



Push notifications are messages that pop up on a mobile device. App publishers can send them at any time; users don't have to be in the app or using their devices to receive them, they even appear on a locked screen.

They can do a lot of things; for example:

- Show the latest news bulletins and sports scores
- Deliver utility messages such as traffic and weather
- Give you live flight and check in information
- Instantly send transaction receipts
- Promote products and offers ie sending a coupon or discount code to download or inform you of a flash sale.

Typical reasons for contacting Electricity North West

Reporting a power cut

Requesting an update on a power cut

Requesting further information about a planned power cut

Obtaining a quote for a new electricity connection

Needing to report damage to electrical equipment

Reporting an open excavation (hole in the ground/barriers)

Reporting an obstruction/ restricted access due to works

Make an appointment - Customer visit

Claiming a Guaranteed Standard payment or requesting compensation

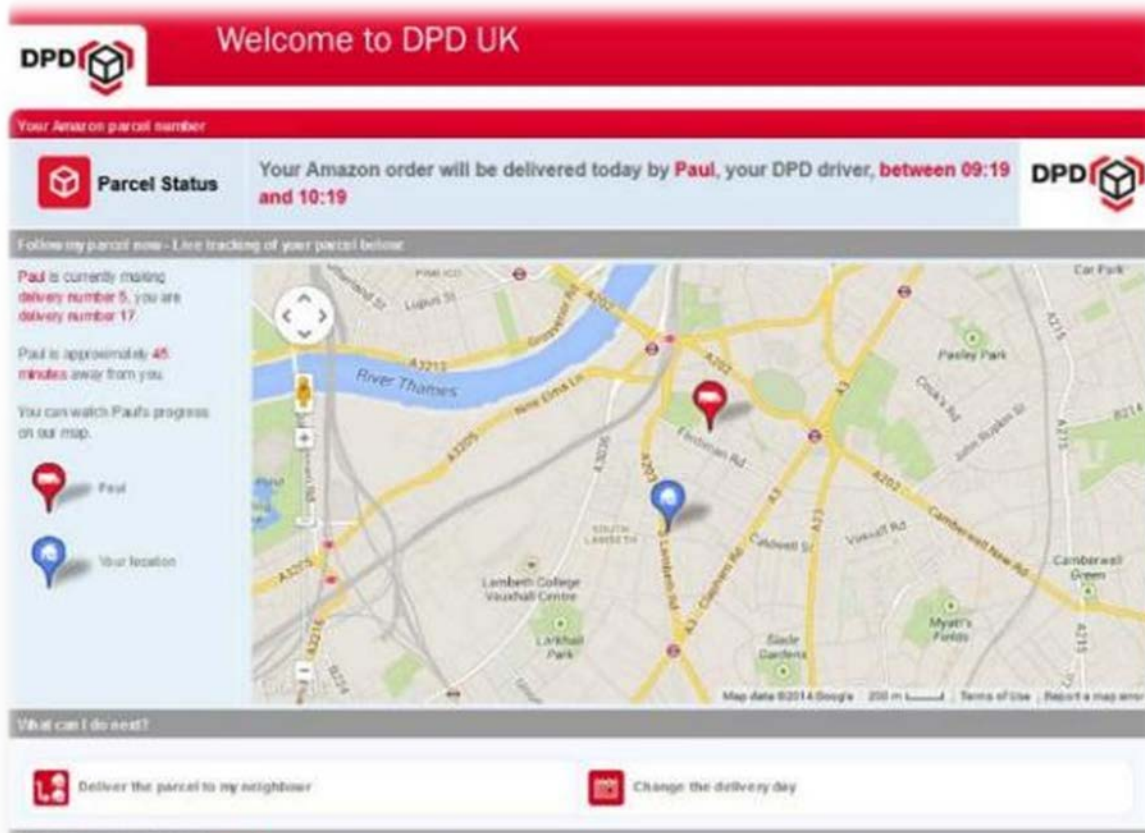
Signing up to the Priority Services Register

	Contact methods
Contact Centre	Speak to an agent
	Listen to a recorded message
Website	Filling in a website enquiry form
	Sending an email to an Electricity North West mailbox
Social	Twitter
	Facebook
Mobile	SMS text

Electricity North West can already track vehicles.

They, and most other companies, are starting to use more advanced tracking of mobile phones and even wearable technologies to become more efficient.

In the future, autonomous systems are likely to track all personnel to ensure that people are in a specific location between an allotted time. Companies such as DPD, Uber, and MOT providers are already offering real time updates which you can access on your phone, to track your parcel, driver, or car MOT.



CUSTOMER PAYMENTS

Electricity North West is obliged to meet certain guaranteed standards of service. For example, customers are entitled to a payment if they have had a power cut that lasts longer than 12 hours, unless it was caused by a major storm.



Currently, if a customer thinks that they are entitled to a payment they can make a claim by calling Electricity North West's call centre or submitting an online form. Their request will be processed and if eligible, they will be sent a cheque.



In the future, a fully autonomous system will identify when a standard has not been met and which customers are eligible for a payment. It will then issue automatic payments without the need for a claim. BUT this would require Electricity North West to have access to customers' details.

KEEPING YOU CHARGED

In the future we will be increasingly reliant on electricity for powering appliances, heating and transport, including electric vehicles. This will mean power cuts have the potential to cause greater disruption to a households/businesses activities.

Electricity North West could connect to the GPS of an electric vehicle in its region to let drivers know where their closest charging point is. It could also give customers tailored advice of where to charge depending on the distance, likely charging costs, wait times, and fast charging capabilities.



In the future, during longer power cuts, Electricity North West could provide customers with power packs sufficient to charge their mobile phones.

They might also routinely provide charging points at response vehicles, when engineers are on site dealing with faults. Meaning customers could charge their phones/tablets devices, locally and ensure they could always keep in touch.

BRENDA AND JAMES' FAMILY



Would you like to know the carbon emissions associated with your devices (real time or historical data) so you are aware of your own carbon footprint?

Would you like the platform to ‘push notifications’ to you if it detects that you could be using your energy/ balancing your usage/generation/storage more efficiently?

Would you like the platform to automatically link to local weather information to optimise your generation and storage of energy based on the weather conditions?

Would you like the platform to flag up potential problems with your electricity e.g warning of :

- unusually low/ high usage?
- unusually low/high voltage?

Electricity North West would monitor power remotely to save you the inconvenience of them visiting and notify you automatically what they are doing to resolve the problem.

Would you like the platform to offer you different ‘operating modes’ such as:

- **Manual mode**

user retains full control of all devices at all times

- **Holiday mode**

platform can control devices e.g. as turning on selected lighting to improve security

- **Low cost mode**

platform can control devices e.g. Set/delay when things are used/ charged to reduce costs and maximise your generation revenue

- **Semi-autonomous mode**

platform that continuously learns from your behaviours and operates your equipment and charging needs based on your usual requirements to optimise your unique demand/generation/storage and export arrangements

- **Full Intervention mode**

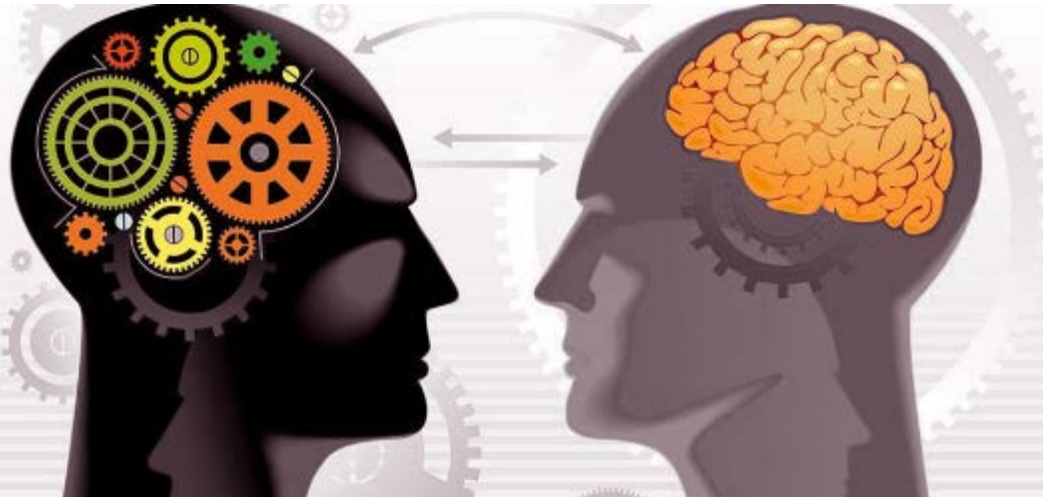
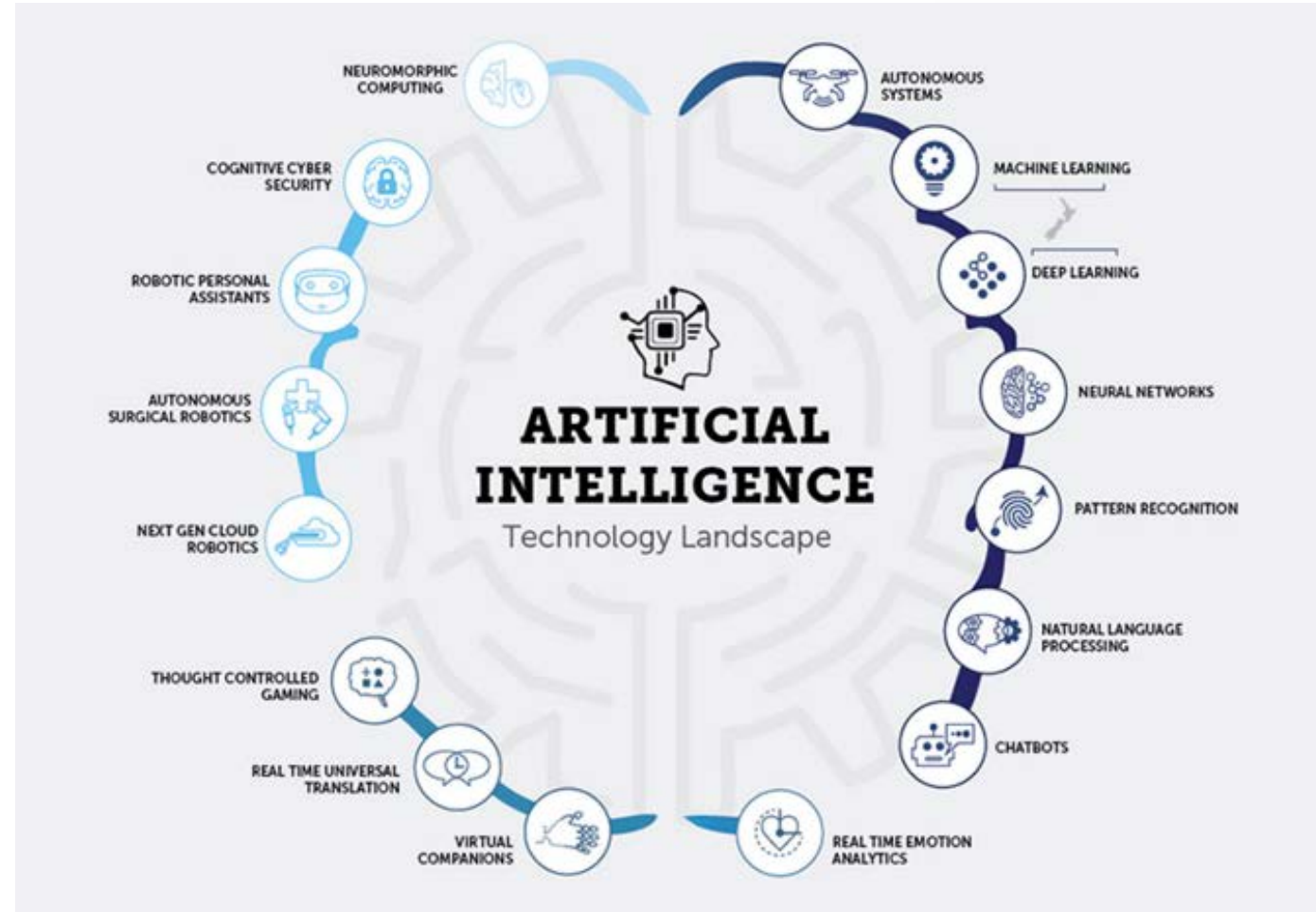
A fully autonomous platform which reacts to your behaviours and changing external circumstances e.g. changing when your electric vehicle is charged before a planned power cut occurs

Which of the options is the most

- Acceptable
- Relevant
- Credible

ARTIFICIAL INTELLIGENCE

Artificial intelligence is the concept of computers and technology being able to undertake tasks that previously relied on human intelligence. It takes a wide range of forms and includes complex problem solving and gaming. It is the technology behind autonomous self driving cars



It is now increasingly being used to have conversations, it can understand human speech patterns, different languages. It even detects and responds to emotion.

SHOWCARD J

Live power cut search

Enter your property postcode or reference number

Search →

View all

Filter by issue type ^

⚡ Live power cuts

🔧 Today's planned power cuts

📅 Future planned power cuts

✅ Resolved power cuts

✕ Cancelled planned power cuts



Currently customers can see where there are power cuts in their local area. They can also see future planned power cuts and resolved power cuts.

Can't see your power cut?

If you have a power cut that's not on our website, report it now and let us keep you updated.

Report a power cut →

DETAILED NETWORK DIAGRAM





SHOWCARD L.2



SHOWCARD I

Usage and Monitoring

When I am at home, I want to monitor my consumption, data analysis, and trends.



SHOWCARD

[COMMERCIAL]

JON'S OFFICE

electricity
north west
Bringing energy to your door

