

## **EAST AYRSHIRE COUNCIL**

### **DEVELOPMENT SERVICES COMMITTEE – 26 SEPTEMBER 2000**

#### **SCOTTISHPOWER SERVICE LEVEL AGREEMENT RESPONSE TIMES FOR STREET LIGHTING**

##### **Report by the Director of Development Services**

### **1. PURPOSE OF REPORT**

#### **1.1** The purpose of this report is:-

- (i) To advise the committee of the progress of negotiations with ScottishPower since the committee report of 15 March 2000.
- (ii) To advise the committee of the Service Level Agreement response times for street lighting faults for the period from 1<sup>st</sup> January 2000 to 31 August 2000.

### **2. BACKGROUND**

**2.1** The Committee was advised of concerns over ScottishPower's Service Level response times for street lighting electrical faults for the year ending December 1999.

**2.2** The Committee authorised the Department to approach local Members of Parliament and the Office of the Gas and Electricity Market (OFGEM) to lobby for a statutory service requirement to replace the current voluntary agreement.

### **3. NEGOTIATIONS**

**3.1** The Department has had a number of meetings with local ScottishPower management since first highlighting problems with response times in January this year. ScottishPower emphasised their continued commitment to improving the Service Level Agreement for street lighting services and were willing to look at various options to improve service.

**3.2** ScottishPower has also indicated that they were keen to build on the existing partnership arrangements for replacing overhead cable system in the villages in the south of East Ayrshire. This arrangement although causing a strain on the Department's capital budget minimises the level of disruption caused to the public. The programme of removing unreliable service will also reduce the number of faults reported to ScottishPower and will result in a more focused approach to lighting faults.

**3.3** It was agreed that regular meetings should take place between ScottishPower and the Lighting Section and provide monthly updates of known faults.

#### 4. OFGEM

- 4.1 The OFGEM were contacted as instructed by committee to lobby for statutory response times for lighting repairs. OFGEM pointed out that the current legislation did not allow for statutory response times for unmetered supplies.
- 4.2 OFGEM indicated that they have only had received a handful of complaints from other local authorities principally from the Lothian area about response times for lighting repairs. OFGEM is currently in negotiations with ScottishPower to introduce a similar voluntary SLA to that offered to East Ayrshire Council.
- 4.3 OFGEM advised that any lobbying for a change to a statutory service requirement would have to be made to the Department of Trade and Industry as it would require a change in the current legislation. It was suggested that an approach via COSLA could have a greater chance of success.

#### 5. PERFORMANCE FIGURES

- 5.1 Since reporting previously to the Committee, ScottishPower's performance has improved in most Service Level Agreement response times compared with the same period last year. performance in repairing 5<sup>th</sup> Core and Section faults, however, is still falling significantly below target. The results were as follows :-

**1<sup>st</sup> January 1999 to 31 August 1999**

**\*current figures shown in bold**

Fault type	Service level response times (working days)	Average response times (calendar days)		Maximum response times (calendar days)		Minimum response times (calendar days)		Number of Faults	
Day Burning	10 days	<b>7</b>	52.5	<b>7</b>	27	<b>7</b>	6	<b>1</b>	6
5 <sup>th</sup> Core Faults	24 hrs	<b>7</b>	12	<b>23</b>	55	<b>1</b>	1	<b>19</b>	15
Neutral Faults	10 days	<b>0</b>	16	<b>0</b>	38	<b>0</b>	4	<b>0</b>	3
No supply	10 days	<b>13</b>	48	<b>43</b>	386	<b>1</b>	2	<b>27</b>	35
Repair cable head	10 days	<b>8</b>	75	<b>19</b>	372	<b>1</b>	5	<b>3</b>	7
Section fault (5 or more lights out)	24 hrs	<b>8</b>	8	<b>35</b>	21	<b>1</b>	1	<b>22</b>	23

#### 6. FINANCIAL IMPLICATIONS

- 6.1 Nil

## **7. RECOMMENDATIONS**

**7.1** The Committee is requested to:-

- (i) Note the improvement in Service Level Agreement Response times.
- (ii) Note the current state of negotiations with ScottishPower.
- (iii) Agree to write to ScottishPower welcoming the marked improvement in performance but drawing attention to the continuing under-performance in relation to 5<sup>th</sup> Core and Section faults.

**Stephen Chorley**  
**Director of Development Services**

**LJP/YK**  
**14 September 2000**

## **BACKGROUND PAPERS**

**Nil**

For further information please contact Len Paget on 01563 576310.

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**AGENDA**