FNQROC – comments on the development of an SLA with Ergon Energy

# Setting the scene

* Identification of roles of different agents in the street light world – Ergon Energy, Ergon Retail, Councils, DTMR, Development Industry
* Description of asset useful life
* Details of review process of SLA – regularity and ongoing engagement efforts
* Approximate breakdown of how streetlight costs are charged (i.e. % of total cost per streetlight that relates to energy use, % that relates to asset depreciation, % that relates to maintenance).

**Asset Inventory**

* *Application of LightMap tool*
* Maintenance of data - Ergon as key point of contact for all data collection and maintenance
* *Notification process for service installation & abolishment*
* Simplification of notification process to reduce forms required
* Include fee rationalisation (i.e. costs to be included in lump sum payment at end)
* Ensure guaranteed single point of contact for LG (e.g. customer liaison officer within Ergon)

**Maintenance**

* *Cost Calculations*
* A detailed and transparent breakdown of how the Alternative Control Service (ACS) Charge is calculated with reassurance that the process has rigor associated with it
* Review of maintenance costs for new technology and how reduced maintenance costs are reflected in the Alternative Control Service Charge
* *Identification of which lights should be patrolled*
* Daytime audits (for day burners). However, this could be addressed if customer fault reporting process is working adequately (see point below)
* *The number of light outages at any time and time taken to repair light outages*
* As per Ergon’s current maintenance strategy
* This aspect factored into ½ yearly reporting requirements (see below)
* *Fault reporting arrangements*
* Put the ‘Report a faulty streetlight’ function in a clearly visible location on the Ergon homepage. This can be linked through Councils individual web pages
* Promotion of this facility and training of call centre staff to deal with fault reporting will improve efficiency
* *Condition monitoring criteria*
* Cluster replacements with energy efficient, low maintenance (EE/LM) technology as infrastructure reaches end of life or starts to fail
* Detail regarding how condition is to be monitored
* *Whole of life management of hardware*
* Strategy for disposal of obsolete equipment (e.g. CFL recycling, mercury recovery, etc.)
* Verification of disposal process via reporting (see below)

**KPIs and reporting**

* ½ yearly maintenance reporting (e.g. 1st and 3rd quarter of the financial year or whatever fits in best with council budgetary cycles) on KPIs, outlining % of LG fleet where replacements and upgrades have occurred, including:
  + Number and location of same for same replacement of *lamp* where failure identified (determined from day/night patrols)
  + Number and location of energy efficient / low maintenance upgrades of *luminaire* with agreed technology that meets AEMO and Ergon requirements.
  + Evidence of ACS charge updates resulting from EE/LM upgrades and out of date luminaires.
  + EE/LM upgrade of out of date luminaires with latest agreed EE/LM technology that meets AEMO and Ergon requirements
* Process for upgrading fixtures at the end of their useful life
* Schedule of likely works (location of works, description of works that includes detail on existing luminaire, new luminaire and ACS implications, reason for works, date of supply for maintenance report)
* Detail regarding concessions to be made where KPIs have not been met
* Differentiate between reporting on ‘programmed’ maintenance and ‘reactive’ maintenance