

HV MAINTENANCE, FAULTS & CALLOUT SERVICES

Nationwide framework for a leading UK IDNO

SCOPE — Planned & Condition-Based Maintenance · Inspection · Protection Testing · Diagnostics · Fault Response & Callout · HV/LV Switching · Remedial Works · Asset Reporting

VOLTAGE
11kV – 132kV

CALLOUT RESPONSE
Under 90 minutes average

CLIENT
Confidential UK IDNO

UNPLANNED FAULTS
Down 20%+ year on year

CONTRACT
Ongoing framework agreement

SAFETY RECORD
Zero lost-time incidents

COVERAGE
Nationwide, 24/7

SYSTEMS
Procore, ISO 9001/14001/45001

PROJECT OVERVIEW

Delta HV provides high voltage maintenance, fault response and callout services for the 11kV package substations adopted by a leading UK Independent Distribution Network Operator, supporting its operational portfolio nationwide. Maintenance and fault teams operate 24/7 across both planned and reactive works, and every intervention is managed through Delta HV's digital maintenance platform, giving live progress tracking, photographic verification and auditable work records aligned to ISO 9001, 14001 and 45001 certified management systems.

DESCRIPTION & OVERVIEW OF WORKS

Planned & condition-based maintenance	Routine and condition-based maintenance of 11kV substations including ring main units, transformers and associated LV distribution.
Inspection & protection testing	Visual and functional inspection of switchgear, transformer breathers, marshalling kiosks and protection relays, with relay testing, secondary injection and settings verification to IDNO maintenance standards.
Diagnostic testing	Oil and gas sampling, thermographic surveys and partial discharge testing for early detection of asset degradation.
Fault response & callout	Reactive fault response and emergency callouts covering fault location, isolation and network restoration, available 24/7.
Switching & remedial works	HV and LV switching operations carried out by authorised personnel under IDNO safety rules, with minor remedial works and asset replacement following inspection findings.
Reporting & compliance	Maintenance record compilation and asset performance reporting through Procore, giving the client visibility and a full compliance audit trail.

Performance highlight — measured outcomes across the portfolio

The framework has delivered consistent network reliability with zero lost-time incidents across the maintenance portfolio, an average callout response of under 90 minutes that materially shortens outage durations, and predictive maintenance routines that have cut unplanned faults by more than 20% year on year — supported by full audit trails and performance reporting that strengthen the IDNO's regulatory compliance position.

