

August 2020

Investing £1 million in Scarborough

Dear Customer

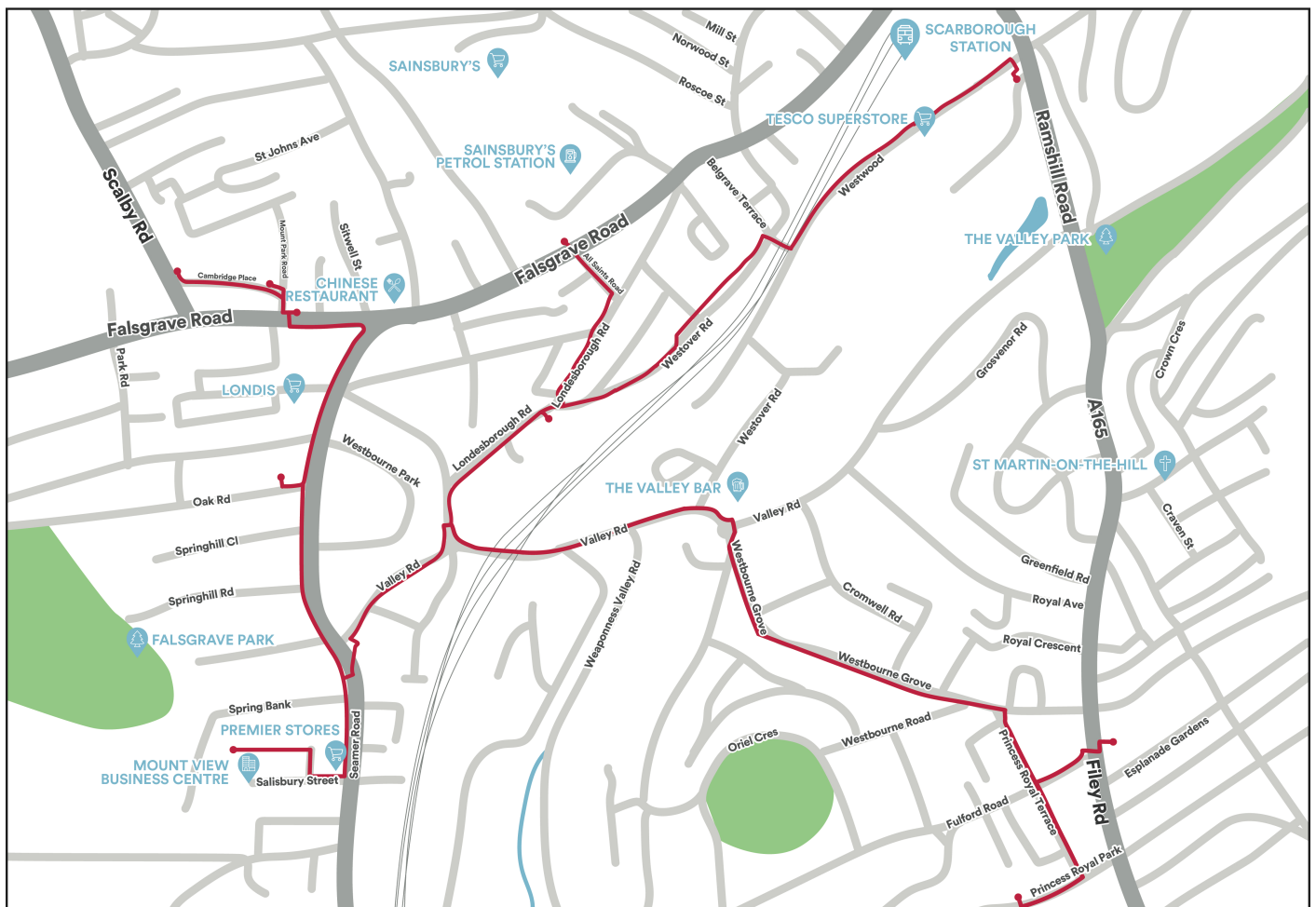
Northern Powergrid, the company responsible for the network that powers everyday life for 8 million customers in the North East, Yorkshire and northern Lincolnshire, is about to start a major investment programme to improve the reliability and resilience of the electricity network in your area.

The **£1 million investment** focuses on **replacing 7km of high voltage underground electricity cabling** dating back to the 1960s with a more modern and sustainable alternative. This new cabling will be capable of meeting the existing demand for power as well as any future increase in demand as the population grows and more people swap their cars for electric vehicles.

We're working in partnership with **North Yorkshire County Council** and our appointed contractors, **O'Connor Utilities** and **Murphy Utilities** and, together, we're committed to minimising disruption wherever possible for local residents, businesses and visitors.

Where and when we'll be working

From **24 August 2020** until the end of **2021** we'll be excavating in the road along the following route.



We'll be working on sections of Salisbury Street, Seamer Road, Oak Road, Falsgrave Road, Mount Park Road, Cambridge Place, Valley Road, Londesborough Road, All Saints Road, Westover Road, Belgrave Terrace, Westwood, Westbourne Grove, Princess Royal Terrace, Princess Royal Park, Fulford Road and Filey Road.

We're not planning to turn off anyone's power and it's unlikely we'll need access to premises. We'll also be making sure that we maintain pedestrian access for residents and ensuring that businesses can make arrangements to continue to receive deliveries.

Coronavirus (COVID-19)

We're following Public Health England 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.

Find out more

We'll be writing to everyone directly affected before we start working along each section of the route.

IF YOU'D LIKE TO CHAT TO US FACE TO FACE, OUR TEAM WILL BE IN THE CAR PARK AT TESCO WESTWOOD FROM 15:00 – 19:00 ON FRIDAY 21 AUGUST. LOOK OUT FOR OUR NORTHERN POWERGRID BRANDED VAN.

For updates about our work in Scarborough you can also visit [northernpowergrid.com/scarborough](https://www.northernpowergrid.com/scarborough)

We can be contacted 24/7 on social media, via Facebook or Twitter: [@northpowergrid](https://www.facebook.com/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](https://www.northernpowergrid.com/contact). Or write to us at:

FREEPOST RSXE-RCZX-XKBL, Northern Powergrid General Enquiries, Manor House, Station Road, Penshaw, DH4 7LA

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 let us know. By joining our free Priority Service Register, members can access a range of additional services. To find out more call 0800 169 2996 or visit [northernpowergrid.com/care](https://www.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 important improvements to the electricity network in your area.

Yours faithfully

Andrew Staveley

Delivery Engineer



Northern Powergrid

Registered Office: Lloyds Court, 78 Grey Street, Newcastle upon Tyne, NE1 6AF
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