

# Your local substation update

**Electricity  
north west**  
Bringing energy to your door



## Hello

**We visited the nearby substation today to carry out some work for Electricity North West who own, operate and manage your local electricity network.**

This work will help to keep our equipment cool, which is important to ensure that you have a safe and reliable electricity supply.

We are committed to providing great customer service but if you have any questions or concerns about the work being undertaken or you want to let us know that you are happy with what we have done, please feel free to contact our customer team on 0800 195 4141 and quote 'Celsius'.

**Thank you for your co-operation.**

**Stay  
connected...**



[www.enwl.co.uk/contact](http://www.enwl.co.uk/contact)  
0800 195 4141

**POWER CUT?  
CALL 105**



Our promise to our customers is that we will visit every substation a minimum of twice a year, however if you feel you need to contact us please get in touch.



If you have any concerns about the substation, please take a photo and email it to us at [enquiries@enwl.co.uk](mailto:enquiries@enwl.co.uk).

A photo helps us to make sure we bring the right equipment to site and complete the work on the first visit.

**POWER CUT?  
CALL 105**

## Power cut?

If you experience a power cut, please contact us directly to report it. If you need extra support in a power cut, you can sign up to our Priority Services Register. Find out more at [www.enwl.co.uk](http://www.enwl.co.uk) or call **0800 195 4141**.