



UK Power Networks (UKPN) is the country's biggest distribution network operator for electricity covering South East England, the East of England and London. It manages three licensed distribution networks which together cover an area of 30,000 km², keeping the lights on for approximately eight million customers.



Case Study - Electricity

In 2019, UKPN was receiving up to **70,000 enquiries** per month through LSBUD, which is a **250 percent increase** year on year since it first became a Member.

The Project

UKPN had two plan provision departments, both of which were responsible for answering customer requests and printing out plans of UKPN's underground network. Both teams were large, employing up to seven people at any one time. Due to the sheer number of customer requests, not only was the printing machine one of the most important pieces of technology in the office, but it also was one person's job to fold the printed plans for their entire shift. However, this way of operating was creating huge backlogs, which meant that the team often had to work on weekends and evenings to supply customers with the information they needed in an appropriate timeframe.



UKPN wanted to move away from this more traditional way of providing asset plans via print. Instead it wanted to respond to each enquiry online, making the process much quicker. The company felt this would improve customer service and reduce the number of asset strikes. For this, UKPN needed a solution which would automatically generate the 'maps' customers were requesting, sending results in a matter of minutes.



Action

By joining the collaborative LSBUD portal, UKPN has been able to do just this. It has streamlined its operations. It can equip its customer base with the information needed more effectively and efficiently, and it has futureproofed its network.

With all of its underground electricity network plans held in one central system, UKPN can now provide relevant infrastructure information to construction workers, contractors, and the general public much more quickly, whilst also providing wider access to its entire network. This means those doing the digging have much greater insight into the network they are operating near, allowing workers and assets to be kept far safer than ever before.

UKPN also needed accurate figures to share with its senior leadership team. The data provided by LSBUD allows increased clarity from both sides. Those doing the digging know what UKPN assets are beneath them and where precisely they are. Whilst for UKPN, the portal gives insight into who is digging around its network and why the work is taking place. It also allows UKPN to put a standard in place to direct people to safety advice and relevant literature, further protecting its assets and the supply to its customers.

Outcome

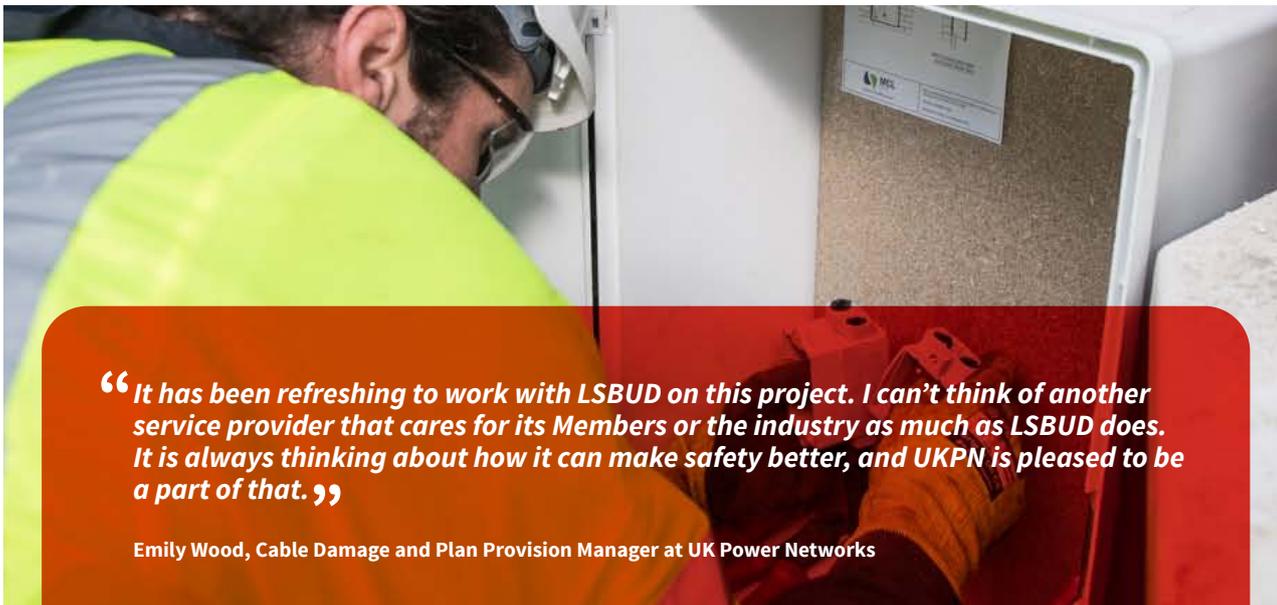
By joining LSBUD, UKPN has been able to **reduce the size of its team**, from seven to four, allowing the other staff members to be redeployed to other areas of the business where their skillsets can be better utilised.

In 2019, UKPN was receiving up to **70,000 enquiries per month** through LSBUD, which is a 250 percent increase year on year since it first became a Member. Before joining the LSBUD system these figures were not monitored, however they are known to be 'exponentially higher' than they were beforehand.

UKPN has also been able to provide information to those performing the searches **faster than ever**, protecting its network and its customers.

By using the data provided by LSBUD, UKPN is now able to **futureproof other projects** within the business, identify the most 'at risk' areas, prepare for damage claims and ensure its network is safer and more robust than ever.

AT A GLANCE



“It has been refreshing to work with LSBUD on this project. I can't think of another service provider that cares for its Members or the industry as much as LSBUD does. It is always thinking about how it can make safety better, and UKPN is pleased to be a part of that.”

Emily Wood, Cable Damage and Plan Provision Manager at UK Power Networks