

INVESTING IN SKELTON, SALTBURN & MARSKE



Powering the region

We're Northern Powergrid, the company responsible for the electricity distribution network that keeps the lights on for **8 million customers** across the North East, Yorkshire and northern Lincolnshire.

We distribute power to 3.9 million homes and businesses through our network of more than **63,000 substations** and **some 60,000 miles of overhead lines and underground cables**, spanning **9,650 square miles**.

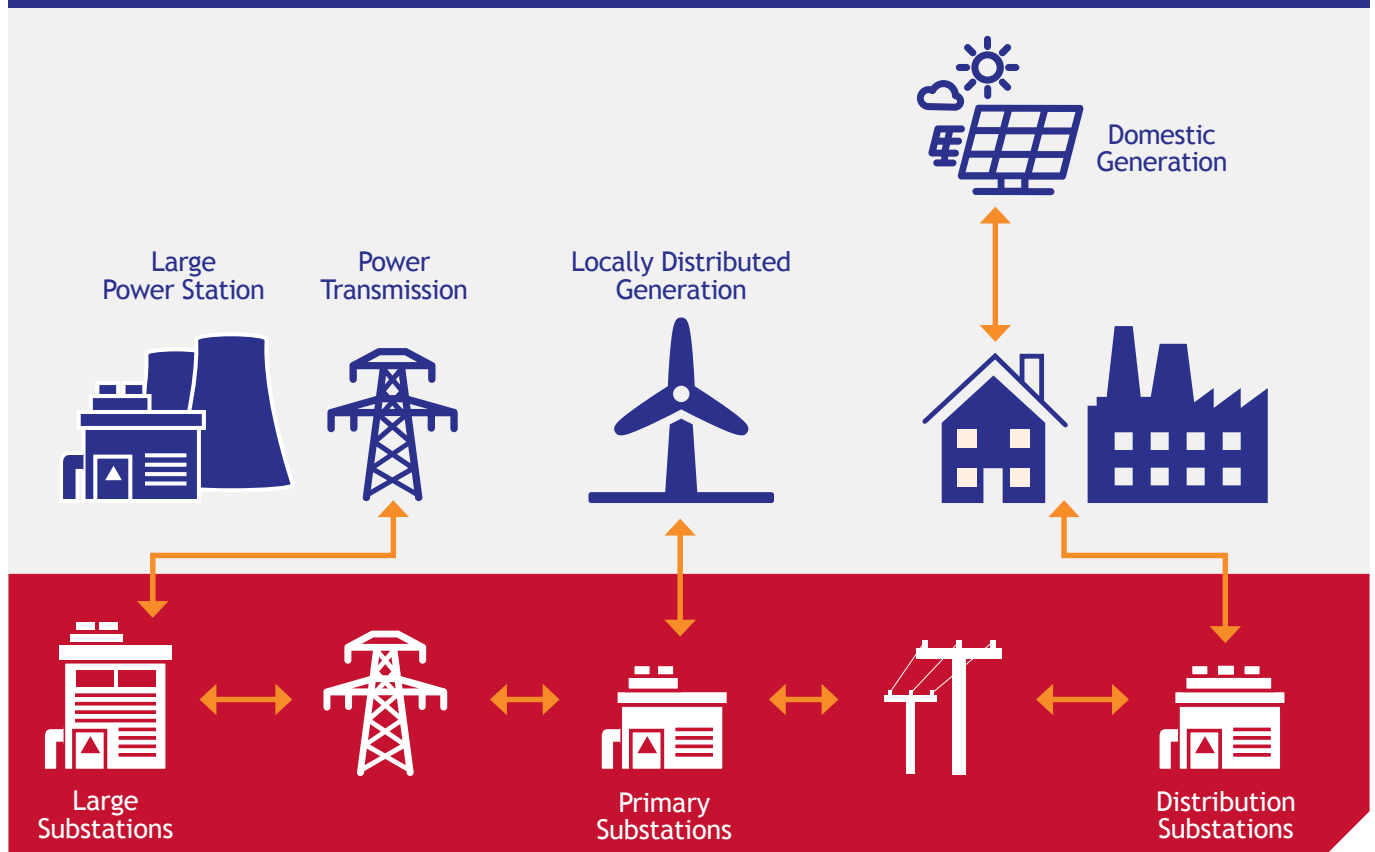
Our team of 2,500 employees is dedicated to delivering a safe and reliable electricity supply to customers. We keep the power flowing 24 hours a day, 365 days a year, and if customers do have a power cut, we'll be there to fix it.

Investing in the future

- Every day we invest around £1 million in managing and improving our network to keep the power flowing for our customers; improving reliability and supporting economic growth.
- To help shorten power cut times, we're:
 - investing in intelligent fuses and fault-location equipment on our low-voltage network to reduce the dependency on manual operation to restore power, and
 - carrying out significant upgrades to the control system on our high-voltage network. This includes installing remote control smart switching devices so we can divert electricity through alternative routes to restore supplies and automated technology so our network can reconfigure itself to respond to faults for our customers.
- Our commitment to operational excellence and customer service means we're constantly looking to do things better, delivering more for less for our customers.
- As the UK energy landscape changes to meet its carbon reduction targets and new technology like electric vehicles and heat pumps place new demands on our network, we're continuing to adapt to provide a secure supply of electricity.
- We're pioneering future energy systems where electricity, gas and renewables work together to power heating, lighting and transport, saving money and cutting carbon.
- As well as looking to reduce our carbon footprint, our environmental strategy has been developed in partnership with our stakeholders and focuses on reducing noise, water and land pollution, increasing waste recycling and caring for nature and the wider environments we operate in.

Powering the region

Our role in powering communities



Supporting the communities we serve

- As a 24-hour business, we're always there for our customers and when we talk with them, we want to ensure we make every contact count.
- Whether you're looking to find out more about organising a new connection to our network or calling to report a power cut, we aim to provide a 10 out of 10 service.
- Our online power cut map, text message update service, 24-hour contact centre, social media pages and free 105 power cut number make it easier than ever to contact us or get updates.
- Our free Priority Services Register provides customers who may need extra help during a power cut with the personalised services of our Powergrid Care team. Sign up at northernpowergrid.com/care.
- As a large regional employer, it's our responsibility to play an active and positive role in the communities we serve, so we work closely with charities, community groups and other third sector organisations.
- Through our partners and volunteers, we work to educate our customers on safety and energy efficiency, promote careers in science, technology, engineering and maths (STEM), support community engagement groups and provide extra help when it's needed in our local communities.

Investing in Skelton, Saltburn and Marske

We understand the important role a **safe, reliable power network** has in supporting communities and encouraging economic growth. That's why we're investing to **improve the quality and resilience of our network** across our operating areas.

In 2017, we began a **£3.3 million investment programme** to upgrade and improve the electricity distribution network that powers **Skelton, Saltburn and Marske**, ensuring homes and businesses in the area receive a reliable electricity supply both now and in the future.

We're working closely with your local authority to make sure our investment programme also supports the wider economic regeneration strategy that's looking to secure future prosperity for the area by encouraging more visitors and attracting businesses.



Our £3.3 million investment covers:



21.2km
of high-voltage underground
cable being laid



9
substations being refurbished



2.83km
of high-voltage overhead power
lines being replaced



34
remote control smart switching
devices being installed at 20 locations



2
new ground mounted substations

Investing in Skelton, Saltburn and Marske



A phased approach

Our investment programme has already started and is happening in two phases.

Phase 1

Phase 1 covers Skelton. Work started in 2017 and will finish towards the end of 2018 (see pages 6 and 7 for more information).

Phase 2

Phase 2 covers Saltburn and Marske. Work started in early 2018 and will be completed by mid 2019 (see pages 8 and 9 for more information).



£1.01m already invested



£1.47m further investment during 2018



£0.78m further investment during 2019



Minimising disruption

As with any construction work, there will be some disruption while this programme is carried out, however we're making every effort to minimise the impact on local residents, businesses and visitors to the area.

We're committed to working closely with the Skelton, Saltburn and Marske communities and completing these important electricity infrastructure upgrades as safely and swiftly as possible.

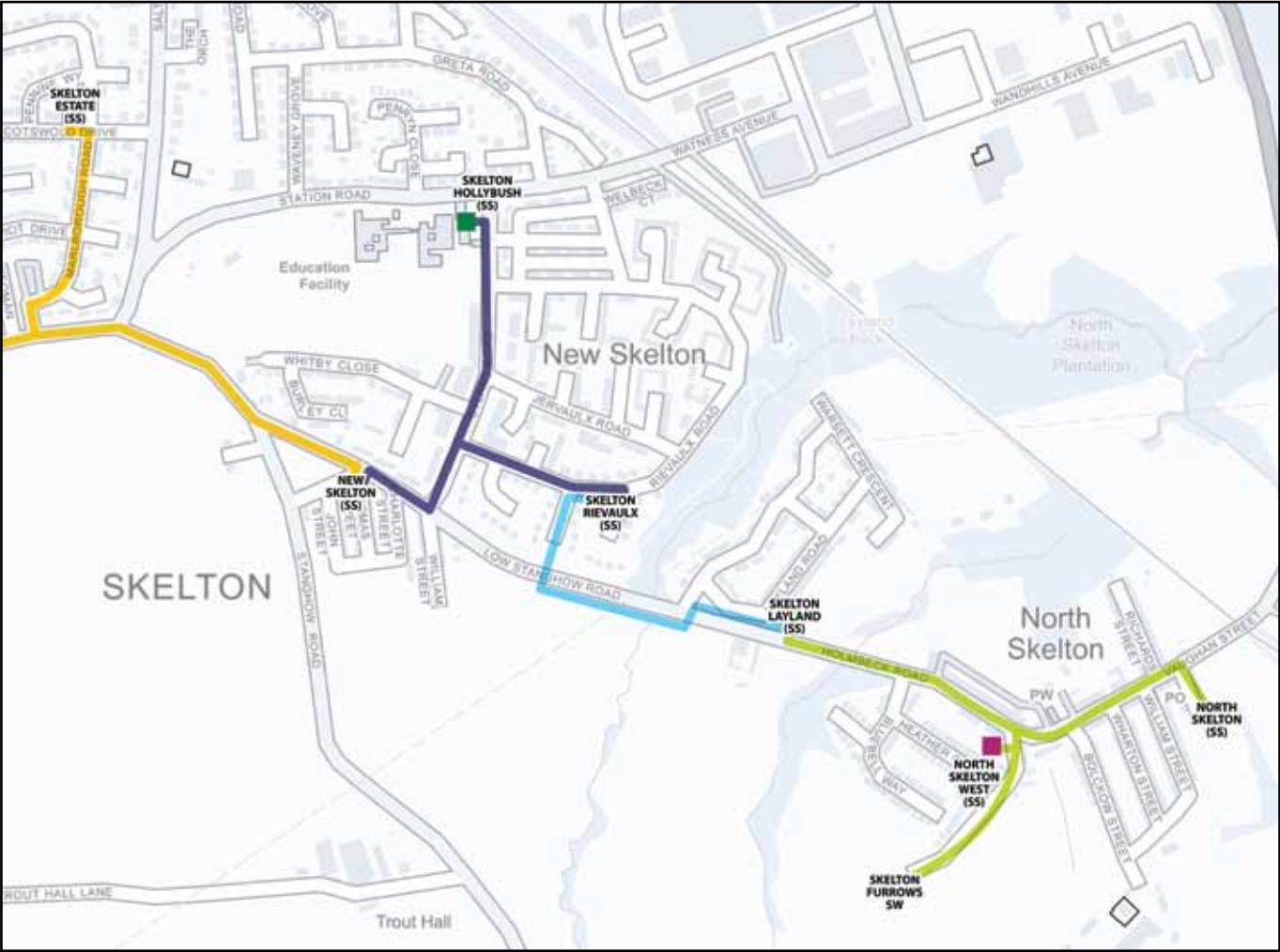
We write in advance to our customers who are directly affected by specific works. We also have a plan in place for keeping members of the wider community informed about our work, timescales and progress through local media, our website and social media.

Our Investment Map, which can be found on our website (www.northernpowergrid.com/investments-in-your-area), will provide further information about the work taking place as part of our investment in Skelton, Saltburn and Marske.

You can also contact our customer care team on **0800 011 3332** or email general.enquiries@northernpowergrid.com







Phase 1: Investment works in Skelton

We’re investing **£1.75 million in Skelton**. This comprehensive upgrade programme includes a range of initiatives designed to **improve the resilience of the local network**. Work includes replacing existing cables and **installing 20 remote control smart switching devices at 11 locations**.



Map 1 - North Skelton/New Skelton

Key



	Skelton Dixon (SS) - Skelton Estate (SS) - New Skelton (SS)	(May 18)		North Skelton West (SS) - Full substation replacement	(Jun 18)
	Skelton Leyland (SS) - North Skelton West (SS) - North Skelton (SS)	(May 18)		Skelton Hollybush (SS) - New Skelton (SS) - Skelton Rievaulx (SS)	(Jul 18)
	Skelton Rievaulx (SS) - Skelton Layland (SS)	(Jun 18)		Skelton Hollybush (SS) - Full substation replacement	(Jul 18)

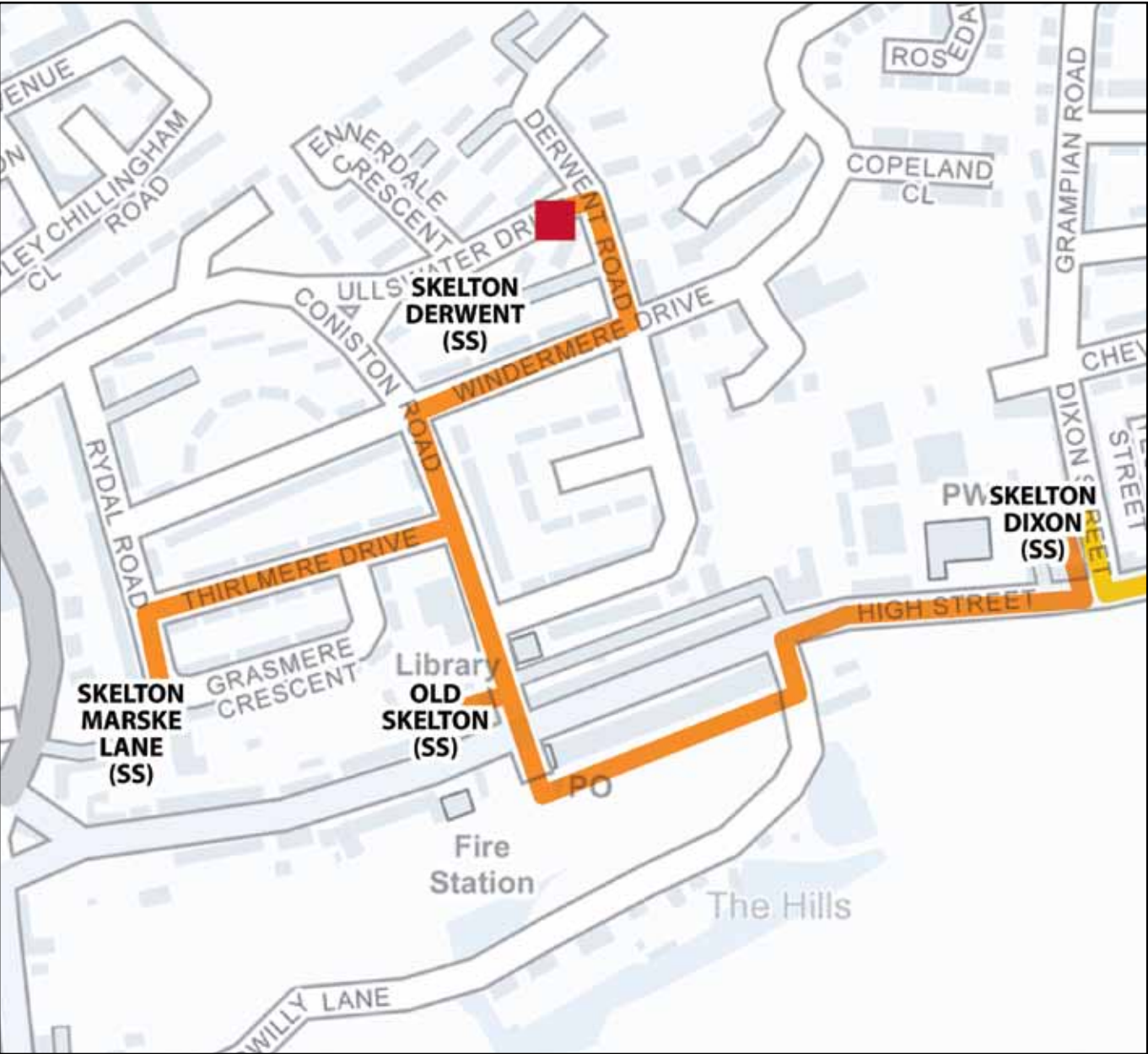
Plans subject to change. Please visit www.northernpowergrid.com/investments-in-your-area for an up to date schedule of the works being carried out

Phase 1: Investment works in Skelton

Work will take place at a number of locations throughout Skelton Village, New Skelton and North Skelton.

These maps provide an overview of what work will be taking place where and when. Customers directly affected by work taking place close to their homes or business premises will be notified by letter in advance and we'll also be issuing updates via the media, social media and our website.

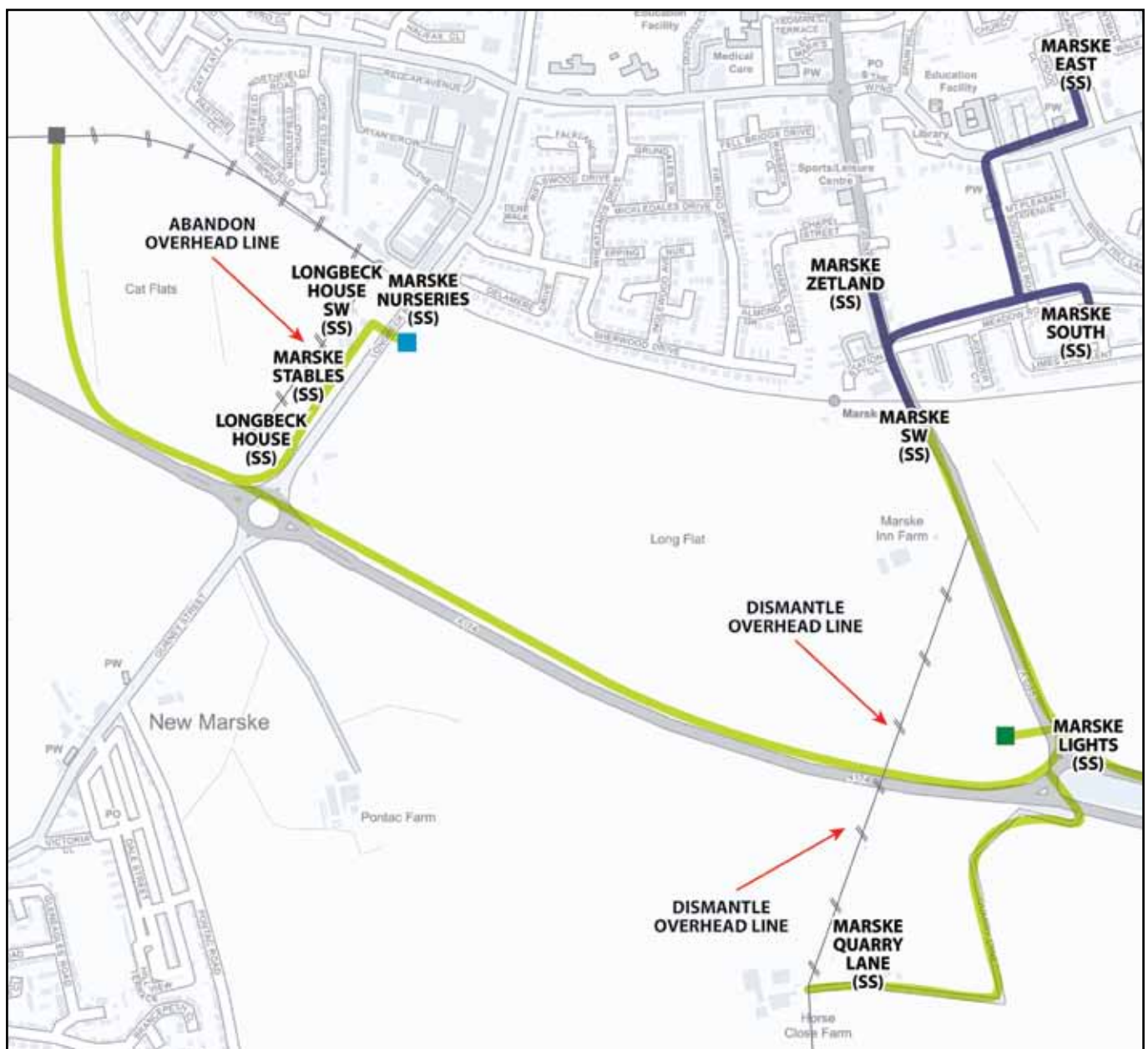
Key		
	Marske Lane (SS) - Old Skelton (SS) - Skelton Dixon (SS)	(Sep 18)
	Skelton Derwent (SS) - Replacement of substation equipment	(Oct 18)
(SS)	Substation	



Map 2 - Skelton Village

Phase 2: Investment works in Saltburn and Marske

We're investing more than **£1.6 million in Saltburn and Marske** to improve the resilience of the local network and provide greater flexibility so we can restore power faster if there's a power cut. This will see us **replacing existing cables, installing 14 remote control smart switching devices at nine locations and building two new substations.**



Map 1 - Marske

Phase 2: Investment works in Saltburn and Marske

These maps provide an overview of where our main work will take place and when. More detailed information will be issued closer to each phase of work starting.

Customers directly affected by work taking place close to their homes or business premises will be notified by letter in advance and we'll also be issuing updates via the media, social media and our website.

Key

- Marske East (SS) - Marske SW (SS) (Q2 - 2019)
- Redcar (SS) - Marske (SS) - Marske Larkfield (SS) - Saltburn Oxclose (SS) (Q3 - 2019)
- Marske SW (SS)
- Replacement/relocation of substation (Q3 - 2019)
- Marske (SS) - Longbeck House SW (SS) (Q3 - 2019)
- Replacement of pole mounted substations with new ground mounted substation



Plans subject to change. Please visit www.northernpowergrid.com/investments-in-your-area for an up to date schedule of the works being carried out

Map 2 - Saltburn

Meet the team



Steve Cammidge

Teesside City Zone Manager

Steve joined Northern Powergrid in 1978 and has 40 years of experience. He worked in various departments before moving into management.

He has held a number of middle and senior management positions over the last 18 years and has gained a breadth of experience and knowledge.



Lynne Papadimitriou

Customer Care Operations Manager

Our Customer Care Operations Manager, Lynne joined Northern Powergrid in 2014 after working in customer service for a number of years.

Lynne and her team are committed to responding quickly to any enquiries from our customers in Skelton, Saltburn and Marske about the investment work we are doing in the area.



Andrea McKinnell

Customer Liaison Officer

Andrea, your local Customer Liaison Officer, started her career with Northern Powergrid back in 2012.

Her passion for customer service and knowledge of the industry make Andrea the perfect contact for our customers and stakeholders in Skelton, Saltburn and Marske and she is ready to respond to any enquiries from the local community.

Meet the team



Paul Nicholson

Network Operations Management Team

Paul is part of our Network Operations Management Team and is assisting in the overall management of this major investment work.

Paul joined the company back in 1993 as an apprentice linesman and has also worked as an engineer and a design engineer.



Jim Cummings

Design Engineer

One of our Design Engineers working on the Skelton, Saltburn and Marske project, Jim brings 28 years of experience with him.

Starting in the business as an apprentice linesman, he's carried out a number of roles, including a designer and construction engineer, and has successfully delivered a number of large scale projects in the last eight years.



Shaun Sproates

Project Engineer

As Project Engineer, Shaun will oversee the delivery of our investment programme in Skelton, Saltburn and Marske.

Shaun joined Northern Powergrid in 2010 as a Trainee Engineer and has since developed to take on a leading role within our Asset Programme team.

Find out more

General enquiries

T: 0800 011 3332

E: generalenquiries@northernpowergrid.com

Investment information

www.northernpowergrid.com/investments-in-your-area

Latest news

www.northernpowergrid.com/news

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