Scottish and Southern Energy Power Distribution

Date of Submission

July 2016

Network Innovation Allowance Progress Report

Notes on Completion: Please refer to the appropriate NIA Governance Document to assist in the completion of this form.

Network Licensees must publish the required Project Progress information on the Smarter Networks Portal by 31st July 2014 and each year thereafter. The Network Licensee(s) must publish Project Progress information for each NIA Project that has developed new learning in the preceding relevant year.

Project Progress

Project Title

Network Damage Reporter

Project Reference

NIA_SSEPD_0003

Project Licensee(s)

Scottish Hydro Electric Power Distribution, Southern Electric Power Distribution

Project Start Date

Apr 2015

Project Duration

20 Months

Nominated Project Contact(s)

David MacLeman

Scope

To produce a smartphone application that is able to work on Android and Apple devices that will allow members of the public and the emergency services to report damage to the Overhead Line network.
The project will be in 4 phases.

Phase 1 will involve the development of the Apple iOS application, conversion of network data to allow the application to reference the network, and the provision of a facility to collect reports.
Phase 2 will expand the ability of the server to handle multiple reports, and provide feedback to the reporting device.

Phases 1 and 2 have been carried out under the IFI scheme. This project will move the project to completion through phases 3 and 4.

Phase 3 will use the lessons learned in phase 1 and 2 to develop the application for the Android operating system.
Phase 4 will see the release of both versions of the applications to the related application store, and the collection of live data. This will then allow for the evaluation of the responses from the public, and the levels of take up of the app.

Objective(s)

1. To determine the viability of using a smartphone application to allow network damage to be reported quickly to a DNO service centre
2. To evaluate the level of interest in the general public in using such a smartphone application, and in receiving updates on the progress of the resolution.
3. To determine the utility of collating the received photos and location data into a single user interface for viewing by the Distribution Network Operators (DNOs) fault recording and dispatch staff.
4. To assess the efficacy of automatically matching known equipment locations with sent data to allow the fastest response by repair staff.

Success Criteria

Develop new procedures and processes to make use of the data submitted by users, such that the fault report submitted is integrated into the company fault management system.
Develop a publicity strategy to publicise the availability of the app.
Evaluate the benefit from the utility in fault reporting using smartphones.

Performance Compared to the Original Project Aims, Objectives and Success Criteria

Objectives

There has been progress made in achieving Objectives 1 and 2, as described below. Objectives 3 and 4 are still to make progress.

1. To determine the viability of using a smartphone application to allow network damage to be reported quickly to a DNO service centre

The ability of a smartphone app to deliver the necessary detail of network damage, and provide a timely response has been demonstrated . Publicity within the company of the application resulted in over 100 colleagues downloading the application to their smart phones, and submitting test reports. The functionality was shown to work on both IOS and Android smart phones.

2. To evaluate the level of interest in the general public in using such a smartphone application, and in receiving updates on the progress of the resolution.

The level of interest by the general public has still to be evaluated. Brief discussions with blue light services have shown a high level of interest. The Stakeholder Engagement Manager for Inverness has discussed it during a routine meeting with emergency response planners. There was a positive reaction to the possibility of such a service being made available.

3. To determine the utility of collating the received photos and location data into a single user interface for viewing by the Distribution Network Operators (DNOs) fault recording and dispatch staff.

This has still to be determined.

4. To assess the efficacy of automatically matching known equipment locations with sent data to allow the fastest response by repair staff

Assessment still to be carried out.

Success Criteria

Development of the new procedures and processes to use the customer submitted data is underway, with the necessary data integration architecture being drafted. The Customer Engagement Plan has been developed and approved by Ofgem. The plan will be put into action when the data integration work is completed. Once customers have been advised of the availability of the application, report levels and types will be monitored, and benefits assessed.

Required Modifications to the Planned Approach During the Course of the Project

The project has had to be extended in order for the integration of the incoming data to the outage management system to be carried out. There was a delay, when the project was effectively on hold, whilst waiting for approval of the Customer Engagement Plan by Ofgem. This was received 6 months later than anticipated.

Lessons Learnt for Future Projects

No lessons have been learnt at this stage