



case study IDNO / IGT

in cooperation with **LinesearchbeforeUdig**

Millions of third party works every year checked in seconds thanks to LSBUD



“Becoming a member of LinesearchbeforeUdig has supported ESP by providing a professional and efficient service to interested parties seeking information on our asset records”

Alan Slee

**Network Manager
ESP Utilities Group**

ESP Utilities Group (ESP) operates over 10,000 gas and electricity networks across Britain. Since it was created, ESP has asked contractors and others planning excavations to contact ESP to check that ESP underground assets would not be damaged. This manual process was labour intensive and time consuming.



The Project

As ESP grew rapidly, the number of requests for asset location information also increased. The majority of these – over 90% - were found to be for excavation works that were not near ESP assets.

To help improve its service to third parties who were planning works while reducing the workload for its own staff, ESP looked for a solution which would:

1. Ensure the efficient use of ESP’s asset management team’s time in protecting the growing asset estate.
2. Ensure all enquiries were responded to promptly, accurately and efficiently.

Action

Having reviewed a number of options, ESP Utilities Group joined the LSBUD service in June 2013. It now uses LSBUD’s market-leading automated response software which provides responses to enquiries with the relevant plan and safe working information within just 10 minutes.

The following results were found:

Stage	Number of enquiries received by ESP Team	Number of enquiries within proximity of ESP’s network
Before LSBUD	2860	154 (5.4%)
With LSBUD	5100	5100 (100%)

That’s over 30 times more relevant enquiries!

Anyone planning an excavation can submit a request through the LinesearchbeforeUdig.co.uk web site with the location of their planned excavation to determine if their works will affect ESP’s infrastructure.

All enquirers receive an instant online response to their initial enquiry advising if their location is inside or outside the zones of ESP and other LSBUD asset owners. This means that enquirers receive faster response times and ESP receives only relevant enquiries, removing the need to check and respond to enquiries relating to excavations that are not near its asset base.

Outcome

The LSBUD solution allowed ESP to:

- Increase the efficiency of internal resources with resultant cost savings
- Provide a 24/7 service
- Improve response time and enhance customer service
- Improve the protection of its assets from accidental third-party damages

As a direct result of the partnership with LSBUD, ESP is now able to protect its asset networks with greater confidence.

