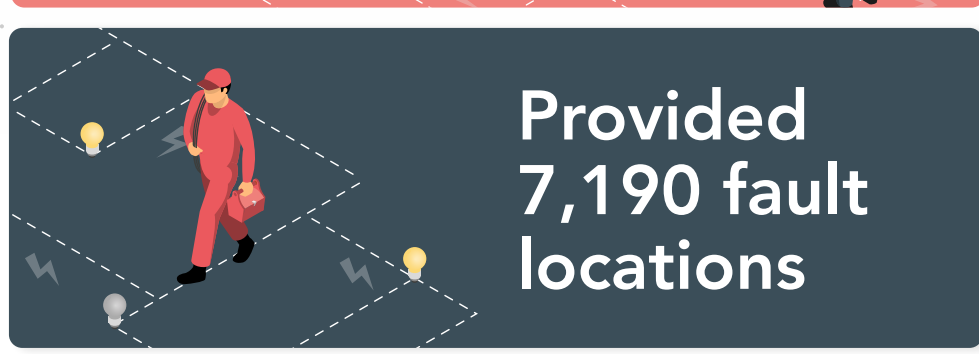


# 2021 Sapient Fault Assistance Service

## USER SURVEY RESULTS

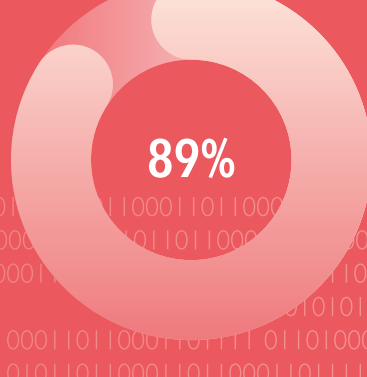
Sapient is Kelvatek's end-to-end service that provides fault location support and technical assistance to operational personnel. Now operating for over seven years, the service aims to help DNOs drive down unplanned outages and ensure they are getting maximum value from our range of LV equipment.

Over the past 12-months the Sapient Fault Assistance Service Centre has;

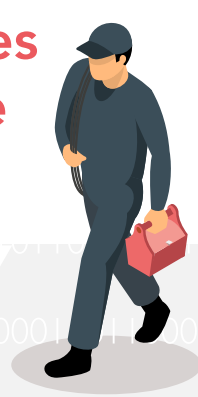


**100%**  
of respondents feel  
Sapient helps them  
do their job more  
efficiently

**89%**  
of respondents agreed  
that our service  
engineers are always  
available to help



**Our users typically:  
know how to access  
the service from Kelvatek  
training, contact Sapient  
by phone, call multiple times  
a week, and use the service  
for fault finding.**



### What users say about the core features of the Sapient service?



#### To support with fault-finding

"The Go-Locate information provided by the Sapient service has become invaluable"



#### For performance and benefit reporting

"The service provides accurate, real-time data reports"



#### For action and installation reports

"The service is very helpful when installing equipment"



#### LV equipment training and support

"The support from the Kelvatek team has been invaluable this year. They have conducted lots of training and provided excellent support"



#### To support TDR use

"The experts ease the stress of finding faults when the location is unknown"



#### General company contact

"The service is an excellent tool for engineers out on site, especially when they need more information or an update on locations."



**91%**  
of respondents are  
likely to recommend the  
Sapient Fault Assistance  
Service to colleagues  
**Net Promoter Score**

#### Contact the Sapient Fault Assistant Service Centre

The service is available 365/24/7

**SSEN S:** 0118 324 4888

**WPD:** 0117 325 9777

**SSEN N:** 0173 870 1080

**NIE:** 028 9590 8383

**UKPN:** 0203 475 6600

**SPM:** 0151 318 0887

**ENW:** 0161 850 9080

**SPD:** 0141 280 7773

**NPG:** 0191 580 9080

**General enquiries:** [Sapient@kelvatek.com](mailto:Sapient@kelvatek.com)

#### Interested in finding out more?

To find out how we can better support your LV fault management strategy please get in touch;

**[CustomerPerformance@kelvatek.com](mailto:CustomerPerformance@kelvatek.com)**



**kelvatek**  
camlin group