

Stormport Professional Services Case Study



Low Voltage Cutout Change

Stormport have a substantial amount of experience in changing the DNO's single and three phase service cutouts for either asset replacement or failure reasons. We also change meter boards, install isolators and PME terminals. We currently carry out in excess of 6000 jobs a year for the Western Power East business and have been carrying out this work for them for over five years.

Of this work programme Stormport currently change over 2600 single phase cutouts a year. All of this work is achieved by using directly employed back office programming staff and jointers in the field. Much of this work has been generated by the "smart" meter roll out programme.

Stormport initially contact every customer by letter. Before the work commences the jointer, who is going to carry out the work, calls to arrange entry into the property and to make any necessary arrangements to ensure the work is carried out in a timely manner with the minimum of inconvenience to the customer.

Most of this equipment is located in domestic properties typically under the stairs or in the cellar. Our staff are used to working in this environment and are sympathetic to the fact that they are working in customers homes. They take additional precautions by wearing disposable overshoes and floor covers to minimise any dust or mess whilst the work is being carried out.

Using safe jointing techniques our dedicated jointing teams carry out the work, taking before and after photographs for our records.

After the work is completed we send a customer service questionnaire to a random sample of customers to ensure that our high levels of quality and service are maintained.

