

Competition in Connections – UMC Service Level Agreement

STATUS OF THIS SERVICE LEVEL AGREEMENT

This document is intended to be an articulation of Ofgem’s voluntary National SLA recommendations and outlines the minimum service levels which EDF Energy Networks and _____ Local Authority aim to achieve. This document will be reviewed on a periodic basis.

THIS DOCUMENT IS NOT INTENDED TO BE LEGALLY BINDING NOR SHALL IT HAVE ANY LEGAL FORCE OR EFFECT WHATSOEVER

We the co-signatories will work together with the common aim of delivering improved service in respect of street lighting connections work and fault repairs as outlined in this SLA.

On behalf of EDF Energy Networks

Signed _____ Date: _____

Name: _____ Position: EDF Energy Networks Senior Manager

On behalf of _____ Local Authority

Signed _____ Date: _____

Name: _____ Position: _____

Competition in Connections – UMC Service Level Agreement

CONTENTS

STATUS OF THIS SERVICE LEVEL AGREEMENT

- 1. INTRODUCTION**
- 2. HEALTH AND SAFETY**
- 3. DEFINITIONS**
- 4. EDF ENERGY NETWORKS SERVICE CATEGORY SUMMARY**
 - Levels for Emergency Attendance and Fault Repairs to Unmetered Connections
 - Service Levels for Connections Quotations
 - Incomplete Requests Returned
 - Service Levels for Completion of Connections Work
 - Reinstatement
- 5. OPERATIONAL EVENTS**
 - Operational Events Generic to all Categories.
 - Operational Events Specific to Categories.
 - Multiple and Single Unit Fault Repair
 - New Works (1-10 Jobs and 11-50 Jobs)
- 6. REMEDIAL AND MAINTENANCE WORKS**

SERVICE INFORMATION AND REPORTS

Ofgem Performance Data

Status and Performance Reports

- 7. WORKING TOGETHER**
- 8. 12% VOLUME RATE (APPLICABLE TO NEW WORKS ONLY)**
- 9. APPENDICES**

Appendix 1 – Minimum Information

Appendix 2 - Calculation of Time Taken

Appendix 3 - Calculation of Percentages

Unmetered Connections Service Level Agreement

1. INTRODUCTION

Whilst this Service Level Agreement (SLA) is not legally binding and has no legal effect, it is intended to outline the minimum level of service to which EDF Energy Networks and Local Authority Lighting Customers will aim to work with regard to unmetered connections (UMC).

The services recognised by EDF Energy Networks as being part of the UMC function are connection work and fault repairs associated with street lighting and street furniture, as included in the Unmetered Supply Agreement between the customer and EDF Energy Networks and as per the Standard Schedule of Rates. There must exist an Unmetered Supply Agreement between the customer and EDF Energy before this SLA can apply.

This 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.

EDF Energy Networks is committed to delivering the best possible service levels to its customers and recognises the importance of public lighting and street furniture to its customers and the community. In order to deliver the best possible service EDF Energy Networks recognises it must work with its customers to ensure a safe, effective and efficient service; therefore, this is a two-way SLA outlining not only the service levels EDF Energy Networks aims to offer its customers, but the service levels the Lighting Authorities aim to provide to EDF Energy Networks.

2. HEALTH AND SAFETY

At EDF Energy Networks, we recognise our responsibilities to all who may be affected by our activities and we are committed to achieving high standards of health and safety. We regard the application of legal requirements as the minimum level of achievement. We believe the effective management of health and safety is essential to our operation and as important as all other management functions and therefore we will ensure that adequate resources are allocated to this task. We consider the identification of relevant hazards, assessment of foreseeable risks and the effective implementation of appropriate control measures as fundamental to achieving continual improvement of our safety performance.

3. DEFINITIONS

Term	Definition
ALARP	As low as reasonably practicable.
Area of public order concern	An area with a high risk of crime to which a significant contributory factor may be the lack of street lighting.
Asset	<p>This may include, but is not limited to, a single item of street lighting or street furniture e.g.</p> <ul style="list-style-type: none"> • A single lamp column • A traffic light column • A bollard • An advertising hoarding • A CCTV camera • An illuminated sign • A belisha beacon • A variable messaging sign <p>Where a single lamp column has multiple lamps mounted on it, this is a single asset.</p>
Asset Ready (New Connections)	<p>An asset is deemed to be ready when the asset is physically in place and is fit for connection to EDF Energy’s network as evidenced by the Installation certificate.</p> <p>For disconnections the asset is assumed to be ready.</p>
Asset Ready Date (New Works Form)	Date when the Customer plans for the asset to be physically in place, tested and EDF Energy will have been in receipt of installation certificates for at least 5 days.
Authorised Person	As defined in the EDF Energy Networks Distribution Safety Rules.
Clock	<p>Measurement of elapsed time against a service standard. The time reported for each individual instance of a process will be:</p> <p>[Clock Stop Date] – [Clock Start Date] – Σ (Clock Resume Date – Clock Pause Date)</p> <p>When measuring elapsed time against the ‘Emergency Response’ SLA category, the elapsed time will be measured in hours and minutes and will operate 24 hours a day, 7 days a week. For all other service categories, the elapsed time will be measured in working days.</p>
Clock Abort	An event that happens while the clock is running that ceases measurement against the standard and excludes that particular job or request from SLA reporting.

Competition in Connections – UMC Service Level Agreement

Clock Pause	<p>Any point in the delivery of a service that the clock has temporarily stopped because EDF Energy Networks cannot make further progress because it is waiting for an external event. This will include:</p> <ul style="list-style-type: none"> • Waiting for a decision from the customer which materially affects the commencement of the work • Waiting for an opening notice or other consent. <p>A clock pause will always be associated with a triggering operational event and in all cases EDF Energy Networks will record the reason for the clock pause and inform the customer that the clock has paused and what the reason is.</p>
Clock Restart	An operational event that occurs while the clock is running that restarts the clock from zero.
Clock Resume	The point at which a clock pause condition is resolved and EDF Energy Networks is able to make progress against a specific request. This will always be associated with a specific operational event.
Clock Start	The point in a process at which the clock starts. Each clock start is triggered by a specific event – the ‘clock start event’. For each clock start event, there are a number of preconditions including but not limited to the supply of minimum information.
Clock Stop	The point in a process when the clock stops. This will be triggered by a specific event.
Customer	Local Authority/Highway Authority or nominated representative by those parties and any other party with a UMC agreement (excluding developers).
DfT Number	Department for Transport number, unique to the Local Authority.
Electrical work completed	<p>For High Priority, Multiple Unit and Single Unit Faults, electrical work is considered to be complete when the following criteria have been met:</p> <ul style="list-style-type: none"> • A live supply is present at the supply terminals of the cut-out that is within statutory voltage limits (230 volts +10/-6 %) • The cut-out is electrically and mechanically safe, with no exposed live parts <p>For connections and transfers, electrical work is considered completed when the ‘cut-out is energised’ (including temporary repairs).</p> <p>For disconnections, electrical work is considered complete when EDF Energy Networks has removed all of its assets. A disconnection certificate is available on request.</p>
Emergency Response	EDF Energy Networks defines an emergency as a scenario where there is immediate danger to the public from the electricity network or where the connection to the electricity network is preventing EDF Energy Networks from making the asset or the site safe.
High priority fault repair	Work that is urgent but would not require attendance outside normal working hours to restore electricity supplies to street lighting or street furniture.

Competition in Connections – UMC Service Level Agreement

Job	Applicable to SLA Standard 2 – New Works. A job is defined as a task e.g. the connection, disconnection or transfer of any single asset.
LA	Local Authority/Highway Authority or nominated representative
Made Safe	Permanent disconnection of the electrical supply away from the asset.
Minimum information	For any process or service carried out by EDF Energy Networks (or its contractors) the minimum information is the information which is required to be supplied by the customer before EDF Energy Networks can commence work. As such, the clock will not start on any service standard until the minimum information has been received. The minimum information required by EDF Energy Networks for each service standard is specified in Appendix 1.
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 asset.
New works	New works are classified as UMC works for any new lighting and signage work that require the provision of connection/disconnections, service transfers, new services and disconnections.
Order	(Applicable to new works only and chargeable repairs) An order is an instruction by the customer to EDF Energy Networks for works to be programmed. An order is only placed once a quote has been accepted or the customer has self-quoted from the Standard Schedule of Rates. For an order to be placed the customer must supply EDF Energy Networks with the necessary minimum information as specified in Appendix 1.
Projects Gateway	The Projects Gateway team is an internal EDF Energy Networks department. It deals with initial enquiries relating to projects which comprise work involving numerous EDF Energy Networks departments or: New connections over 72KVA Upgrades over 72KVA Projects of more than four single phase metered connections Projects of more than two three phase metered connections Diversion of mains cables Relocation of substations
Scheme	A single UMC connections project comprising one or more jobs in the same geographic location (e.g. street) or in a contiguous area.
SLA	Service Level Agreement.
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 asset.
Standard Schedule of Rates	The Standard Rates Schedule as defined in the Unmetered Supply Agreement
SWA	Steel wired armoured cable.

Competition in Connections – UMC Service Level Agreement

System Emergency	A system emergency is declared when an event or events occur on EDF Energy’s distribution or transmission systems that have a significant impact on the continuity of electricity supplies or the safe management of the network. EDF Energy Networks then suspends normal business operations and redeploys staff to respond to, and recover from, the event and return the system to normal. Under System Emergency circumstances any activities that are non-critical to the continuity of supplies or safe management of the networks may be suspended.
Task	A task is defined as a complete jointing activity e.g. the connection or disconnection of a single asset.
Tie Up	A Tie Up is the term used to describe an activity where works must be coordinated between the LA and EDF Energy Networks, when an asset needs to be removed and replaced on the same day. An example would be where a column needs to be disconnected by EDF Energy Networks and then removed by the LA, and a new column is put in place and reconnected by EDF Energy Networks. This usually occurs when it is not feasible to change the position of an asset.
UMC	Unmetered connection.
UMS	Unmetered supplies.
Unmetered Supply Agreement (UMS Agreement)	The agreement titled “Agreement for Unmetered Connection to EDF Energy Distribution System”. A signed agreement must be in place between the customer and EDF Energy Networks before this SLA can apply.
Unit	Applicable to SLA Standard 1 – Fault Repairs. A unit is any single asset with an unmetered connection.
Working day	08:00-16:30, Monday to Friday (excluding public holidays) as defined by Ofgem.

4. EDF ENERGY NETWORKS SERVICE CATEGORY SUMMARY

Levels for Emergency Attendance and Fault Repairs to Unmetered Connections

Category	Ofgem Definition¹	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.

¹

Competition in Connections – UMC Service Level Agreement

Service Levels for Connections Quotations

Category	Ofgem Definition	Refined Definition	EDF Energy Networks Service Level	Clock start event	Clock stop event
Standard Quotations	Not subject to recommended Ofgem KPIs. ²	Any quotation requiring prices featured on the Standard Schedule of Rates – new supplies only.	<ul style="list-style-type: none"> The agreed time period in working days between the LA and EDF Energy Networks. A 30 Working day time period will normally be set as a default unless otherwise agreed. 	The later of the date of receipt of the request by EDF Energy Networks or the date of agreement of the time period to prepare the quotation if different from the default.	Transmission of the standard quotation to the customer.
Non-Standard Quotations	A quotation for the provision of electrical services to an unmetered installation outside the scope of the Standard Public Lighting Schedule.	Any quotation requiring prices not featured on the Standard Schedule of Rates.	<ul style="list-style-type: none"> The agreed time period in working days between the LA and EDF Energy Networks. A 30 Working day time period will normally be set as a default unless otherwise agreed. 	The later of the date of receipt of the request by EDF Energy Networks or the date of agreement of the time period to prepare the quotation if different from the default.	Transmission of non- standard quotation to the customer.

All quotations will be valid for 90 working days unless otherwise specified.

Incomplete Requests Returned

Upon receipt of any incomplete service or quotation requests, EDF Energy Networks will inform the customer within 2 working days, outlining the missing information. If EDF Energy Networks do not receive the missing information or receive confirmation from the customer of when they will receive the missing information within 10 working days of the customer being informed, EDF Energy will return the order to the customer.

Category	Ofgem Definition	Refined Definition	EDF Energy Networks Service Level	Clock start event	Clock stop event
Incomplete Requests	Incomplete requests returned within 2 working days	Customer advised of incomplete requests within 2 working days.	To advise customers of missing information within 2 working days	Receipt of order by EDF Energy Networks	Notification to customer of missing information

²[http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/Unmetered%20Service%20Level%20Agreement%20\(SLA\)%20-%20Decision%20on%20Key%20Performance%20Indicators.pdf](http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/Unmetered%20Service%20Level%20Agreement%20(SLA)%20-%20Decision%20on%20Key%20Performance%20Indicators.pdf)

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.

5. OPERATIONAL EVENTS

It is recognised by both EDF Energy Networks and the Local Authority customer that operational events will occur that may affect service levels beyond the control of EDF Energy Networks, or the local authority or both parties. Should these events occur, the behaviour outlined below will be followed by EDF Energy Networks and the customer.

Operational Events Generic to all Categories.

Clock Restart:

Should any of the following operational events occur, the clock will cease running and will restart from zero when the required conditions are met.

- System Emergency
 - In the event of a system emergency impacting the UMC resource, all works planned during this emergency **may** need to be reprogrammed, ensuring the subsequent programmed works are not compromised. The clock will restart on the next Working day for all works that were programmed during a system emergency and could not be delivered as per the programme.
 - Emergency attendance events are the only exclusion to this.
- Access Issues:

In the event that EDF Energy Networks cannot access the work site safely to complete works for a fault or connection service the clock will restart. EDF Energy Networks will contact the designated LA contact from the site if these events occur and will agree a course of action to manage the issue. Examples of these events include:

 - Road closures
 - Other parties completing works at the site e.g. other utilities
 - Another service in the ground causing obstructions
 - Obstructions such as skips or scaffolding restricting access to the works area
 - Discovery of tree roots and action taken as per the current issue of the National Joint Utilities Group Guidelines for the Planning, Installation and Maintenance of Utility Services in Proximity to Trees.
 - Health, safety or environmental issues which were unknown at the time of planning the works and which cannot be averted in order to safely undertake the works.

Clock Abort:

Jobs will be aborted under the following circumstances:

- The job does not exist.
- EDF Energy Networks attends a location to fix a fault and no fault can be found.
- The work involves a proven private network.

EDF Energy Networks will contact the customer to inform them of the situation before leaving site and agree the event as an abort.

Clock Pause and Resume:

Clock pause and clock resume events occur when situations outside the normal procedures for repairing faults or making new connections arise. Examples include:

- A requirement for a cable shutdown, requiring five working days' notice.
- If it is necessary for EDF Energy Networks Limited to obtain easement(s) or wayleave(s) before proceeding.
- Waiting for a decision from the customer which materially affects the commencement of the work
- Waiting for an opening notice or other consent.

Competition in Connections – UMC Service Level Agreement

Missing information:

In the event that the customer submits a request for new works without any of the specified minimum information, EDF Energy Networks shall inform the customer within two working days of receipt of the request or notification and will inform the customer of the specific information that is missing. The clock will not start until all of the required minimum information has been received by EDF Energy Networks. If this missing information is not received or if EDF Energy Networks are not informed of when they will receive this missing information, the request will be returned to the customer after 10 working days.

Operational Events Specific to Categories.

Should the following specific operational events occur, they will be dealt with in the manner described below.

Emergency Response:

- 1) Where EDF Energy Networks attends site in response to an emergency call and finds that there is no emergency (no danger), this call shall be aborted, excluded from SLA reporting and reported to both the customer and Ofgem as a mis-classification. The LA should be contacted from the site at the time this occurs. If this is out of office hours, the LA's 24 hour help line should be informed.
- 2) Where EDF Energy Networks attends site to make an emergency disconnection, any subsequent re-connection of the same asset will be considered to be covered by SLA standard 2, New Works (1-10 jobs or 11-50 jobs).

High Priority Fault Repair:

- 1) Where there is no material change in the circumstances surrounding a fault report, a fault cannot be re-categorised or raised again as a high priority fault from a single or multiple unit fault. Specifically, a fault report cannot be re-categorised or raised again if the only reason for its change in category is the elapsed time taken to repair it.
- 2) Where there is a material change in the circumstances surrounding an existing fault report, the original report can be cancelled and the fault can be raised again as a higher priority. If the fault is raised again as a higher priority, the clock will start from zero at the time it is raised.

Multiple and Single Unit Fault Repair

- 1) If EDF Energy Networks is notified of a multiple or single fault which does not meet the criteria in either of those categories, EDF Energy Networks will reclassify the fault and notify the customer within one Working day.

New Works (1-10 Jobs and 11-50 Jobs)

- 1) EDF Energy Networks will not accept orders with phased start dates; orders will need to be resubmitted broken down into work packages where installation certificates can be provided at the same time.
- 2) If orders are received and only part or none of the scheme is ready for the electrical works, the clock will not start. The clock will start when the installation certificates are received.
- 3) Orders in the 1-10 category will not be planned/scheduled unless the asset is confirmed as ready using the installation certificate where appropriate. The clock will not start until the assets are confirmed as ready.
- 4) Orders in the 11 – 50 category, may be scheduled prior to the receipt of the installation certificates, but the clock will not start until confirmation that the assets are ready (EDF Energy Networks receive installation certificate). If the assets will not be ready on the date provided by the customer, 15 working days notice must be provided in writing to the UMC Coordinator,

Competition in Connections – UMC Service Level Agreement

otherwise an abortive cost will be chargeable. Installation certificates (asset ready confirmation) should be provided to the UMC Coordinator at least 5 working days prior to the planned start date for the works if appropriate, otherwise an abortive cost may be charged.

- 5) If the volume of tasks ordered exceeds the 12% volume rate specified below, the SLA targets are no longer applicable to those orders exceeding the volume rate and these events will be captured and reported outside the Ofgem submission, but included in regular management reporting and delivered in the same way as works included in the Ofgem submission.
- 6) In the event that tasks are ordered within a category and then are found to be in excess of that category, e.g. a transfer becomes a disconnection and a reconnection, taking the original order of 50 to 51 due to the additional task, the whole order may need to be reclassified and an agreement should be made between the customer and the UMC Manager. This will have no effect on the behaviour of the clock but may influence whichever SLA target category it falls into.
- 7) EDF Energy Networks would prefer Tie Ups to be submitted on separate orders but, where this is not reasonable, they may be included as part of a larger order with a committed ready date. If EDF Energy Networks finds that the customer is not able to honour the committed date for the Tie Up, an abortive charge will be applicable unless the customer has provided 15 working days' written notice to their UMC Coordinator that the works cannot take place on this date.
- 8) If after EDF Energy Networks electrically complete a job and the customer later finds that there is a fault or it appears to be defective, it will need to be reported as a fault in order for repair to take place.

Quotations

- 1) In any circumstances where the provision of street lighting or street furniture is quoted for as part of a wider project (e.g. a main requires diverting), the project as a whole, including the street lighting and street furniture elements, will be managed by the Projects Gateway and excluded from the UMC SLA.

Non-Standard Quotations

- 1) Thirty (30) working days will be set as a default to provide quotations unless otherwise agreed between EDF Energy Networks and the customer (Please note: Ofgem Key Performance Indicators do not specify duration, this target has been set via EDF Energy Network's customer consultation).
- 2) Should EDF Energy Networks find, when preparing the quotation, that it will take longer than agreed with the customer due to new information becoming available, EDF Energy Networks will contact the customer to agree the new time period. The clock will pause while this second period is being agreed.

Competition in Connections – UMC Service Level Agreement

6. REMEDIAL AND MAINTENANCE WORKS

The table below outlines how remedial works will be treated under the SLA.

Please note: some activities may be rechargeable.

Description	Subject to SLA	SLA category
Service Termination Repair - Broken or damaged cut out - Burnt out contacts - Vandalised equipment - Missing Fuse Carriers	Y	Fault
Low Voltage at cut out – outside statutory limits	Y	Fault
Earth Loop Impedance > 10 ohms – where DNO provide earth facility	Y	Fault

'Fault' in the above table means the works should be reported and resolved under the SLA categories 'single unit fault repair' or 'multiple unit fault repair' as described in section 4.

SERVICE INFORMATION AND REPORTS

Ofgem Performance Data

All DNOs are required to report performance data regarding street lighting and street furniture on a quarterly basis to Ofgem. Ofgem specify the content, format and the timescales this information should be reported and EDF Energy Networks will adhere to Ofgem's requirements. When reporting SLA performance to Ofgem, only performance data subject to the Ofgem SLA and orders where the clock has stopped within that quarter will be reported. Other management status reporting will include orders and tasks not yet completed. Where no work has been completed within a category during the time period of the report, a 'nil return' report will be provided.

As it is necessary for EDF Energy Networks and the customer to agree the quarterly performance data prior to submission to Ofgem both parties are required to make themselves available to review the data prior to the quarterly submission. If agreement cannot be reached concerning the data, EDF Energy will submit the data to Ofgem, but state where agreement could not be reached.

Competition in Connections – UMC Service Level Agreement

Status and Performance Reports

Reports can be expected as outlined below:

Faults and Emergency Attendance

Daily	Weekly	Monthly	Quarterly	Annually
<ul style="list-style-type: none"> • Emergency response site attendance and status report • High priority, single and multiple fault electrical work completion and target dates report • Any clock events such as pause resume, restart and abort or reclassifications 	<ul style="list-style-type: none"> • n/a 	<ul style="list-style-type: none"> • Monthly performance summary 	<ul style="list-style-type: none"> • Quarterly performance summary • Ofgem submission for LA 	<ul style="list-style-type: none"> • Annual performance summary

New Works/ Connections

Daily	Weekly	Monthly	Quarterly	Annually
<ul style="list-style-type: none"> • Electrical work completed • Any clock events such as pause, resume, restart and abort or reclassifications 	<ul style="list-style-type: none"> • Electrical work completed • Electrical work outstanding, including scheduled dates • Reinstatement completed • Reinstatement outstanding 	<ul style="list-style-type: none"> • Monthly performance summary • 12% volume rate 	<ul style="list-style-type: none"> • Quarterly performance summary • Ofgem submission for LA 	<ul style="list-style-type: none"> • Annual performance summary

Please see Appendices 2 and 3 for examples of how percentages are calculated.

7. WORKING TOGETHER

EDF Energy Networks believe that in order for the delivery of UMC works to be carried out as effectively as possible it is imperative that we work together, by providing as much relevant information to one another as we can.

This SLA is a joint endeavour and therefore the main EDF Energy Networks roles and interactions, meeting schedules and escalation processes are outlined below. Going forward up to date details can be found on the EDF Energy Networks Internet site on the unmetered services page.

From our customers' perspective, we would ask that you provide EDF Energy Networks with the following:

- Clear and up-to-date contact details
- Details of your internal escalation process
- Emergency 24 hour helpline number
- A maintained central email box for reports
- Details of contractors/agents working on your behalf
- For new works, if EDF Energy Networks is to provide/serve notice on your behalf, please ensure EDF Energy Networks is set up on an Eton 4 compatible system e.g. Mayrise and that EDF Energy Networks is supplied with your DfT Number.
- Evidence of your UMS agreement.

In addition, we would ask that you ensure that you regularly communicate with EDF Energy Networks and provide forecasts of expected works when required. Suitable attendance at meetings with EDF Energy Networks will also enable smooth operations.

EDF Energy Networks Contacts

Relevant EDF Energy Networks contacts are available on the EDF Energy Networks internet site on the unmetered services page.

Title	Interaction
Faults Customer Services	Notification of fault; provision of fault reference number; programme if applicable; status updates from screen; invoice updates; management of clock pause, stop and start events and completion.
Faults Scheduler	Escalation point from Faults Customer Services if required.
Faults Engineer	On-site activity, site liaison if required. Escalation from Faults Scheduler.
Lead Faults Engineer	Escalation from Faults Engineer.
Cluster Manager	Escalation point from Faults Customer Services if required.
Hub Manager	Escalation point from Cluster Manager if required.
Head of Customer Operations (HOCO)	Escalation point from Hub Manager if required.
UMC Coordinator or Business Support Assistant (BSA)	Acknowledgement of work, notification of missing minimum information, notification number invoicing, crediting, notification of clock pause/stop/start events and completion. Programme dates, noticing.

Competition in Connections – UMC Service Level Agreement

UMC Technician	To support the technical and planning elements of UMC work, including approval of point of connection and the sign off of work packs before issue to delivery.
Authorised Person (AP)	In addition to the responsibilities of a UMC Technician an AP is responsible for ‘Putting People to Work’ where direct delivery staff are employed.
Site Surveyor	Pre site visit schemes to identify risks and provide technical advice on connections to Contractors and Customers.
Unmetered Connections Manager (UMC Manager)	Escalate from UMC Coordinator, monthly liaison meetings.
Highway Services Manager (HSM)	Escalate from UMC Manager.
Head of Customer Connections (HOCC)	Escalate from HSM, liaison at UMC forums.
Customer Relationship Manager (CRM)	Assistance with any UMC or faults enquiries/work and any information about EDF Energy Networks.
Key Account Manager (KAM)	Assistance with any UMC or faults enquiries/work and any information about EDF Energy Networks. Escalation point from CRM if required.
Operational Key Account Manager (OKAM)	Escalation point from KAM if required.

Meetings

Ad hoc – as and when required.

Monthly - meetings held with individual Local Authority customers as deemed necessary and attended by the appropriate parties from both the customer and EDF Energy Networks.

Quarterly – two regular quarterly meetings will be held;

1. A review meeting with the UMC Manager, CRM and designated customer representative to review and agree the Ofgem performance figures and to discuss any operational issues and work forecasts. It will also be attended as deemed necessary by other appropriate parties from both the customer and EDF Energy Networks
2. UMC User Group meetings are held with a number of LAs who fall within the same geographical footprint. The HOCC should attend these alongside the CRMs and KAMs, Highway Services Manager, UMC Coordinators, Operations Key Account Manager, a representative from Customer Ops and the appropriate Contractor (plus any other EDF Energy Networks personnel deemed necessary to give presentations or answer topic specific questions).

Annually – UMC forum to which all of the LAs for the relevant hub are invited. Usually the Director of Connections will open or close the meeting and it is led by both the appropriate HOCC and HOCO.

Competition in Connections – UMC Service Level Agreement

Escalation Process

Faults

Faults Customer Services → Faults Scheduler → Faults Engineer → Lead Field Engineer or CRM → Cluster Manager or KAM → HOCO or OKAM

New Works

UMC Coordinator → AP, UMC Technician or CRM → UMC Manager or KAM → HSM or OKAM → HOCC

Development of the SLA

In line with Ofgem's recommendation for a national SLA, this document is meant to provide a single SLA across EDF Energy Networks' 3 DNO licensed distribution areas. It is recognised this SLA may need to be developed in the future and therefore EDF Energy Networks reserve the right to withdraw and or reissue the SLA in light of changes in circumstances. As this is a joint SLA EDF Energy Networks will periodically review the SLA and will at times invite comments from customers as to how the SLA can be improved. EDF Energy Networks will attempt to operate in line with national guidelines and will take into account any future requests from Ofgem.

The SLA will form a regular agenda point at the quarterly User Group meeting and any developments or improvements to the SLA should be raised at this meeting. Changes to the SLA will be managed through formal change control.

Third Party Damage

Where an LA is aware of third party damage to an EDF Energy Networks asset, the LA should provide, wherever possible, sufficient information for EDF Energy Networks to investigate the claim in order to recover costs from the third party. Also, where EDF Energy Networks attends an emergency response or fault and suspects third party damage, particularly intentional damage to an asset by a developer to expedite the disconnection of an asset, EDF Energy Networks should inform the customer.

Competition in Connections – UMC Service Level Agreement

8. 12% VOLUME RATE (APPLICABLE TO NEW WORKS ONLY)

As specified by Ofgem, the volume of orders placed by a customer for new works in any calendar month must not exceed 12% of the total volume of new works orders received by EDF Energy Networks from the customer in the preceding 12 months. EDF Energy Networks will calculate this figure on a monthly basis and provide it to LAs as part of the monthly management report. The volume is calculated using the total number of jobs, not orders, and applies to the joint total of new works jobs for 1-10 jobs and 11-50 jobs. If the volume of orders placed exceeds the 12% threshold, all orders placed in excess of that threshold in that calendar month are not subject to the SLA targets and will be reported outside of the Ofgem SLA figures. If a customer submits orders simultaneously and the total works exceed the volume rating, the LA and UMC Manager will jointly decide which works will be reportable under the SLA.

In the example below, the customer can submit up to 859 new works jobs in the month of May 2008. If the customer wished to submit 1,000 jobs, the last 141 submitted jobs would not be subject to the Ofgem SLA targets.

Table 1

Rolling Month	Calendar Month	Total Orders	Total Jobs
12	May-07	5	100
11	Jun-07	12	240
10	Jul-07	56	1120
9	Aug-07	2	40
8	Sep-07	56	1120
7	Oct-07	90	1800
6	Nov-07	4	80
5	Dec-07	30	600
4	Jan-08	15	300
3	Feb-08	45	900
2	Mar-08	23	460
1	Apr-08	20	400
TOTAL			7160
12% of previous 12 months			859

9. APPENDICES

Appendix 1 – Minimum Information

Minimum Information to be supplied for Emergency Response

- 1) Location
- 2) Local Authority
- 3) Address (with map if possible)
- 4) Equipment
- 5) Description of hazard
- 6) Contact details of person to provide updates to
- 7) Details of any staff on site and their contact details

Minimum Information to be supplied for Fault Notifications

- 1) Customer identification reference
- 2) Local Authority
- 3) Date issued by customer
- 4) Customer contact name and details
- 5) Fault category
 - a) Emergency Response
 - b) High priority fault repair
 - i) Political
 - ii) Dangerous junction/crossing
 - iii) Public order concerns
 - c) Multiple units – fault repair
 - d) Single unit fault repair
- 8) Remedial and Maintenance Work
- 6) Accurate location of equipment, including:
 - a) Address
 - b) Postcode if possible
 - c) Grid reference (Eastings and Northings)
 - d) Position description
 - e) Asset number
 - f) Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted
- 7) Description of work involved including number of consuming points
- 8) Type of work
 - a) DNO cost
 - i) No current
 - ii) Low voltage
 - iii) Faulty cut-out
 - iv) Loss of neutral
 - v) High earth loop impedance**
 - vi) Repeat 5th core fuse replacement
 - b) Customer cost (PO number to be included)
 - vii) Third party cable damage
 - viii) Make safe including vandalism and damage
- 9) Further information*
 - a) Access information
 - b) Asset history

NB: The customer will be issued with EDF Energy Networks' identification number via the daily faults report confirming receipt of the notification.

* LA to provide consents for their land if necessary or to provide details of ownership if known

** Where EDF Energy Networks has provided an earth and at the supply point the Earth Loop Impedance measures > 10 Ohms. Subject to BS7671 under the current IEE wiring regulations.

Competition in Connections – UMC Service Level Agreement

Minimum Information to be provided for the request of quotation for UMC Connection Works

In line with the 1989 Electricity Act, the following information is required:

1. Location / address of premises to be connected
2. The date when the connection should be made
3. The maximum power required.

In order for EDF Energy Networks to complete the quotation requests as efficiently as possible, it is requested that the specific EDF Energy Networks Quotation Request form be used. This form is available on the EDF Energy Networks internet site.

Minimum Information to be provided for the order of UMC Connections Works

- 1) Job number (customer unique ref number)
- 2) LA details
- 3) Date issued by customer
- 4) Sole customer contact name and details relevant to this order
- 5) New works category
 - a) 1-10 Jobs
 - b) 11-50 Jobs
- 6) A plan showing the extent of the works and any civil works required from customer and a Public Lighting Schedule detailing the estimated cost based on the Standard Schedule of Rates.
- 7) Accurate location of works, including:
 - a) Address
 - b) Postcode if possible
 - c) Position description
 - d) Asset numbers if applicable
 - i. Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted
 - e) Grid reference (Eastings and Northings)
- 8) Description of work involved including number tasks
- 9) Estimated total cost
- 10) Quotation required Y/N?
- 11) Asset ready date and installation certificate if applicable indicating asset is ready.
- 12) If a quotation is not required, or if a quote is being accepted, a purchase order number or cheque must be supplied
- 13) Approved variation amount
- 14) Opening notice information
 - a) If EDF Energy Networks to request
 - ix) Customer Dft number
 - x) Classification of asset (Works for road purposes Y/N?)
 - xi) Grid reference
 - b) If requested by customer
 - xii) Opening notice reference
 - xiii) Opening notice dates
- 15) Confirmation of whether a permit charge is payable
 - a) Value of permit charge if applicable
- 16) Further information*
 - a) Access information
 - b) Asset history
- 17) Total wattage requirement of each asset
- 18) Details of agreed wayleaves and easements where the LA is to provide*

Competition in Connections – UMC Service Level Agreement

NB: On acceptance of order by EDF Energy Networks the customer will be issued with EDF Energy Networks' identification number via the daily report.

* LA to provide consents for their land if necessary or to provide details of ownership if known

Competition in Connections – UMC Service Level Agreement

Appendix 2 - Calculation of Time Taken

Our interpretation of the elapsed time calculations against each service standard shall be as follows:

- 1) For measuring elapsed time against the ‘emergency response’ category, time will be measured in hours and minutes and will operate 24 hours a day, 7 days per week.
- 2) For all service standards except ‘emergency response’:
 - a. The elapsed time will be measured in working days where a working day is defined as “between the hours of 08:00 and 16:30 Monday to Friday excluding public holidays”
 - b. Working days shall be the lowest granularity of measurement. The time of a particular event within the Working day shall be irrelevant
 - c. Where a clock event happens outside of working hours, that event will be considered to have happened on the following Working day. That includes all clock start, stop, pause, resume, restart, and abort events.
- 3) Examples of elapsed time calculations:

Figure 1

Order received Monday at 10:30, fixed the same day at 15:30 = zero working days.

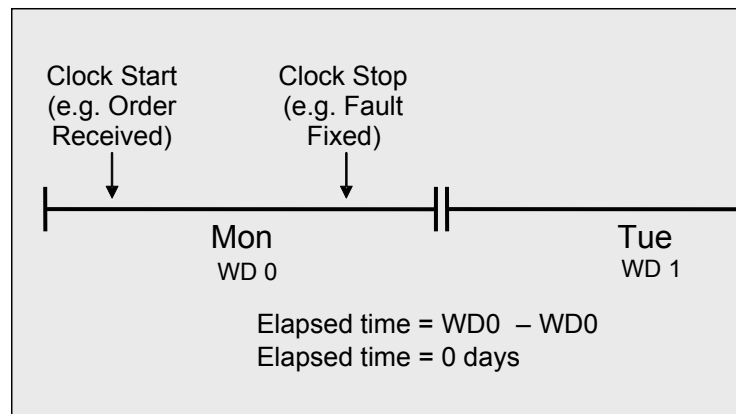


Figure 2

Order received Monday at 10:30, fixed on Wednesday at 15:30 = 2 working days

