



case study Electricity

in cooperation with **LinesearchbeforeUdig**

Hosted Plan Response introduced to deliver the Plan Response Service for all Electricity North West's related asset/plant enquiries



“Our customers now have 24/7 instant access to details of our assets and can work safely with up to date records delivered to them in a speedy and professional manner.”

Jayne Nugent

Data Management Team Leader,
Electricity North West Limited



Electricity North West Limited owns, operates and maintains the North West's electricity distribution network in the United Kingdom. They are licensed by Ofgem to provide a service to supply companies and distribute to 2.4 million homes and businesses across the North West Region.

The Project

Electricity North West Limited were looking for a service where the end user could quickly and easily request up to date electricity plans to enable them to proceed with their planned utility work. This would avoid worries of not knowing where the assets were located.

The new service needed to provide a fully automated response as well as a full audit trail of all requests and responses for the client.

Other key challenges included:

- High quality colour plans
- Rapid responses
- Ability to charge for relevant enquiries

Action

LinesearchbeforeUdig's Hosted Plan Response was introduced to deliver the Plan Response Service for all Electricity North West's related asset/plant enquiries.

Users place their enquiries via the LinesearchbeforeUdig service which results in a request being sent automatically to the Hosted Plan Response Service.

Once the enquiry has been received by Electricity North West's hosted plan response service it is fed through their set of automated business rules and a response is automatically created.

The Hosted Plan Response Service is used to record, assess, and archive all plan requests before providing a fast, accurate and clear response to the enquirer.

This service allows the contractors carrying out essential works to request

their safe digging plans online and receive them by email from the latest most accurate and up-to date GIS dataset provided by Electricity North West.

Outcome

Joining LinesearchbeforeUdig and using the Hosted Plan Response Service enables better access to critical business asset information.

The ability for the HPR service to automate the enquiry response process has seen significant benefits realised. These include;

- Promoting safety
- Increased asset protection
- Reduced manual intervention

The service currently delivers over 20,000 individual requests each month to the end user. All of this is fully automated and the response times for each enquiry are now taking just a few minutes each.