

UK POWER NETWORKS HIGHWAY SERVICES CUSTOMER FORUM - NOVEMBER 2020

Ref	Customer Questions Received	UK Power Networks Response
1	Theft of electricity contacts?	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 damage to the DNO service termination resulting in an unsafe situation contact UK Power Networks by telephoning 105 for replacement / repair of the cut-out urgent repair or, if warranted, emergency disconnection.
2	Replacing an existing unmetered three-phase feeder pillar, would that supply need to be metered in the new pillar?	EDS 08 2102 section 6.5 states - Unmetered three-phase supplies shall be replaced on request on a like for like basis at the same location as the original asset. However, unmetered three-phase supplies shall not be relocated, transferred, increased or decreased in capacity. This document can be found here http://library.ukpowernetworks.co.uk/library/en/g81/
3	Does Christmas lighting have to be TT?	For a Christmas Tree fed by a trailing temporary lead then ENA G12/4 (and EDS 06 0017 section 5.3.1) confirms that a PME earth terminal shall not be provided to temporary exhibitions, shows and stands. A temporary lead to the Christmas tree being exhibited comes within this guidance and so a TT supply is required with the supply and installation of earthing system (e.g. earth rod or mat) and protection (e.g. and RCD) is the responsibility of our customer's electrical designer/installer. For streetlights that have a Christmas feature / lighting attached to the pole, hardwired into the secondary isolator of the column and the total combined load does not exceed 500W then ENA G12/4 indicates that PME is permissible.
4	Do all cut outs have the label fitted and sign off test certs left in the asset?	DNO energisation and disconnection certificates (as applicable to the task) will be left in the street furniture asset as per our document HSS 40 052 and a photograph of the completed form attached to the DNO job file. All new DNO connections will have the earthing arrangements warning label affixed to (or adjacent to) the DNO cut-out - either "PME (TN-C-S) Earth Terminal - This cut-out is connected to a PME system" or "TT Earth - This installation is not suitable for connection to a network earth terminal" as per our document EDS 06 0017. Both of these documents can be found here http://library.ukpowernetworks.co.uk/library/en/g81/
5	Does your faults dept understand that the connections dept cannot work on dead services?	Any DNO equipment, including cable and cut-out, that are damaged or under fault condition shall be risk assessed on a site-specific basis and, where required by the assessment, attended to by DNO faults-trained operational staff
6	Can we have a forum just for faults rather than wait for the next forum which will be six months?	Following feedback from our customers, our next Highway Services Customer Forum in March 2021 will focus predominantly on the end-to-end faults process. This forum will have subject matter experts in attendance to listen to and answer any faults related queries or concerns that our customers may have
7	We received a number of fault related questions that we will add to the agenda of our Forum in March in order that subject matter experts can discuss and respond -	Questions to be added to our March Forum agenda for response by subject-matter experts - What is the process/justification for allocating faults on a pause. Can you remind us of the fault escalation process. Why do fault resources get moved to other works without communication Can our specific local authority have one point of contact and/or a cross-area fault meeting
8	Please can you provide an up to date Organisation Chart so that we understand who is responsible for each service. Or is this on the website?	We are currently reviewing our existing faults management process and we hope to be able to share our plans with you at our Forum in March
9	Are customers using the fault reporting system and identifying items attached to the furniture?	Some, but not all, asset owners are identifying when additional items are attached to streetlights, i.e. EVCP's, Telecommunications or Digital Media. In those instances we would treat those reports as a single street light fault. We will highlight this at our March Forum and remind those reporting street light faults to advise if any of the additional items mentioned are attached in their report