



## **FACT SHEET – SELECTION OF HV SERVICE PROVIDER; SIX ESSENTIAL THINGS TO CONSIDER:**

### **1. LEVEL OF EMERGENCY SUPPORT**

With so many businesses operating on a 24 hour basis these days it has become a necessity for companies to ensure that they have access to HV support at all times. At EME Power Systems we know that you need be confident that when you have a problem & you need to be making that 3am phone call for assistance that the help you need will be forthcoming.

#### **EME Power Systems lead in the provision of out of hours support:**

We are very proud of our track record in this respect & we have built a reputation as being a business that delivers. It is of course very easy for service providers to make promises to you about how they will respond when you need them, we though prefer to provide you with proof of our commitment & ability to react - we maintain a record of recent emergencies that we have attended which we publish on our web page [www.emepowersystems/news](http://www.emepowersystems/news). We provide full details of the incident including time to respond to site, restoration time & time for completion of any permanent repair required as well as what our customer have had to say about us.

#### **Delivery of support:**

EME Power Systems standby rota is manned by in house Fitters, Cable Jointers & Engineers (whereas some organisations rely solely on sub contract labour and do not operate to a standby rota; we think that there could be an interesting conversation to be had when a subcontractor is rung at 3am to be asked if they would like to go out on a job!).

Because we are properly resourced we are able to offer you a firm commitment to respond and do not need to hide behind terms such as “best endeavours” and such like.

We would always advise our customers to formulate a plan for what to do in the event of a high voltage failure, or emergency; who would you call? Give some consideration to how they likely to be able to respond? - after all statistically if you have a network of any size, then it is only a matter of time before you will have an issue with which you are going to need some form of assistance.

## **2. ENERGY NETWORK ASSOCIATION (ENA) MEMBERSHIP**

The ENA is the organisation that is responsible for the collation, maintenance & updating of the NEDeRS database of switchgear dangerous incidents (DINS) and operational restrictions (SOPs). Up to date information on the status of equipment & whether it is safe to operate is very obviously a fundamental requirement for operational engineers who work on, or around HV equipment. The information managed by the ENA is dynamic and constantly changing; without accurate up to date knowledge of whether an item of equipment is safe to be operated (or even to be in the vicinity of) then the person carrying out that work is at serious risk of injury or death.

### **EME Power Systems & the ENA:**

As a member of the ENA all of our operational staff receive instant notification by email of newly reported issues as soon as they are reported as well as immediate updates relating to any on-going situations.

### **Our advice is to be wary of:**

As you can perhaps envisage, there are many “bootleg” NEDeRS lists in circulation, which of course will not be current or controlled and therefore inaccurate. We would counsel you to check a potential service provider’s web page for the easily recognisable logo to prove membership & to be very cautious indeed of any organisation that is not a full member of the ENA, particularly if they claiming to “have access” to NEDeRS information.

## **3. HV AUTHORISATION**

Most technical people within our industry will have initially been trained and authorised by a distribution network operator (DNO) such as Western Power Distribution. A bone fide HV service provider should operate a training & authorisation system similar to that of a DNO’s; this is known as “competency based assessment” (CBA). The person carrying out the assessment should be a qualified “Assessing Engineer” (usually independent of the contractor) the Assessing Engineer’s role is to review training records & any previous authorisations of the person being assessed & then carry out a thorough interview. Only if the person being assessed has satisfied the Assessing Engineer that they are competent will a recommendation to issue an “Authorisation Certificate” be made.

### **EME Power Systems authorisation system:**

We operate a CBA system of training and authorisations & all of our staff are in possession of a certificate of authorisation appropriate to their competency. Because almost all of our staff are DNO trained we also hold historical certification.

All of our staff have also been independently assessed and authorised in accordance with the requirements of the Lloyds of London National Electricity Registration Scheme (NERS) & are issued with safety passports which are available for you to inspect at any time that our operatives are on your site.

**Our advice is to be wary of:**

Any organisation that cannot demonstrate that they operate any such system, do not employ their own in house technical staff, or who are only able to claim to “have access to HV authorised engineers” in response to such questions.

**4. SPECIALIST EQUIPMENT & MATERIAL STOCK LEVELS**

OK, so it’s all very well having the people with the right skills and access to the NEDeRS database arriving on site in the middle of the night, but they also need to be able to draw down on all the tools, plant, specialist test equipment and materials that they are going to need.

**EME Power Systems equipment & stock levels:**

We own all of our own specialist test equipment including a purpose made HV test trailer comprising ICE machines, Biccotest HV fault locator as well as a full range of LV cable fault locating equipment.

We hold large stocks of modern HV cable types, joints & terminations as well as a range of older type cable, joints and accessories; our stock levels include a large consignment stock for the full range of “Triplex” terminations and joints.

We also have supply agreements with generator hire companies to provide generation to site if that’s what’s needed.

**Our advice is to be wary of:**

A service provider not properly stocked or equipped; or indeed any organisation that does not have the space or facility to house the plant, test equipment or material stock levels that are needed to properly support you.

**5. OPERATIONAL FACILITIES**

We believe that without a professional base from which to operate from it will not be possible to provide a professional level of service.

**EME Power Systems facilities:**

We operate from a 2000 square foot modern business unit complete with an external yard area. Our premises include a workshop, offices and racked storage areas to store all of the equipment that we know we are going to need to provide you with a comprehensive service level.

**We advise you to be wary of:**

Any provider that does not operate from a properly equipped base.

We think that it would always be a good idea to meet with any potential service provider at their operational base prior to working with them & you would be most welcome to meet with an EME Power Systems engineer at our offices for an informal chat.

**6. PROFESSIONAL INDEMNITY INSURANCE (PI)**

This is the insurance cover that is held over and above normal public liability insurances so as to provide additional protection for customers who require their HV service provider to carry out works that includes any aspect of electrical design.

**EME Power Systems view on this:**

As an HV services provider it would be impossible for us to operate without carrying out any electrical design work; it is something that will always be necessary. We therefore carry professional indemnity insurance & are happy that we can provide this additional level of reassurance to our customers.

**We advise you to be wary of:**

Any service provider that does not carry insurances appropriate to the work that they are undertaking.