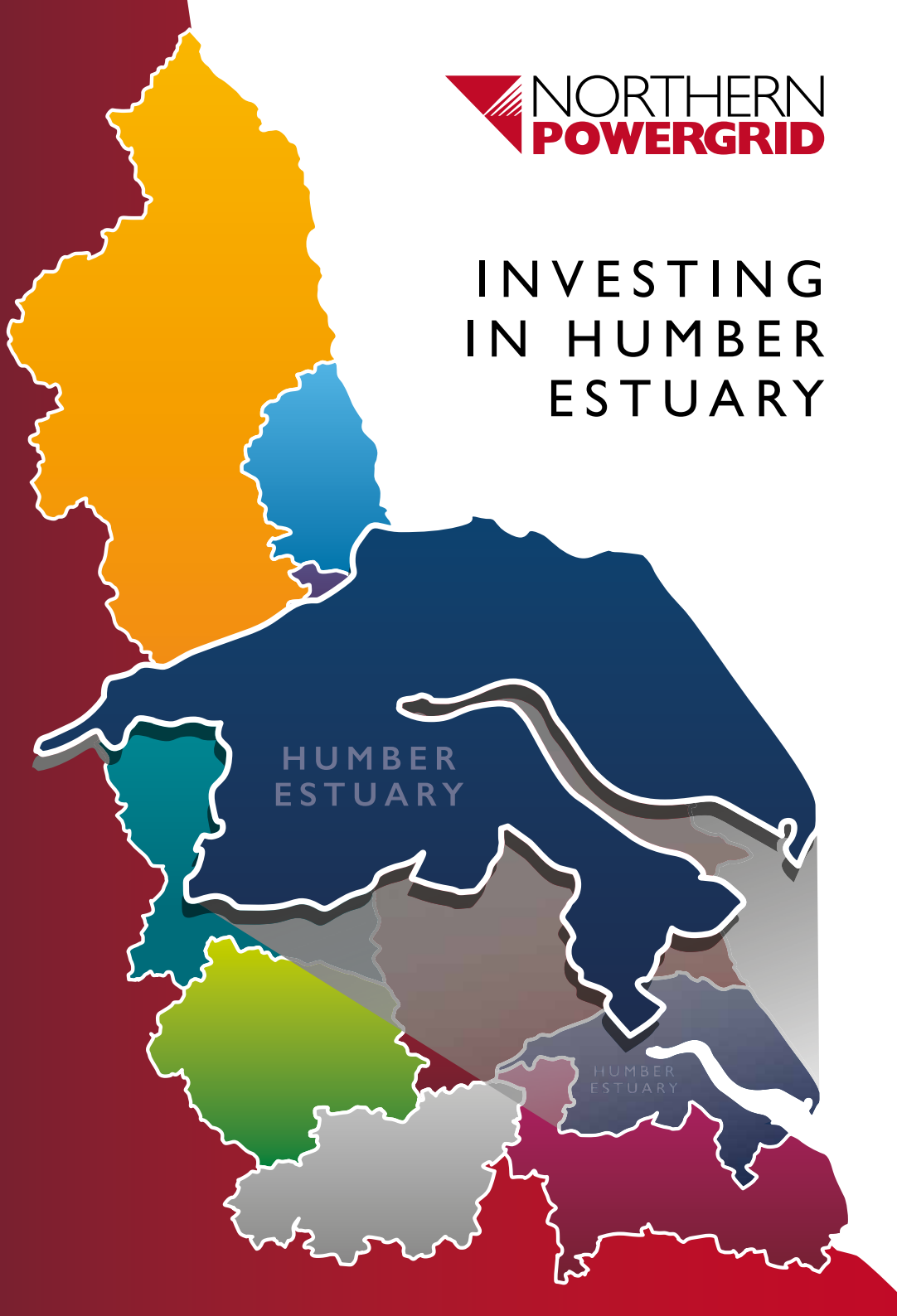


# INVESTING IN HUMBER ESTUARY



# INTRODUCING NORTHERN POWERGRID

Here at Northern Powergrid we work behind the scenes to deliver electricity to 3.9 million businesses and homes in the North East, Yorkshire and northern Lincolnshire.

Our network consists of more than 60,000 substations and around 95,000 kilometres of overhead lines and underground cables. We have more than 2,200 employees who work to keep the lights on for our 8 million customers.

Our operating zones are coordinated so we can tailor our services and our response to the needs of you and your local community. We moved from five larger zones to nine zones defined by their industrial, urban or rural landscape. This operating model demonstrates our commitment to improving our service and providing locally based managers who are able to keep in touch with the local community to understand the best way we can meet your needs.

## OPERATING IN HUMBER ESTUARY

This booklet provides you with a handy personalised directory of our services in Humber Estuary.

We have included information about our investment schemes across the region and the full range of other services we provide.

Our services complement much of the work that local councils, combined authorities and Local Enterprise Partnerships have responsibility for and we want to work closely with other local partners to help achieve these objectives. These range from taking care of our vulnerable customers, promoting skilled careers, supporting economic growth, reducing crime and minimising our environmental impact.

Our Humber Estuary zone stretches from Beverley in the north to Scunthorpe, Grimsby and Cleethorpes in the south. It covers the main towns of Hull, Scunthorpe and Grimsby; as well as the area along the River Humber. The zone serves 326,000 homes and business and includes our main office at Hull.

## MEET THE TEAM

### GLEN HODGES

Head of Industrial Zones

[Glen.Hodges@northernpowergrid.com](mailto:Glen.Hodges@northernpowergrid.com)



“The Industrial zone of Humber Estuary presents some unique challenges with regard to heavy industry and other large customers whose continuous reliability of supply is paramount to their businesses. This, alongside satisfying our general customer base of domestic and smaller commercial properties, is my team’s highest priority. We aim to deliver a safe, continuous and reliable network to the standards our customers deserve. The team is working to provide significant improvements to the number and duration of faults and enable a 30% reduction in the time it takes to deliver connections to our network.”



# ENGAGING WITH YOU

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**We want to work with you to understand how we can improve our services and support the communities of Humber Estuary.**

We set out to consult with you to make sure that we are delivering the service that you want.

Our Chief Executive, Phil Jones, represents the Yorkshire and Humber CBI. This engagement is essential in making sure we are enabling the future growth and potential of our region.

Our stakeholder panel is a central part of our engagement process and is led by members of our board of directors. Members of the panel come from the public, private and voluntary sectors to represent a wide range of interests and expertise. If you are interested in taking part and helping to shape what we do in your community then get in touch with us at [yourpowergrid@northernpowergrid.com](mailto:yourpowergrid@northernpowergrid.com)

## **Our stakeholder website**

We have launched a website aimed at engaging with our stakeholders by communicating about our business improvements and our community engagement achievements and plans.

We also use this website to promote our Stakeholder Report, which sets out how we performed through the first year of our business plan. We've tried to make it as easy as possible for those who aren't familiar with our business to understand how we've done in this last year. Visit at: [www.northernpowergrid.com/your-powergrid](http://www.northernpowergrid.com/your-powergrid)

## **Customer Liaison Officer**

If you have any queries or concerns that you would like to discuss with us you can get in touch with our dedicated Humber Estuary Customer Liaison Officer by emailing [team@northernpowergrid.com](mailto:team@northernpowergrid.com)

## **Get in touch**

If you would like to talk to us about who we are, what we do and how we can work with you, get in touch with our stakeholder engagement team at [yourpowergrid@northernpowergrid.com](mailto:yourpowergrid@northernpowergrid.com)



cut helpline  
00 375 675

**RAPID RES**

# INVESTING IN HUMBER ESTUARY

We are investing **£59.5 million** in Humber Estuary throughout our business plan period of **2015-2023**.

Our work focuses on the replacement of assets, underground cables and overhead lines. We are also investing in flood defences and reinforcing the network to ensure that we deliver the best possible service in your area.

On the map we have highlighted our biggest investment schemes in Humber Estuary. For more information you can visit our investment map at [northernpowergrid.com/investments-in-your-area](http://northernpowergrid.com/investments-in-your-area)

Our long term investments are vital to the successful distribution of electricity in your area. Therefore, we think it's important to continue to consult and work with local authorities and other key stakeholders to ensure that we consider your issues and priorities throughout our investment schemes.



## BEVERLEY

In 2016 we started work in Beverley and we will work until 2023, investing **£4.1 million**. We are refurbishing transformers, replacing 2.9km of underground cable, investing in flood defences, and upgrading overhead lines where necessary.



## KEADY TO SANTON

In 2018 we will invest **£1.9 million** to refurbish the overhead line, which is nearing the end of its useful life.

## KEY



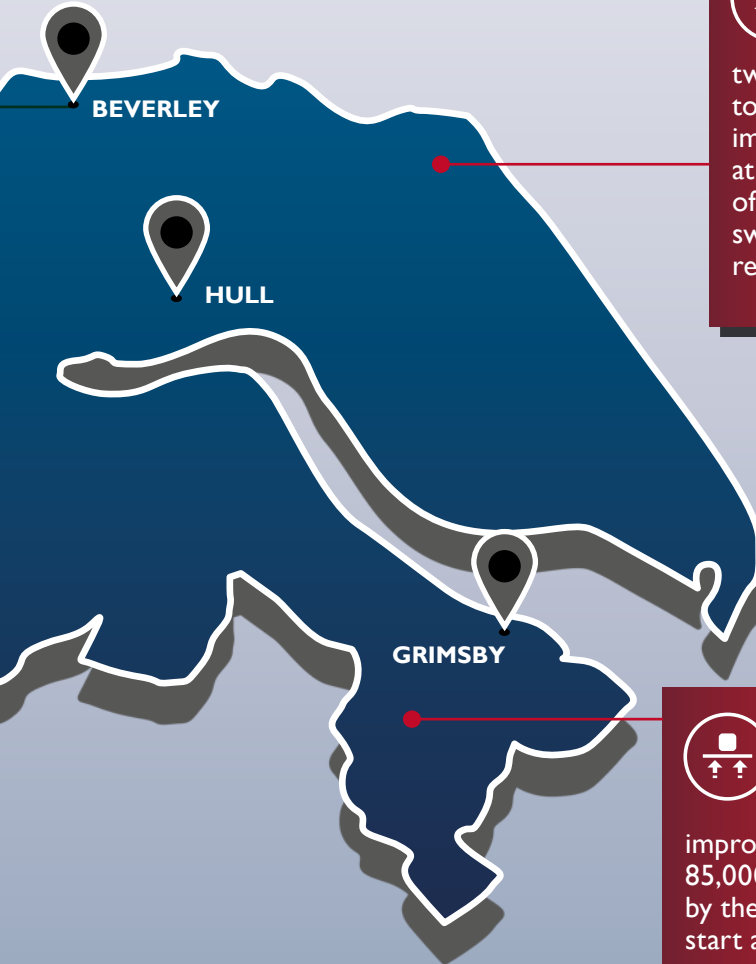
ASSET REPLACEMENT



MULTIPLE REPLACEMENTS



OVERHEAD LINE REPLACEMENT



### SEATON

In 2018 we will start a two year programme to invest £2.8m to improve the equipment at this site. Three sets of 66 kilovolt outdoor switchgear will be replaced.



### GRIMSBY WEST

We're investing £11.2 million to improve the supply for 85,000 customers supplied by the site. In 2017 we will start a three year project to replace 10 high voltage circuit breakers.



# PROVIDING GREAT CUSTOMER SERVICE

We want you to feel like we deliver the high quality customer care you expect and deserve every time you contact us. Through our customer service improvement programme we are keeping your needs at the forefront of how we do business.

Our Penshaw based customer contact centre is open 24 hours a day, every day, with a team of professional advisors who are ready to respond to the needs of our customers across our nine operating zones.

With text services, social media and online services, face-to-face, telephone and e-mail, you can choose how you want to engage with us.

By going out into the community with our customer support vehicles, sending proactive communications to share details of our investment schemes and creating opportunities for people to have their say, we continue to improve the day-to-day customer experience.





# OUR DIGITAL SERVICE

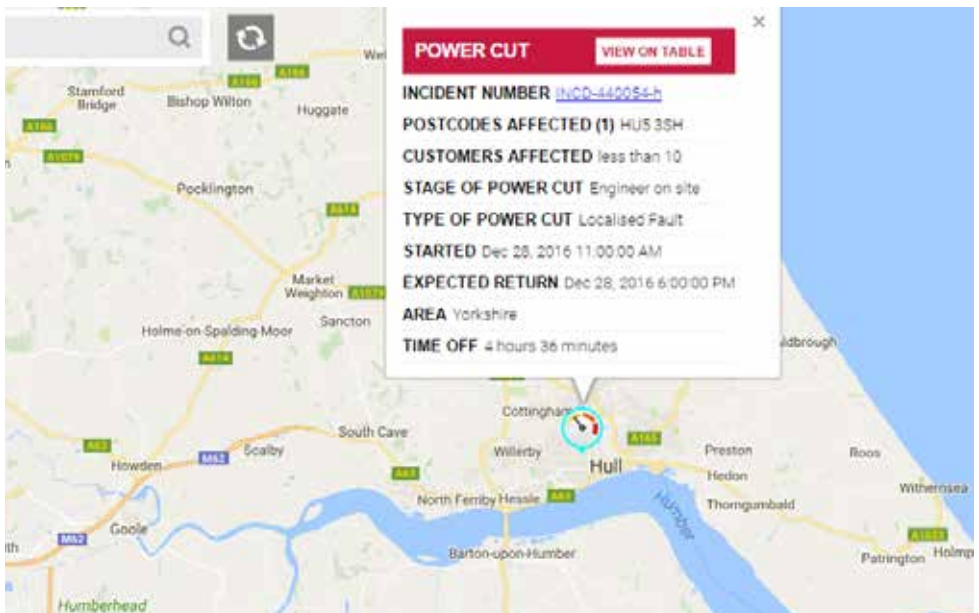
We are continuously working to deliver high quality customer service. We've seen a huge growth in contact with our customers through digital channels and we've invested in significant improvements to this service.

Our online power cut checker and power cut reporting service lets our customers directly alert us if they're experiencing a power cut. Customers can see updates on when their power will be restored for both planned and unplanned power cuts. This allows our contact centre advisors more time to help customers who wish to contact us via the telephone.

We also text customers, where we have contact details, to keep them up to date on when we will restore their

power. To help local authorities and other public organisations manage the situation if there is a power cut, we have a system that allows them to access live information on power cuts and restoration times using a personalised login to an online map.

If you would like to have access then please get in touch with us at [yourpowergrid@northernpowergrid.com](mailto:yourpowergrid@northernpowergrid.com) and we'll set you up and guide you through our easy to use system.



# CARING FOR OUR CUSTOMERS

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Although we are always working to maintain our electricity network, sometimes power cuts do happen; therefore we have created online resources to make sure that you are prepared.

These resources include; home safety tips, videos on what to do in a power cut, our power cut reporting service and our online power cut checker. Not only do we make sure these online resources are up to date and as useful as possible, we also go out into the community to help you with resilience planning.

We take part in regular meetings with the Humber Local Resilience Forum to support and contribute to their work in preparing the region for an emergency.



# OUR PRIORITY SERVICES REGISTER

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We understand that a power cut can be extremely inconvenient to our customers, but for some people it is so much more than that. In order for us to provide additional support to those who need it the most, we have a Priority Services Register.

Our customers can choose to register themselves, a family member or friend, if they feel they need extra support in a power cut.

We are always trying to find new ways to tailor the services we provide to customers' individual needs, as we understand that a one-size-fits-all approach is not appropriate for customers needing additional support.

Our contact centre will be able to offer additional information, advice and regular updates over the phone. We may be able to arrange for our partner, the British Red Cross, to provide emotional and practical support to you as needed.

We also have Customer Support Vehicles, which we send out during power cuts to provide refreshments, blankets and the chance to talk to one of our team face-to-face.

It's a priority for us to make sure that we know who needs this extra support and so we actively seek to promote our Priority Services Register. We work with care professionals and businesses to make sure that we are reaching our customers who need us the most.

If you work in Social Care, for the Health and Wellbeing Board or in other care professions, you can help us to promote our register, improve our service and help us to identify those who will benefit from being on our register. Please get in touch to help us to provide the best support for our customers.

## FOR MORE INFORMATION ABOUT OUR PRIORITY SERVICES REGISTER

- ▶ Call us 24 hours a day on: 0800 169 2996
- ▶ Email us at: [priorityservices@northernpowergrid.com](mailto:priorityservices@northernpowergrid.com)
- ▶ Visit our website at: [northernpowergrid.com/priority](http://northernpowergrid.com/priority)

# POWERING YOUR COMMUNITY

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We invest in our communities by working with stakeholders to ensure that we use our local presence and resources to deliver a positive impact. We are committed to being an active member of the community and we strive to ensure that our investment has a sustainable benefit.

We sponsor local community projects in the area through our partnership with My Green Investment. Our project is making 'Energy Heroes' out of primary school students across Grimsby.

The programme aims to engage and empower students to think differently about the way they use energy by developing their understanding of the cost of energy and its environmental impact.

Our volunteering programme gives our employees the opportunity to support their local communities. Our volunteers attend events that we hold in partnership with the Trussell Trust and Ahead Partnership, where staff can support their local food banks and inspire school students to pursue careers in science, technology, engineering and maths subjects.

Through our schools safety programme we promote safety and raise awareness of the dangers surrounding electricity distribution. Our Safety Advisors visit more than 25,000 school children every year and we have a fantastic interactive website that educates children through fun online resources. You can sign up to organise visits to local schools on our dedicated website: [thefusebox.northernpowergrid.com](http://thefusebox.northernpowergrid.com)





## OUR GUIDING PRINCIPLES HELP TO SHAPE OUR COMMUNITY PROJECTS AND PARTNERSHIPS:

- ▶ **Vulnerability to power cuts** – using our knowledge and local presence to help our most vulnerable customers during power cuts
- ▶ **Energy affordability** – to help improve the homes and lives of our customers by providing far reaching and innovative solutions to energy affordability challenges
- ▶ **Strengthening communities** – to make a positive difference to the communities where we live and work
- ▶ **Public safety and education** – to develop skills and nurture talent to improve the lives of our communities through education and safety programmes and projects
- ▶ **Employee engagement** – to invest in our people and create a positive culture within our organisation and in the communities where we live and work

# GETTING CONNECTED

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We are continuously improving our connections service without increasing cost; we're doing this by adapting our local operations and making better use of digital channels and technology to provide a personally tailored service.

► **New connections** – If you need a connection to a premise, our design team will work with you to provide a connection tailored to your requirements. We have a quick calculator at [northernpowergrid.com/getconnected](https://northernpowergrid.com/getconnected) to get a more site specific guide to the price of your new connection. You'll also be able to apply for a formal estimate or quotation.

► **Changing connections** – If you are installing additional electrical equipment and need to increase the size of your electricity supply, we will help you understand the process of connecting this equipment to our network.

► **Supporting independent connections** – Customers can contract an Independent Connection Provider to provide and install certain aspects of their connection infrastructure. We actively promote this competition and if you want to get a quote from an alternative provider, we'll help you understand the process.

► **Supporting local generation schemes** – Supporting you throughout the planning stages of generating electricity from renewable and energy-efficient sources is a key part of what we do. We can help you to understand the connections process and provide you with a quotation that suits your project needs, whether it's small or large scale generation.

One of the first steps you can take in deciding whether you want to talk to us about a connection is by taking a look at our generation availability map; it provides an indication of our network's capability to connect large-scale developments to major substations and you can access this via our website: [northernpowergrid.com/generation-availability-map](https://northernpowergrid.com/generation-availability-map)







## FOR GUIDE PRICES, TIMESCALES AND TO APPLY FOR YOUR CONNECTION

- ▶ Visit our website at: [northernpowergrid.com/getconnected](https://northernpowergrid.com/getconnected)
- ▶ You can 'Ask the Expert' online and discuss your project and timescales with our technical specialists
- ▶ Alternatively call us Mon-Fri: 8am – 8pm or Sat: 9am – 5pm on 0800 011 3433
- ▶ Write to us at: Northern Powergrid Network Connections, Alix House, Falcon Court, Stockton-on-Tees, TS18 3TU
- ▶ We host regular connections surgeries at our offices to offer expert advice and guidance on planning for connections projects. Visit [northernpowergrid.com/customer-events-and-surgeries](https://northernpowergrid.com/customer-events-and-surgeries)



# FUTURE NETWORKS

Innovation is central to the way we do business every day. We look for new ways to improve the quality and range of services we provide to ensure that our network can meet current and future demands.

The decarbonisation agenda and technological progress present the electricity system with new challenges. In order to keep our knowledge and our services up to speed with the market evolution and with our customers' expectations, we invest in research projects.

We are particularly pleased to have led the Customer-Led Network Revolution project, one of the most significant smart grid projects ever undertaken in the UK. Learning from this project has enabled us to develop a smart grid route map for the future, and we are making changes to our business accordingly.

We also work to maximise the use of available capacity on our network to the benefit of our connections customers, and are involved in storage and demand side response trials.

Finally, we take part in consultations on transformational changes to the energy industry. We are happy to share our views and take suggestions and feedback from our stakeholders.

If you would like to learn more or discuss our low-carbon and innovation plans then get in touch with us at [yourpowergrid@northernpowergrid.com](mailto:yourpowergrid@northernpowergrid.com)



## OUR INNOVATION STRATEGY FOCUSES ON FOUR OBJECTIVES:

- ▶ Maximise the value of smart meters
- ▶ Develop digital services
- ▶ Deploy smart grids
- ▶ Address affordability issues



## SUPPORTING COMMUNITY ENERGY

We are now in the third year of our community energy seed fund, which offers support for local communities and helps them to deliver affordable and sustainable energy solutions.

We have also taken an active role in promoting Community Energy by supporting Community Energy England, hosting community energy events and through our Community Energy Connections Guide, which is available on our website at [northernpowergrid.com/your-powergrid](https://northernpowergrid.com/your-powergrid)



# CONTACT US

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## Our website

Access a range of services at [northernpowergrid.com](http://northernpowergrid.com)

Use our website to:

- ▶ pay an invoice
- ▶ request a new connection
- ▶ arrange a network diversion
- ▶ request a refund for a new connection
- ▶ find out about connecting distributed generation
- ▶ move your electricity service
- ▶ request a disconnection
- ▶ report a problem
- ▶ find your supplier
- ▶ find out about known power cuts in your area
- ▶ request the fitting of shrouding
- ▶ apply to be on our Priority Services Register.

## Complaints

We acknowledge that sometimes, despite our best efforts, things can go wrong. The best way to register a complaint with us is through our online form, which is available at: [northernpowergrid.com/complaints](http://northernpowergrid.com/complaints)

Call us 24 hours a day on:  
**0800 781 8848**

Write to us at:

**FREEPOST RSXE-RCZX-XKBL**  
Northern Powergrid, Manor  
House, Station Road, Penshaw,  
Houghton-Le-Spring, Tyne and  
Wear, DH4 7LA

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## In an emergency

To report a power cut, or if you are concerned about the damage to or safety of our equipment, call our 24 hour emergency number on:

**105**

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## GENERAL ENQUIRIES

- ▶ For any general enquiries email us at [team@northernpowergrid.com](mailto:team@northernpowergrid.com)
- ▶ Call us 9am – 5pm (Mon-Fri) on 0800 011 3332
- ▶ Mail us at FREEPOST RS XE-RC ZX-XKBL Northern Powergrid, Manor House, Station Road, Penshaw, Houghton-Le-Spring, Tyne and Wear, DH4 7LA



# KEEP IN TOUCH

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Keeping the network running safely, reliably and efficiently is our business. We are open for business every hour of every day of the year – no matter what the circumstances. We want to make it easy for our customers to work with us, whether they need to call us in an emergency, get connected to our network or find out who their electricity supplier is.

In an emergency you can call us 24 hours a day on: **105**



Visit Your Powergrid to keep up to date about our work in Humberside: [northernpowergrid.com/your-powergrid](http://northernpowergrid.com/your-powergrid)



Find us on Facebook  
[facebook.com/Northern-Powergrid](https://facebook.com/Northern-Powergrid)



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