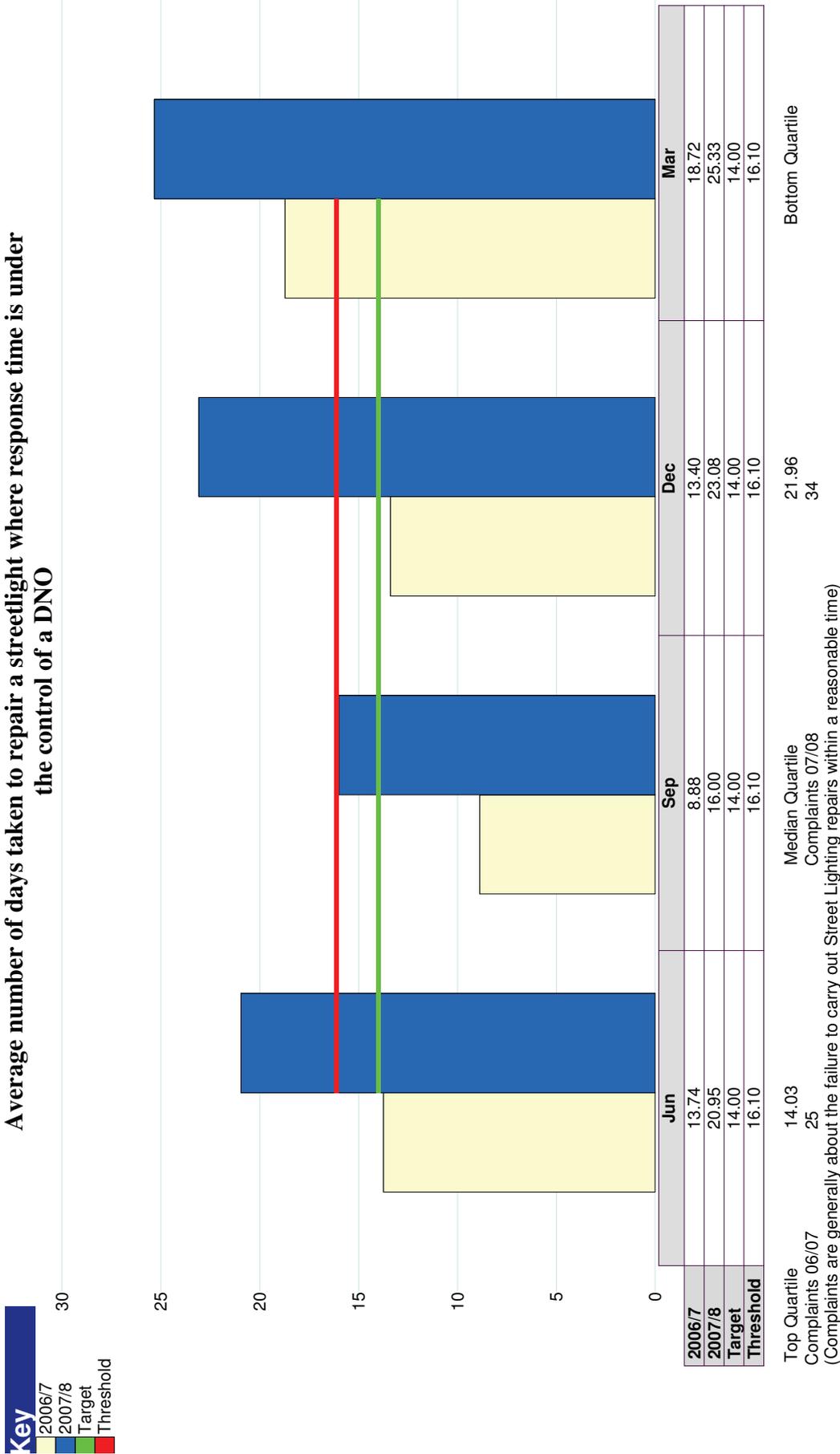


Average number of days taken to repair a streetlight where response time is under the control of a DNO



Council Officers have met with EDF energy and expressed their concerns over response times for repairing streetlight faults to highway lighting units and the effect this is having on the PI. However, a local authority has no direct control over how a distribution Network Provider (DNO) such as EDF performs. Currently EDF has no charter in place which specifies response times for street lighting faults. They are currently working with the regulating body (Ofgem) and their own internal operations to provide such standard response times. Our lighting team will continue to monitor EDF's performance on a weekly basis the outcomes of which will be discussed with them at regular monthly meetings. It is hoped this will result in performance levels reaching an acceptable level. There is not yet an agreed target and we are awaiting Edf Energy to confirm that the target to be set will be in accordance with ofgem's decision announced at the end of October.

