



case study Electricity

in cooperation with **LinesearchbeforeUdig**

Western Power Distribution provides up to date electricity plans for safe digging purposes through single portal

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales



“The safety of people that work in proximity to our electricity assets is of the highest importance to Western Power Distribution. The Hosted Plan Response Service allows us to rapidly deliver plans of our assets to those who need them.”

Andrew Bennett
WPD Mapping Manager



Western Power Distribution is the electricity distribution network operator for the Midlands, South West and Wales delivering electricity to over 7.8 million customers over a 58,900 square kilometres service area. Its network consists of 220,000 km of overhead lines and underground cables.

The Project

Western Power Distribution was seeking a service where a user could quickly and easily request up to date electricity plans for safe digging purposes. The service needed to provide an online solution that would deliver plans within minutes of a request being placed.

The solution also needed to completely automate these responses and produce a full audit trail for each request and response. Other key challenges included:

1. Replication of GIS symbology
2. Rapid provision of plan responses
3. Provision of high quality colour plans
4. Accessing up to date GIS data

Action

LinesearchbeforeUdig's Hosted Plan Response Service was introduced to deliver the Plan Response Service for all WPD related asset/plan enquiries.

Users place their enquiry via the LinesearchbeforeUdig service which results in a request being sent to the WPD Hosted Plan Response service.

A bespoke response is then created which includes the relevant plan, a customised letter and safe working information in relation to both the underground and overhead networks.

The service ensures that a fast, accurate and clear response is sent to the third party user. All requests are archived for audit purposes and are subject to WPD's authorisation processes.

Through daily synchronisation with the WPD geographic information system, plan responses are always created from the most current data available.

“Our ability to monitor enquiries and escalate any in close proximity to certain parts of the network continues to prove very beneficial to customers and WPD.” said Andrew Bennett, WPD Mapping Manager.

Outcome

In the two years since becoming LinesearchbeforeUdig Members, the average volume of WPD third party enquiries rose by 40% to circa 50,000 per month with an average response time of less than 4 minutes.

It has delivered significant efficiencies for WPD as well as providing improved service levels to third parties, lowering the risk of asset strikes.

Third parties have been able to work more efficiently by accessing WPD's information through a single portal that also provides responses for over 50 other asset owners.