



Powered Up!

Delivering electricity to your local community

Spring 2018



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Keeping the lights on

Welcome to the UK Power Networks' Newsletter. This newsletter will keep you up to date with developments that are taking place within UK Power Networks, your electricity distributor.

UK Power Networks is the country's largest electricity distribution network. We manage the local power lines and substations, making sure the lights stay on for more than eight million homes and businesses across London, the South East and the East of England.

Since UK Power Networks was formed in 2010 we have improved reliability, customer satisfaction and the safety of our network. But we are focused on continuously improving the service we provide, particularly for our vulnerable customers. That is why we supported the 'Be Winter Ready' industry campaign to highlight practical steps our customers can take to be winter ready, and to highlight our Priority Services Register that enables us to get help to our most vulnerable customers if they experience a power cut.



This winter saw two storms and a period of cold weather which affected our networks. You can read more about how we prepare for storm weather in the section below.

Every year we invest £500 million in our networks and in 2017 we also spent £20 million cutting back trees and vegetation to reduce the possibility of damage to power lines at most risk of disruption, especially in stormy weather.

I hope that you find this newsletter informative. Please do not hesitate to contact me if I can assist you in any way.

Basil Scarsella, Chief Executive Officer

Help for customers in vulnerable circumstances

Since UK Power Networks was formed in 2010 we have significantly reduced the frequency and duration of power cuts. Although they now happen less often, we know that for some customers, especially those in vulnerable circumstances, power cuts can be inconvenient and worrying. That's why we provide extra help to these customers in the event of a power cut.

Our free Priority Services Register enables us to identify and help older and disabled customers, those whose medical equipment requires electricity, families with young children and many others.

In the last two years we have more than doubled the number of customers on our Priority Services Register, but we know there will still be customers who are entitled to free help who are yet to register.

Please do encourage your residents to register by calling 0800 169 9970, or by completing the online form: www.ukpowernetworks.co.uk

No power to a street light, sign or bollard?

UK Power Networks has launched the first live online map that allows residents to check whether a faulty piece of street furniture has been reported to us.

Before a fault is reported to us, the local

highways authority inspects the fault, and if they find it's a fault with the connection we provide, they contact us.

Once a light is reported to us it will appear on our [highways streetlight map](#).

You may wish to save this in your online favourites. If you have any queries or problems, please e-mail: highwayservices@ukpowernetworks.co.uk



About our network



We serve over 8.2 million homes, schools, hospitals and businesses, serving over a quarter of the UK population.



We manage over 187,598 kilometres of electricity cable across London, the South East and East of England.



Every year we invest over £500 million back into the electricity network.

Casework Q&A - Storms

We know that from time to time local residents contact you about issues related to the work we do. Each newsletter will feature a Q&A on the most common issues. This edition looks at how we prepare for storms.

Q. How do you prepare for storms?

A. In addition to bringing in extra engineers and customer service staff, everyone at UK Power Networks has a storm role, which means our back office teams like legal and finance take calls or scout the network for damage.

Q. If local residents experience a power cut or see damage to the network, who should they call?

A. They should call 105 or 0800 31 63 105, which is free from a landline or mobile phone. It will take you through to our call centre, if you are calling in our network area. They can also visit our website [here](#).

If you see damaged power lines, please treat wires as live, stay away and inform us immediately on 105. If you see our lines down or causing risk to the public, please call 999 immediately.

Seven years of continuous improvement

Frequency of power cuts



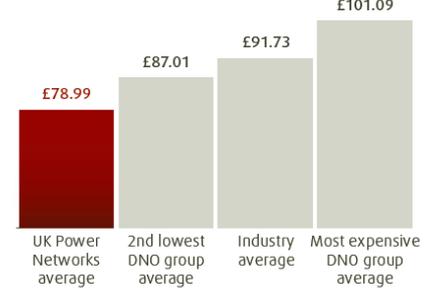
Reliability:
Today our customers see an interruption on average once every two and a half years, compared to an average of once every 18 months back in 2010.

Customer satisfaction score



Customer Satisfaction:
Our customer satisfaction rating now stands at 86%, the best score we have ever attained.
*The figures for 2010/2011 are not available as Ofgem began measuring customer satisfaction in this format in 2011/2012.

Annual domestic charges in the industry



Delivering for our customers:
We are the lowest cost electricity Distribution Network Operator (DNO) in the UK.

New customer-focussed website launched

As part of our commitment to improving customer service, UK Power Networks is investing in a new website that will give customers the real time information about power cuts. [You can view our website here.](#)

Not only will most power cuts have an estimated time of restoration, it will also inform customers when engineers have been despatched and arrived on site to investigate the fault causing the power cut, like customers would track a parcel delivery.

Customers will still be able to call our 24/7 customer service centre to speak to one of our advisers to request updates on restoring their power.

£2.5 million helicopter partnership to keep an eye on our network

UK Power Networks, has teamed up with PDG Helicopters in a £2.5m contract to survey overhead power lines and equipment in both the East and the South East of England.

The air patrols offer a bird's eye view of power lines, allowing them to check for any problems much more quickly and easily than engineers on foot.

The crew can carry out inspections on circuits in a single day that could take engineers on foot weeks to complete.

As well as routine patrols, helicopters can help identify damage sites after storms, so equipment can be repaired and power supplies restored more quickly for our customers.



Anti-woodpecker filler solves headache for UK Power Networks

UK Power Networks is trialing a new wood filler that contains a harmless woodpecker repellent fragrance to persuade our feathered friends not to drill their way through electricity poles.

As Woodpeckers return to places where they have already pecked holes, this new wood filler should discourage them from causing further damage to the network infrastructure, helping to keep customer bills low and preventing power cuts for residents and businesses.

UK Power Networks takes its responsibilities to local wildlife very seriously and has actively supported the nine Wildlife Trusts in its network area since 2011, both financially and through paid volunteering leave from our staff.



Investing in our future - our apprenticeships



UK Power Networks continues to invest in the skills and talents of its workforce. Last year we recruited 66 apprentices for a number of important roles in the company and over the past five years we have trained over 250 apprentices in the energy sector.

In 2016 UK Power Networks apprentices became the first in the country to complete the new Trailblazer Apprenticeship Standards. We recruit apprentices of all ages and one of our apprentices was 53 when he joined us. You can find out about our apprenticeship programme with our [link here.](#)