

BRIEFING NOTE FOR SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 21st NOVEMBER 2012

SCOTTISH POWER PERFORMANCE – STREET LIGHTING

On 1st October 2010 the Electricity (Guaranteed Standards of Performance) Regulations 2010 came into force. These regulations impose guaranteed standards of performance for metered and non-metered electricity services connections provided by distributors.

The required standards of performance for street lighting are :

- i) Completion of a fault repair to a single streetlight electricity supply within 25 working days
- ii) Completion of a service connection to a streetlight within 35 working days

If circumstances on site prevent the electricity distributor gaining access to carry out the works then the facility exists for an extension of the response time to be agreed between the customer and the distributor.

In some situations it may be necessary to switch off the power supply before work can be carried out. There is a process that the distributor must follow before taking action and that includes giving advance notice to residents & business customers likely to be affected. An extension would also be granted to take account of the delay arising.

Scottish Power's performance has improved considerably compared to the service provided prior to the standards being introduced and they have consistently met the timescales.

Since 1st January 2012, 155 instructions to carry out Service Repairs and 176 instructions to carry out Service Connection Works have been issued to Scottish Power. All of these works were classified as non-contestable and were not within the remit of Colas's sub-contractor for contestable works.

After the Regulations came into force there were a few problems mainly associated with staff changes and Scottish Power I.T. issues. After that transition period, apart from works for which legitimate extension of time arrangements have been agreed, routine repairs and service connections have been completed within the prescribed timescales.

At present there are no service faults awaiting repair or service connections awaiting completion that have exceeded the service standard.

Rob Clifford
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