01 February 2021. Upon receipt of an emailed request, the appropriate Highway Service team will aim to respond to our customer's request within ten working days.

If our customer wishes to avail themselves of this new service they should email the particular Highway Services team that processed the disconnection for them;

For our SPN area [UMC2.Orders@ukpowernetworks.co.uk](mailto:UMC2.Orders@ukpowernetworks.co.uk)

For our EPN area [UMC3.Orders@ukpowernetworks.co.uk](mailto:UMC3.Orders@ukpowernetworks.co.uk)

For our LPN area [UMC1.Orders@ukpowernetworks.co.uk](mailto:UMC1.Orders@ukpowernetworks.co.uk)

The subject heading of the email should include the wording "STREET FURNITURE DISCONNECTION LOCATION REQUEST" with full details and reference numbers for the completed disconnection(s) within the body text of the email.

## Engineering Design Standard EDS 08 2102, LV Customer Unmetered Supplies

Within EDS 08 2102, which can be found in our G81 document library here

<http://library.ukpowernetworks.co.uk/library/en/g81/>, section 7.5 confirms that a when a temporary removal of an unmetered supply is required, the service cable shall be cut and pot-ended, made secure and reburied at the location of the unmetered asset for use within 4 months.

## Further Information

For further information on the provision of obtaining a photograph and/or line sketch of a completed Highway Services disconnection our customers should contact the following;

Sharon Alexander	Highway Services SPN Highway Assets Manager	<a href="mailto:sharon.alexander@ukpowernetworks.co.uk">sharon.alexander@ukpowernetworks.co.uk</a>
James Cornish	Highway Services EPN Highway Assets Manager	<a href="mailto:james.cornish@ukpowernetworks.co.uk">james.cornish@ukpowernetworks.co.uk</a>
Christian Paredes	Highway Services LPN Highway Assets Manager	<a href="mailto:christian.paredes@ukpowernetworks.co.uk">christian.paredes@ukpowernetworks.co.uk</a>

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## Appendix 1

Examples of typical photograph and/or line sketch that would be provided, where available, upon request.

