

WB Power Services (WBPS) was first established in 1983 and since then we have grown significantly in size and service capability. Today, we provide critical power services to some of the UK's most important businesses and organisations, ensuring essential services are protected. We proud to retain our family values on a national scale as we strive to be the biggest and the best power generation company in the UK.

# CASE STUDY



## ELECTRICITY NORTH WEST

Electricity North West is a British electricity distribution network operator, responsible for the administration and maintenance of the network that distributes electricity to the North West of England excluding Merseyside and parts of Cheshire.

Over the past 12 months, WB Power Services have been working with Electricity North West to fulfill their temporary power requirements, providing both reactive and planned works.

## FRAMEWORK OVERVIEW

**98.8%**  
ON-TIME

### EXCEEDING OUR KPI'S

As part of our pre agreed KPI's with ENWL, WB Power Services have arrived on-time for 98.8% of all deployments

**900+**  
DEPLOYMENTS

### MULTI-SITE

Across the ENWL region, WB Power have deployed equipment over 900 times in the past 12 months

**20kVA -  
1.5MVA**

### MULTI SIZE POWER SOLUTION

Across all our depots & sites, WBPS have deployed generator sets ranging from 20kVA to 1.5MVA

# OUR HIRE SERVICE PROCESS



## HIRE PACKAGE DESIGN

With the requirements of ENWL defined in detail, the WBPS Hire Sales team designed the appropriate package, with the success of the project at the heart of their objectives. Utilising WB Power's in-house fleet of 1000 rental specification Kohler-SDMO generators and accompanying ancillary equipment, the Hire Sales team designed and submitted the package to ENWL for approval.

## STEP 1

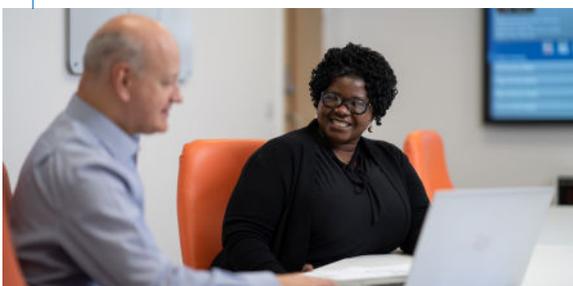
## STEP 2

## STEP 3

### CONSULTATION & SITE SURVEY

WB Power Service's initial action in the generator hire process is to ascertain the needs of Electricity North West (ENWL). With so many different factors to consider, this consultation went further than just defining their sizing requirements, with consideration given to:

- Site Quantities & Locations
- General Requirements (Emergency, planned works etc)
- Generator Application
- Sound Level Requirements
- Emissions



### TRANSPORT

Once the package has been reviewed and signed off by ENWL, the WBPS operational team got to work. Whilst our Hire engineering team inspected the equipment to ensure it was in full operational condition, our in-house transport team arranged for the generators to be delivered utilising our own in-house Hiab fleet. The generators were then transported to several strategic positions throughout the UK, meaning they could be easily dispatched to site in the event of an emergency outage.





### EMERGENCY CALLOUTS & REPAIRS

WBPS' mobile engineering team were also on-hand in case of breakdowns, relating to both WBPS' generators on-site, as well as ENWL's own generator fleet. Operating to strict 2.5 hour SLAs, all mobile engineers had ample stock of spare parts, and were on-site as soon as possible to identify and fix any issues.

### EMERGENCY INSTALLATION

In the event of a power outage, the WBPS coordination team would arrange for generators to be dispatched utilising our own hiab fleet. Once on-site, the generators and ancillary equipment were offloaded into the pre-agreed positions, with our engineering team then testing & configuring the equipment and generators to ensure all worked as they should have. All this happened within the pre-agreed SLA of 2.5 hours.



## STEP 4

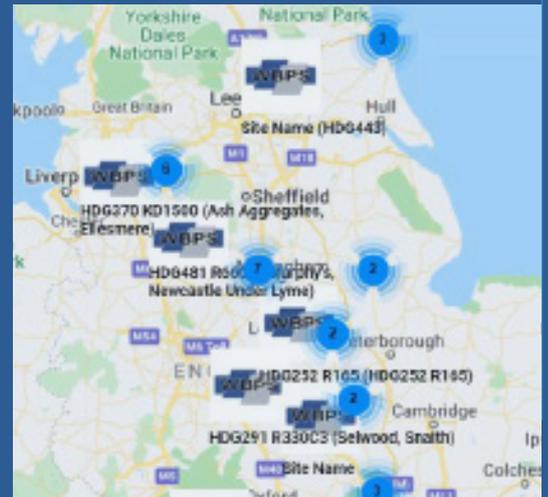
## STEP 5

## STEP 6

## STEP 7

### ONGOING MAINTENANCE

Once the equipment was installed, the work didn't stop there for WBPS. Our in-house hire engineering team continued to follow a strict service schedule for all generators and equipment on a ENWL site, ensuring parts were replaced when required, and servicing was performed at the appropriate intervals.



### REMOTE MONITORING & REFUELLING

Utilising WBPS' industry leading remote monitoring software, our hire team got real time reports on engine temperature, oil pressure and levels. When a generators fuel level dropped to a certain level, our hire team scheduled in a fuel delivery utilising our own logistical fleet.

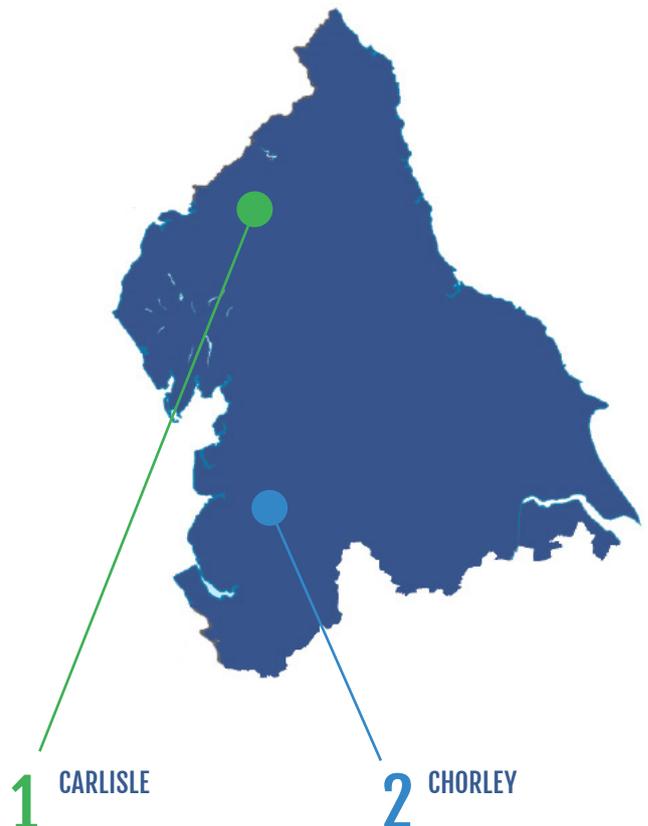
# PROVIDING TEMPORARY POWER FOR ENWL ACROSS THE NORTH WEST OF ENGLAND

## OVERVIEW OF WORKS

Over the past 12 months, WB Power Services have been working with ENWL fulfill their temporary power requirements, providing both reactive and planned works. Highlights include:

- **DEPOTS OPENED IN CHORLEY AND CARLISLE TO FACILITATE THE CONTRACT**
- **INVESTMENT OF OVER 150 ADDITIONAL GENERATORS, INCLUDING DIESEL & STAGE V**
- **OVER 100 ADDITIONAL STAFF RECRUITED, INCLUDING HGV DRIVERS, ENGINEERS, ADMINISTRATION AND MANAGEMENT**
- **DECEMBER TO JUNE AVERAGE ON TIME PERCENTAGE OF 98.8% OUT OF 900+ DEPLOYMENTS, WORKING TO A 2 HOUR SLA**

## STRATEGICALLY PLACED DEPOTS ACROSS THE ENWL REGION





# HOW DO WE PLAN TO CONTINUE IMPROVING?

- INCREASE THE SIZE AND CAPACITY OF OUR ENWLOPERATING DEPOT NEAR CARLISLE & CHORLEY, MAKING A ENWL 'SUPER DEPOT'
- INCREASE STAFFING LEVELS OF BOTH DRIVERS AND ENGINEERS TO SUIT
- INCREASE THE NUMBER OF 4X4, HIAB AND ARTICULATED VEHICLES
- VASTLY INCREASE THE STOCK HOLDING CAPACITY OF OUR DEPOTS, FOR GENERATORS, CABLING AND CONNECTORS
- ADD ADDITIONAL SPECIALIST VEHICLES TO THE FLEET TO ENABLE US TO WORK SMART ON MULTI SET CALLOUTS, BY ADDING MORE DRAW BARS & TOW TRAILERS SO WE CAN DELIVER MULTIPLY SETS ON ONE LORRY
- AMEND AND INCREASE OUR MINIMUM STOCK HOLDING CUT OFF'S AND MINIMUM STAFFING LEVELS TO SUIT THE INCREASED DEMAND



**HEAD OFFICE**

WB Power Services Ltd  
Heanor Gate Road  
Heanor Gate Industrial Estate  
Heanor, Derbyshire DE75 7RJ

Email us at: [hire@wbpsltd.co.uk](mailto:hire@wbpsltd.co.uk)  
Call us 01159 444 422  
[www.wbpsltd.co.uk/hire](http://www.wbpsltd.co.uk/hire)