

**Electricity North West**

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Dear Sir or Madam

**Electricity North West - Smart Street**

I am writing to inform you about Electricity North West's Smart Street project and how it affects your customers.

Electricity North West, the licensed Distribution Network Operator for North West England, is about to commence the trial of new innovative voltage control techniques on some of its networks.

By combining innovative technology with existing infrastructure, Smart Street will maximise the capabilities of our assets and optimise voltage, enabling both our networks and customers' appliances to perform more efficiently. Smart Street techniques will also benefit our customers by making it easier for us to adopt their low carbon technologies, such as solar panels, electric vehicles and heat pumps onto the electricity network.

The project is funded by Ofgem, as part of the £500 million Low Carbon Networks Fund (LCN Fund) that was established as part of the electricity distribution price control, which ran until 31 March 2015. The LCN Fund was set up to sponsor the development of new technologies, operating arrangements and commercial templates to prepare electricity distribution networks for the challenges of meeting increased demand and distributed generation, as Britain moves towards a low carbon economy. Electricity North West is at the forefront of developing innovative concepts, ensuring DNOs can continue to provide security of supply and value for money for its customers.

The Smart Street project involves a series of trials to test the new technology at six primary substations and 38 related distribution substations. The trial regions represent around 2.5% of our network and will affect approximately 67,000 customers in Cumbria, Lancashire and Manchester.

We are confident that customers in these trial areas will not perceive any changes in their electricity supply when the Smart Street method is applied. Robust customer research is being conducted during the trials to test this key hypothesis.

For your information, the networks involved in the trial are in the following areas and post code regions:

- Egremont, Cumbria (CA22, CA23, CA24, CA25, CA26, CA27, CA28)
- Wigton, Cumbria (CA5, CA7)

- Hindley Green, near Wigan, Lancashire (WN2,WN7,BL5,M46)
- Wigan, Lancashire (WN1, WN2, WN3, WN5, WN6,)
- Denton East, Manchester (M34)
- Longsight, Manchester (M12, M13, M14, M18)

We are now in the final stages of installing the new technology and will start the trials to test this equipment and the voltage control techniques in January 2016. The trials will be conducted over a two year period, on a one-week-on / one-week-off basis, until early 2018.

If successful, the Smart Street concept could be deployed across Electricity North West's entire distribution area and potentially adopted at a national level, to provide benefits to millions of electricity customers.

As part of our engagement with external stakeholders, we would like to invite you to meet the Smart Street team, to learn more about the project and how it affects your customers. We would be delighted to host an individual session for you at our offices or alternatively, we could visit one of your sites to brief you and your colleagues about the trial. Please contact [tracey.kennelly@enwl.co.uk](mailto:tracey.kennelly@enwl.co.uk) or [kate.quigley@enwl.co.uk](mailto:kate.quigley@enwl.co.uk) to arrange a suitable date for a meeting.

We also plan to hold a knowledge sharing event for our key stakeholders, mid way through the trial, in February 2017 and will send you an invitation to attend, nearer to the time. Please email [futurenetworks@enwl.co.uk](mailto:futurenetworks@enwl.co.uk) to confirm your interest in attending the event or nominate a colleague/s with an interest in Smart Street or our other innovation projects.

We have sent an explanatory leaflet to all customers on the trial networks, a copy of which I attach for your information. This can also be viewed at <http://www.enwl.co.uk/docs/default-source/smart-street-key-docs/smart-street-customer-leaflet.pdf?sfvrsn=4>

In the meantime, if you would like more information about Smart Street, please visit our website at [www.enwl.co.uk/smartstreet](http://www.enwl.co.uk/smartstreet) or email our project team at [futurenetworks@enwl.co.uk](mailto:futurenetworks@enwl.co.uk)

Yours faithfully

Tracey Kennelly  
Innovation Customer Delivery Lead  
Future Networks  
**Electricity North West**