

CUSTOMER:

Motor Parts Direct (MPD)

BACKGROUND:

The customer experienced partial loss of electricity supply due to overload. The problem persisted for 10 days without a resolution before they decided to seek assistance from CES.

CHALLENGE:

To investigate reasons behind the continued delay in repairing the fault and to restore power.

RESULTS:

- CES spoke to several members of the UK Power Networks (UKPN) team as well as the regional manager to understand the reasons behind the fault. This led to the conclusion that UK Power Networks were attending the wrong site on several occasions (600 meters north east of the client's site).
- A UKPN engineer then attended the client's site and reported that a private connection on the public highway was exposed and caused health and safety risk which was the reason why they had to cut off the electrical supply to MPD. UKPN were not responsible for the repair as the cable was on a private network and not part of a local distribution network
- We arranged for the generator to be installed so that the client could continue trading and arranged for an electrical contractor to repair the fault, whilst not disrupting the supply during trading hours.
- CES's electrical contractors repaired the cable, tested power supply on all circuits and disconnected the generator.
- CES helped the client in ascertaining that their Landlord was liable for the repair costs as well as the generator due to their delayed action in fixing the fault which was on their private network.

TOTAL SAVINGS ACHIVED:

Estimated prevented loss of earnings: 7 days x £1,100 = £7,700

Free disconnection of the Generator: £ 240

Repair costs paid by the Landlord: £ 480

Total savings = £ 8,420

** Excluding the client's time**

Shilpa Shah – MPD

"CES were on the case immediately and managed to make sense of confusing messages we were receiving from our Landlord and Distribution Operator. I am grateful for their swift response in restoring our supply and somewhat unexpected result in passing the cost of repair to our Landlord"