

Connected Kerb – Standard KPI Structure



Category code	Severity Level	Notification Time	Response Time	Action Required
PPM - 6m	Planned Maintenance	Programmed following Commission date	6 months from Commission or previous test	Planned 6 monthly RCD Function Test & Visual Inspection: - All RCDs tested in line with BS7671 - Visual inspection of hardware
PPM - 12m	Planned Maintenance	Programmed following Commission date	12 months from Commission or previous test	Planned Inspection and Test: - Complete intrusive & non-Intrusive Inspections - Complete all required testing - All test certificates to be counter signed by competent QS - All Inspection & Test certificates to be submitted to CK
C1	Equipment severity one incident – Emergency Fault	One (1) hour from incoming alert. Notification to be sent to a dedicated email address.	Four (4) hours from Notification	Requires emergency isolation: - Investigate – Make Safe - Call emergency services if required - Carry out emergency rectification works to make equipment safe - If equipment is damaged – Raise C4 Notification
C2	Equipment severity two incident – SOFTWARE (Non-emergency fault)	Two (2) hours from incoming alert. Notification to be sent to a dedicated email address.	Twenty-Four (24) hours from Notification	Non-emergency - Software: - Carry out remote fault investigation - Identify and rectify issue remotely if possible. - If determined that site visit is required, Raise C3 Notification
C3	Equipment severity three incident – HARDWARE (Non-emergency fault)	One (1) Day from incoming alert. Notification to be sent to a dedicated email address.	Five (5) days from Notification	Non-emergency - Hardware: - Carry out on-site investigation - Identify and rectify if possible. - If determined Equipment requires replacing – Raise C4 Notification
C4	Equipment severity four incident – CORRECTIVE (Non-emergency fault)	Two (2) days from incoming alert. Notification to be sent to a dedicated email address.	Ten (10) days from notification	Cosmetic issues/ongoing issues (of a non-emergency nature): - Carry out an on-site investigation, - Identify and rectify/replace - Replacement of Components