

EAST AYRSHIRE COUNCIL

DEVELOPMENT SERVICES COMMITTEE - 15 MARCH 2000

SCOTTISH POWER 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 Scottish Power's response times for repairs covered by the Service Level Agreement for Street Lighting and Furniture for 1999.
- (ii) To advise the Committee of the current state of negotiations with Scottish Power and OFGEM over the Service Level Agreement.
- (iii) To seek Committee approval to continue with the Service Level Agreement.
- (iv) To seek Committee approval to request co-operation of Cosla and East Ayrshire's MPs to bring in a mandatory Service Level Agreement for Street Lighting power supply.

2. BACKGROUND

2.1 Unlike electricity supplies to residential and commercial customers, electricity supplies to street lighting equipment are not covered by a statutory service level requirement. This in theory meant that Scottish Power could take as long as they wished to repair the electricity supply to a street light and we would have no legal recourse.

2.2 Scottish Power recognised the unsatisfactory nature of the situation and in 1998 introduced a voluntary service level agreement. East Ayrshire Council was amongst the first local authorities in Scotland to sign up to it.

2.3 Despite numerous assurances from Scottish Power that service response times would improve as a result of the Service Level Agreement, response times were not achieved on a regular basis particularly in the winter months.

3. REVIEW OF AGREEMENT

3.1 The agreement allows for an annual review of Scottish Power's performance and in March 1999 the Department indicated to Scottish Power that we did not consider their performance matched that agreed the Service Level Agreement.

- 3.2 The Department intimated that they were not convinced that a voluntary service agreement would work as there was no financial incentive for Scottish Power to perform to target.
- 3.3 It was agreed to continue the agreement for a further year and supply Scottish Power with a 4 weekly report on their response times.

4. RESPONSE TIMES

- 4.1 The response times between 1 January 1999 and 10 January 2000 were recorded and the results for key activities were as follows :-

Fault type	Service Level Response time	Average response time	Maximum response time	Minimum response time	Number of faults
Day burning	10 days	29.2 days	70 days	6 days	5
5 th Core Faults	24 hrs	10.8 days	55 days	1 day	17
Neutral Faults	10 days	33.3 days	52 days	6 days	10
No Supply	10 days	34.9 days	387 days	6 days	29
Repair cable head	10 days	23.6 days	69 days	1 day	5
Replace cable head	10 days	41 days	140 days	1 day	30
Section Fault	24 hrs	7.8 days	21 days	1 day	25

* Service Level times in working days but due to technical restrictions response time is in calendar days. With exception of day burning and some cable head faults all would result in loss of service to at least one light. Section/5th Core faults generally result in loss of service 15 to 20 lights but can be greater.

- 4.2 Although the response times provided by Scottish Power's Kilmarnock office compare well when benchmarked with services covered by other operational regions they still fall far short of those indicated in the service level agreement.
- 4.3 Scottish Power was advised in writing on 10 January 2000 of our dissatisfaction with the response times and a meeting was requested with them.
- 4.4 OFGEM were informed on the 11 January 2000 of our dissatisfaction with voluntary agreement and requested to survey all local authorities over service level with a view to lobbying the Department of Trade and Industry for a statutory service level requirement.

5. NEGOTIATIONS

- 5.1 Scottish Power management from their Forth Region gave a presentation to the SCOTS Lighting Group on a pilot scheme in Fife which if expanded would devote more resources to street lighting works. Scottish Power's Kilmarnock office is not involved in the scheme at present but it is hoped they will take part at a later date.

5.2 Roads and Transportation Division will continue to lobby OFGEM to seek statutory powers bring electricity supplies for street lighting in line with other electrical users.

5.3 Cosla and East Ayrshire's MPs should be lobbied to ensure that a mandatory Service Level Agreement for Street Lighting power supply is introduced by OFGEM.

6. FINANCIAL IMPLICATIONS

6.1 Nil

7. RECOMMENDATIONS

7.1 The Committee is requested to:

- i) note the service level agreement figures for 1999 and the Departments ongoing action to improve them.
- ii) note the current state of negotiations
- iii) approve the continuation of the voluntary Service Level Agreement until such time as a statutory agreement is reached.
- iv) to approve Cosla and East Ayrshire's MPs being requested to bring pressure on OFGEM to introduce a mandatory Service Level Agreement for the supply of power to street lighting and furniture.

Stephen Chorley
Director of Development Services

LJP/YK
25 February 2000

BACKGROUND PAPERS

Nil

For further information please contact Len Paget 01563 576310

AGENDA