



electricity
north west

Bringing energy to your door

Important information from your electricity network operator

We are improving the electricity network that supplies your home

Who is Electricity North West?

We operate the local electricity network and distribute electricity to all 2.4 million homes and businesses in the North West.

What are we doing?

We are trialling smarter ways of managing the electricity network by installing new technology to supply electricity to your home or business more efficiently. This will help reduce costs for all electricity customers. The project is called Smart Street.

Why are we doing this?

To help protect the environment we need to use fewer fossil fuels like gas and oil and use cleaner sources of power. This means that in the future we will need more electricity for running electric cars and heating systems.

How will I benefit?

In the unlikely event of a power cut, we will be able to restore power to your property more quickly than before. You may also see a small reduction in your electricity usage.

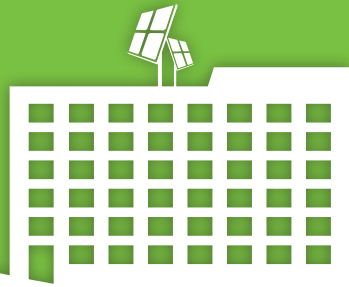
Will I need a smart meter or other equipment installed in my house?

Smart Street is *not* related to smart metering so we don't need to install a meter or any other kind of equipment in your home.

To find out more about this project you can read the rest of this leaflet or visit:

electricitynorthwest.co.uk/smartstreet

SMART STREET



At Electricity North West it's our job to deliver a safe, reliable supply of electricity from the national grid to your home through our network of overhead lines, underground cables and substations. You may not have heard of us before, as you normally only need to contact us if you have a power cut.

In many ways we are a 'behind the scenes' company. We don't send you a bill for our services. Instead, your supplier passes on part of what you pay them to us to maintain your power supply.

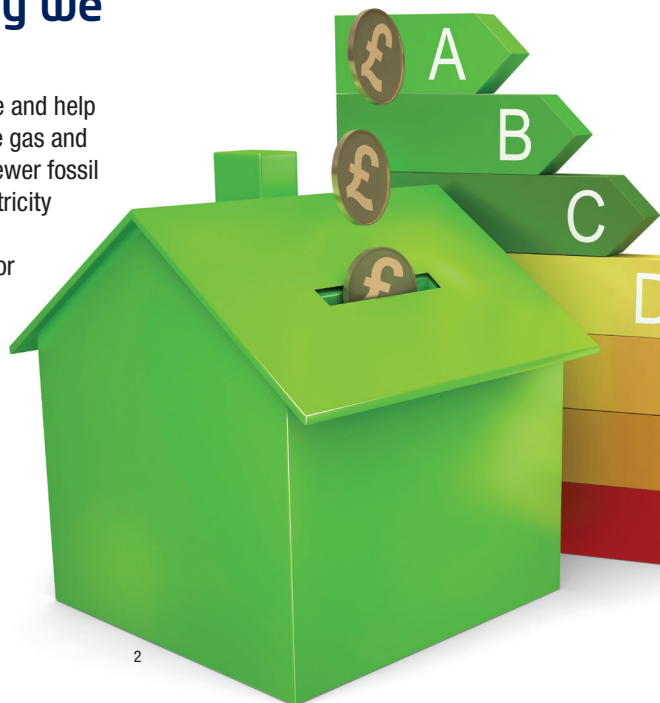


There are already 12,000 electric and plug-in hybrid vehicles registered in Great Britain.

Changing the way we use electricity

It's also our job to plan for the future and help reduce the impact of fossil fuels like gas and oil on the environment. As we use fewer fossil fuels, we will start to use more electricity for heating and for running electric vehicles. This means that demand for electricity will rise significantly, which will place a huge demand on our network.

The cost of upgrading the network to meet this demand will mean higher bills for customers. So we are trialling smarter, more affordable ways of using the existing network which will reduce costs for all our electricity customers in the future.





Meeting the electricity needs of the future

One of the challenges of running the electricity network at present is a loss of voltage as electricity flows through the cables. This can cause appliances in your home, such as washing machines, televisions, computers etc, to perform less efficiently. We also need to adapt our network to allow for the connection of large numbers of low carbon technologies such as solar panels, electric vehicles and new electric heating systems.

To meet this challenge we have developed an innovative low cost solution called Smart Street. By introducing new technology, Smart Street will balance voltage so that our network and your appliances perform more efficiently. It will also be much easier to adopt new low carbon technologies onto the electricity network.

This innovative approach will help keep costs down for customers, reduce carbon emissions and help to get the most from the existing network.



Trialling the Smart Street technology

An important part of the project is to trial the Smart Street technology and its impact on customers. The project involves a series of trials to test the technology, which will be installed at six primary substations and 38 local substations, supplying electricity to around 67,000 customers in Wigton, Egremont, Manchester and Wigan. This represents about 2.5 percent of our network.

We will conduct these live trials for a two year period starting in late 2015 until late 2017.





How Smart Street will benefit you

We have sent you this leaflet because we are trialling Smart Street on the part of the electricity network which supplies your home or business. We are installing devices at your local substation which will enable us to control voltage and make our electricity network perform more efficiently. Throughout the two-year trial period and beyond you will benefit from this new technology which enables us to restore power more quickly if your home or business is affected by a power cut. You will continue to receive the same reliable electricity service and you may see a small reduction in your electricity usage.

Installing Smart Street technology

Over the next several months we will be installing 'street cabinets' to house some of the new equipment on a small number of footpaths in the trial areas. We will also replace or install a small number of chambers under the pavement. If your property is close to a new cabinet or chamber we will write to you before we install it and we will do our best to keep any disruption to a minimum.

We may also need to turn off electricity to a small number of properties for a few hours while we install the new equipment, but we will contact you beforehand if we need to do this.



Engaging with our customers

Understanding what you think is important to us. At the end of the trials we will contact some of our customers in the areas where the new technology has been installed to ask for feedback about their electricity supply during the trial period.

Find out more at electricitynorthwest.co.uk/smartstreet

 facebook.com/ElectricityNorthWest

 [@ElecNW_News](https://twitter.com/ElecNW_News)

 youtube.com/ElectricityNorthWest

If you have any queries about Smart Street or your electricity supply call us on **0800 195 4141** Or text **87070** (*Start text message with **Smart**.* *All text messages will be charged at your standard network rate.*)

Frequently asked questions

How will Smart Street affect me?

It is unlikely that you will notice any difference in your electricity supply or any effect on your electrical appliances as a result of the trials taking place. Smart Street is not related to smart metering so we don't need to install a meter or any other kind of equipment in your home.

You will still receive the same reliable supply of electricity and if your property is ever affected by a power cut, we will be able to restore electricity to your home much more quickly than before.

On average customers experience a power cut once every three years because of a fault on our network. If this happens please call our 24 hour helpline on **0800 195 4141**.

Can I opt out if I live or have a business in the trial area?

The substations where we are installing this technology serve thousands of different customers. So it is not possible for individual customers to opt out of the trials.



electricity
north west

Bringing energy to your door

Electricity North West Limited
304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG
0843 311 4800

Will there be any other effects on my appliances or local infrastructure?

During the trials, voltage levels will remain within safe statutory limits. It is unlikely that you will notice any adverse effect on your appliances. The trials will not affect local infrastructure such as street lights and traffic lights.

Why are you telling me this – is it a legislative requirement?

Our industry regulator Ofgem expects us to communicate this information to you. Ofgem has set up the Low Carbon Networks Fund to support local electricity operators like Electricity North West to develop innovative solutions to meet the predicted huge increase in electricity usage. It's our responsibility to make you aware of any action we are taking to prepare your local electricity network for a sustainable future and how that might affect you.

I rely on electricity for special medical needs - will I be affected by the trials?

The trials will not directly affect you but you may want to consider joining our priority services register. We have set up this service for our more vulnerable customers who may need additional support in the unlikely event of a power cut. As part of our priority services we work in partnership with the British Red Cross who can help you with practical necessities when things go wrong.

To find out more about our services for vulnerable customers or to join our priority services register, call us on **0800 195 4141** or visit our website at: electricitynorthwest.co.uk/priority

This leaflet is also available in Braille, large print and a number of different languages on request.