
By: Head of Asset Management
To: Highways Advisory Board - 3 March 2009
Subject: Future Working Relationships with EDF
Classification: Unrestricted

Summary: This report advises members of the past performance of EDF in its relationship with KHS and sets out the improved future working practices between the two organisations. Members are asked to note the report.

1. Introduction

- 1.1 Members have been aware for some time of the poor performance of EDF with regard to requests for work from KHS Street lighting, both in the repair of faults as well as the provision of new connections.
- 1.2 There has been no lack of effort from KHS staff in pursuing EDF for an improved performance but in the vast majority of cases, the chase has proved fruitless for whatever reason EDF have put forward. In the majority of cases, a lack of 'jointing resources', to make the connection from the EDF Network to the KHS streetlight system, appears to have been the fundamental underlying problem for EDF. Demands across the south east for skilled jointers have far outweighed the number of qualified jointers available to EDF

2. Existing Performance of EDF and KHS

- 2.1 The performance indicator used by KHS with regard to EDF is "Average days to respond to streetlight faults" with a target of 30 days. For the year to date (to December '08), EDF has managed 64.7 days, from KHS records. To help Members, the performance of KHS in repairing faults has been on average for the year 4.7 days, when the work has been released to the contracting arm, against a target of 5 days.

3. Service Level Agreement

- 3.1 To move the whole performance effort forward, a Service Level Agreement (SLA) has been developed in joint consultation between EDF Energy Networks and representatives of Local Authority Lighting Customers and incorporates as a minimum standard the Ofgem National SLA recommendations released in October 2007 with regard to unmetered connections. Though not legally binding, the SLA outlines the minimum level of service to which EDF Energy Networks and Local Authorities will aim to work.
- 3.2 Attached are extracts from the SLA at Appendix 1 which gives Members a feel for the new targets for EDF for both faults and new connections, in the vast majority complying with KHS targets for EDF. Ofgem require EDF to report performance data for street lighting on a quarterly basis. This data has first to be agreed with the customers, the lighting authorities. If agreement cannot be reached, Ofgem will be informed of that fact for their assessment.

3.3 Performance meetings will be held on a regular basis with EDF, weekly, monthly, quarterly and annually with the quarterly meeting in place to agree the performance data that is submitted to Ofgem. These performance meetings together with project and ad hoc meetings will allow a professional and trusting working relationship to develop.

3.4 To ensure that KHS transfers all required information to EDF when requesting fault repairs or new works, the new business management system being put in place within KHS will automatically complete all necessary details to be sent to EDF thus removing any possible delays at the Kent end.

4. Conclusion

4.1 I am optimistic that the SLA represents a positive and constructive way forward in improving the performance of EDF in its working relationship with KHS. At the present time, I believe that 15 highway authorities in the EDF region have signed up with the SLA thus allowing for continuous improvement across the whole of the south east area.

4.2 KHS Street lighting is now part of a South East Group of lighting authorities which includes the counties of East and West Sussex and Surrey, Brighton Unitary and London Boroughs. Performance will be monitored across all authorities.

4.3 As the new relationship evolves between KHS and EDF, I will be keeping Members up to date with all developments and performance levels. I will also be reporting to Members on the future developments of the Street lighting service, with very progressive proposals for a developing unit.

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Background Documents - None