

MAINTENANCE RESPONSE: 11KV FAULT REPAIR ON A CONTRACTED CUSTOMER NETWORK

LOCATION

West Midlands

OVERVIEW

Integrated Utility Services (IUS) has an Operation and Maintenance agreement with a Packaging Manufacturing Facility in the West Midlands.

The client contacted our 24-hour HVCS emergency services team to attend site following an interruption of supplies.

Upon attendance, the IUS Senior Authorised Person (SAP) identified an 11kV cable fault immediately below the cable box of the Transformer No.3 Circuit Breaker. We implemented a safe system of work, in accordance with IUS Distribution Safety Rules and progressed the repair through to completion, testing and restoration of supplies.

SERVICES PROVIDED

- Out of hours response to a call following loss of supply
- Isolation and fault investigation
- Project and fault management
- Safe systems of work
- 11kV cable jointing and terminations
- Testing and commissioning
- Generator connection to restore temporary supplies
- Restoration of permanent supply
- Handback documentation



MAINTENANCE RESPONSE: 11KV FAULT REPAIR ON A CONTRACTED CUSTOMER NETWORK

THE PROJECT

IUS received a call from a contracted customer at their manufacturing site following an interruption to their electricity supply. An SAP was immediately dispatched to respond to the customer fault. On arrival our SAP identified the fault and made the situation safe by providing the required isolations. This allowed IUS to proceed with an investigation and found that the 11kV cable had disruptively failed below the cable box on the 11kV Circuit Breaker feeding Transformer No.3.

In consultation with the client, it was explained that a section of the 11kV cable would need replacing. This resulted in the existing 11kV cable being cut in a suitable position so the termination could be disconnected and removed. The SAP arranged for an IUS jointing and fitting team to attend site and the faulty cable was removed. A new 11kV triplex cable was installed and terminated to the cable box, and an 11kV joint was completed in accordance with IUS procedures. The cable box was filled with Guro flex as it was an old-style box, which would not provide the required clearances for an air termination.

The new 11kV cable installation was tested, and a post fault maintenance was completed on the 11kV Circuit Breaker, before restoring the supply back to normal. Liaison with our customer was vitally important, whilst the work was undertaken. This included our SAP returning to site to change over the customer supplies from a temporary generator to its normal supply.

IUS offer substation inspections, maintenance and 24/7 emergency cover via our High Voltage Customer Service (HVCS) team.

Our Operation & Maintenance agreements provide our customers with the trained, authorised and competent team to manage High Voltage networks safely. Our undoubted strength in Senior Authorised Personnel resource and response time differentiates IUS from our competitors.