

4. EDF ENERGY NETWORKS SERVICE CATEGORY SUMMARY

Levels for Emergency Attendance and Fault Repairs to Unmetered Connections

Category	Ofgem Definition ¹	Refined Definition	Service Level	Clock start event	Clock stop event
Emergency Attendance	Work necessary to remove immediate danger to the public or property arising from the electricity distribution network.	Emergency attendance is required in situations where there is immediate danger to the public caused by the electricity network or the collapse of an asset.	<ul style="list-style-type: none"> • 80% of incidents attended in 2 hours 	The notification of an emergency fault with the required minimum information by the LA or emergency service to the specified EDF Energy Networks contact.	EDF Energy Networks attends site.
High Priority Fault Repair	Work that is urgent but would not require attendance out of normal working hours to restore electricity supplies to street furniture e.g. at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring fault or traffic signals.	Work that is urgent but would not require attendance out of normal working hours to restore electricity supplies to street lighting or street furniture.	<ul style="list-style-type: none"> • 50% of jobs complete in one Working day or less • 90% of jobs complete in 10 working days or less 	The receipt of notification (including minimum information) by EDF Energy Networks from the LA.	Notification to designated LA contact that electrical work is complete.
Single Unit Fault Repair	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	<ul style="list-style-type: none"> • 60% of jobs complete in 10 working days or less • 80% of jobs complete in 20 working days or less 	The receipt of notification by EDF Energy Networks from the LA (including minimum information).	Notification to designated LA contact that electrical work is complete.
Multiple Unit Fault Repair	Fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	Where there is a fault on service e.g. no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	<ul style="list-style-type: none"> • 75% of jobs complete in 10 working days or less • 90% of jobs complete in 20 working days or less 	The receipt of notification by EDF Energy Networks from the LA (including minimum information).	Notification to designated LA contact that electrical work is complete.

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Competition in Connections - UMC Service Level Agreement

Service Levels for Completion of Connections Work

Category	Ofgem Definition	Definition	EDF Energy Networks Service Level	Clock Start Event	Clock Stop Event
New works orders with 1-10 jointing operations per order.	May include the following: new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	New works orders comprising 1-10 tasks.	<ul style="list-style-type: none"> • 60% of orders complete in 15 working days or less • 90% of orders complete in 30 working days or less 	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New works orders with 11-50 jointing operations per order	May include the following: new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.	New works orders comprising 11-50 tasks.	<ul style="list-style-type: none"> • 70% of orders complete in 25 working days or less • 90% of orders complete in 35 working days or less. 	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New works orders with 51-100 jointing operations per order	Not subject to Ofgem SLA.	New works orders comprising 51-100 tasks.	<ul style="list-style-type: none"> • Timescales to be agreed with customer 	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.
New Works orders with 100 plus jointing operations per order.	Not subject to Ofgem SLA.	New works orders comprising more than 100 tasks.	<ul style="list-style-type: none"> • Timescales to be agreed with customer 	Asset ready date or order receipt date, whichever is the latest	Notification to designated LA contact that electrical work is complete.

Reinstatement

Reinstatement will be completed as soon as practicable working within the confines of the Traffic Management Act.