

APPENDIX 2							
LA Name:	Kent County Council	Reporting Quarter:	01/01/09	to	31/03/09		
Standard 1 - Emergency/Fault Repair		KPI	EDFE SPN		Total	Percentage	
Emergency Response			Input number	LA agreed?			
<2hrs		80%	5	No	10	50.0%	
>2hrs			5	No		50.0%	
High Priority Fault Repair							
<1 working day		50%	5	No	21	23.8%	
>1 and < 10 working days		90% (overall)	6	No		52.4%	
>10 working days			10	No		47.6%	
Fault Repair - Multiple Units							
<10 working days		75%	7	No	21	33.3%	
>10 and < 20 working days		90% (overall)		No		33.3%	
>20 working days			14	No		66.7%	
Fault Repair - Single Units							
<10 working days		60%	5	No	134	3.7%	
>10 and < 20 working days		80% (overall)	14	No		14.2%	
>20 working days			115	No		85.8%	
Standard 2 - New/Transferred Connections							
New Works 1-10 Jobs							
<15 working days		60%	54	No	166	32.5%	
>15 and < 30 working days		90% (overall)	55	No		65.7%	
>30 working days			57	No		34.3%	
New Works 11-50 Jobs							
< 25 working days		70%	4	No	7	57.1%	
>25 and < 35 working days		90% (overall)		No		57.1%	
>35 working days			3	No		42.9%	
Standard 3 - Providing Quotations							
Quotation for non-standard works within timescales agreed		n /a		No	0	#DIV/0!	
Quotation for non-standard works outside agreed timescales		n /a		No		#DIV/0!	
Incomplete Requests Returned							
Number returned within 2 working days		n /a		No	0	#DIV/0!	
Number not returned within 2 working days		n /a		No		#DIV/0!	

EDF Energy

LA Name	Kent County Council	Reporting Quarter:	01/04/09	to	30/06/09	
Standard 1 - Emergency/Fault Repair		KPI	EDFE SPN		Total	Percentage
Emergency Response			Input number	LA agreed?		
<2hrs		80%	14	No	21	66.7%
>2hrs			7	No		33.3%
High Priority Fault Repair						
<1 working day		50%	14	No	31	45.2%
>1 and < 10 working days		90% (overall)	5	No		61.3%
>10 working days			12	No		38.7%
Fault Repair - Multiple Units						
<10 working days		75%	5	No	14	35.7%
>10 and < 20 working days		90% (overall)		No		35.7%
>20 working days			9	No		64.3%
Fault Repair - Single Units						
<10 working days		60%	30	No	86	34.9%
>10 and < 20 working days		80% (overall)	19	No		57.0%
>20 working days			37	No		43.0%
Standard 2 - New/Transferred Connections						
New Works 1-10 Jobs						
<15 working days		60%	195	No	285	68.4%
>15 and < 30 working days		90% (overall)	45	No		84.2%
>30 working days			45	No		15.8%
New Works 11-50 Jobs						
< 25 working days		70%	13	No	17	76.5%
>25 and < 35 working days		90% (overall)	1	No		82.4%
>35 working days			3	No		17.6%
Standard 3 - Providing Quotations						
Quotation for non-standard works within timescales agreed		n /a		No	0	#DIV/0!
Quotation for non-standard works outside agreed timescales		n /a		No		#DIV/0!
Incomplete Requests Returned						
Number returned within 2 working days		n /a		No	0	#DIV/0!
Number not returned within 2 working days		n /a		No		#DIV/0!

EDF Energy