

March 2021

Investing £1.3 million in Harehills and Chapeltown

Dear Customer

Northern Powergrid, the company responsible for the network that powers everyday life for 8 million customers in the North East, Yorkshire and northern Lincolnshire, is carrying out a scheme of essential work to improve the reliability and resilience of the electricity network in your area.

The **£1.3 million investment** focuses on replacing **5.5km of low voltage underground electricity cabling** with a more modern and sustainable alternative as well as building a new electricity substation. This new equipment is capable of meeting the existing demand for power in the area, as well as any future increase in demand as the population grows and more people swap their cars for electric vehicles.

Freedom is carrying out this work on Northern Powergrid's behalf.

Where and when we're working

From 15 March until the end of 2021 we're digging in the roadway to lay new electricity cables along the route shown over the page.

When are we working on your street?

We're working on Airlie Place, Alcester Road, Alcester Terrace, Back Airlie Place, Back Hilltop Mount, Bank Side Street, Bayswater Crescent, Bayswater Grove, Bayswater Terrace, Elford Grove, Frankland Place, Gathorne Street, Gathorne Terrace, Gipton Avenue, Hares Road Hill Top Mount, Louis Street, Markham Avenue, Rossington Grove, Rossington Place, Roundhay Road, Shepherds Lane, Shepherds Place, Spencer Place, Vicars Road and Vicars Terrace.

We'll be writing to you again to let you know when we plan to work on your street.

Important information

We'll need to access your home/premises to connect you to the new cabling once it has been laid and to check that our equipment is working correctly. It's likely we'll need to temporarily turn off your power while we do this.

We'll be in touch with you directly to arrange a suitable time to come and connect you to the new power supply and to let you know if and when we need to turn off your power.

We'll do all we can to ensure that vehicle and pedestrian access is maintained, although small sections of parking may need to be temporarily suspended while we carry out this work.

Who is Northern Powergrid?

We're the company responsible for the network that powers everyday life for 8 million customers in the North East, Yorkshire and Northern Lincolnshire. Regardless of who you choose to buy your electricity from, we're the people responsible for the network that delivers it to your door.

Coronavirus (COVID-19)

We're following the latest government advice to keep our employees, contractors and our customers safe and as such all our work is carried out in line with the latest COVID-19 health and safety practices. As a result we're asking customers not to approach our teams if they see them working in their local community unless it's an electricity emergency – and if they do to maintain two metre social distancing at all times.

Translate this information

If English isn't your first language click the **Accessibility** icon at the top of our web page northernpowergrid.com/harehills to **translate** the information into another language. You can also call our language line on **0800 389 8204**.

We can be contacted 24/7 on social media, via Facebook or Twitter: **@northpowergrid**.

For general enquiries, you can call our General Enquiries Team on **0800 011 3332** or email them at: **generalenquiries@northernpowergrid.com**.

You can also contact us online at northernpowergrid.com/contact. Or write to us at:
FREEPOST RSXE-RCZX-XKBL, Northern Powergrid General Enquiries, Manor House, Station Road, Penshaw, DH4 7LA.

To receive our communications in larger print or Braille, please call our Powergrid Care Team on **0800 169 2996**.

Need extra support?

We don't expect your power to be disrupted during these works, however, if you, or someone you know could do with a little extra support during a power cut due to your medical or personal circumstances please join our free Priority Service Membership to access a range of additional services. To find out more call 0800 169 2996 or visit **northernpowergrid.com/care**.

In an emergency

To report a power cut, or if you're concerned about the safety of our equipment, call **105** – the free national power cut number.

Thank you

We thank you in advance for your assistance and apologise for the inconvenience caused while we complete these essential improvements to the electricity network in your area. Please contact me if you have any questions.

Yours faithfully

John Arnold

Field Manager, Freedom

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Northern Powergrid

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Registered in England and Wales. Registered Number: 3476201

If you would like an audio copy of this letter, a copy in large type, Braille or another language, please call 0800 169 7602