

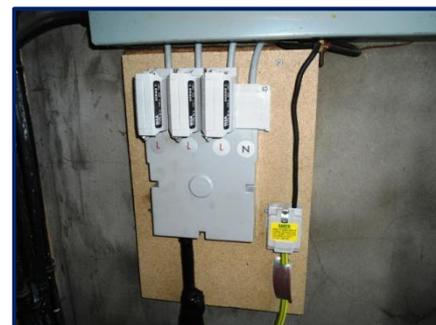
Jointing

General Enquiries

As part of IQA's services contract with Scottish Power, IQA are Scottish Power's dedicated resource for point of supply and earthing enquiries.

IQA have a team of experienced surveyors allowing any property in the SPEN network region to be surveyed within 48 hours of a customer's initial contact. SPEN general enquiries team have access to the IQA survey programmed and have the facility to arrange a customer appointment at initial contact stage.

Initially, the IQA surveyor will conduct a survey of the SPEN asset on his electronic tablet. The surveyor will then book in the necessary resources and programme the job direct from site. Depending on the type of work required it is often possible to dispatch a team to carry out the works on the same day as the survey. This is known as the Rapid Response Team (RRT).



An example of this process working effectively is a customer enquiry we received in March for Findhorn Place in Edinburgh. The customer, Mr. Johnstone lived in England; he used the property as a holiday home and only visited a couple of times a year. He required a meter change but this could not be scheduled by his meter provider as there was no safe point of isolation in the property.

Due to the nature of the enquiry IQA were in a position to offer the customer an appointment that would coincide with his next planned visit to the property. The surveyor attended on the agreed date and placed the Rapid Response team on standby. The RRT were dispatched and the single phase cablehead change was carried out the same day.

As a result the customer's meter provider was able to carry out the work the following day. Mr. Johnstone was delighted with the level of service he received which demonstrated IQA's strong partnership with SPEN.

As Scottish Power's dedicated resource, we have assisted Scottish Power to improve their Ofgem rating.

