



electricity  
north west

Bringing energy to your door



# Investing in Cumbria

## South Cumbria Stakeholder Overview

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# Who we are and what we do

Electricity North West Limited is one of 14 electricity distribution network operators (DNOs) in Great Britain. We are responsible for maintaining and upgrading over 56,000km of network and nearly 500 major substations across the region. We supply the electricity to the diverse communities in the North West which extends from Macclesfield all the way up to Carlisle. We are regulated by the Office of Gas and Electricity Markets (Ofgem) who provide DNOs with the licence to operate, and decide what's fair for us to charge our customers.

We're proud to power the lives of more than five million people in the North West including over 270,000 in Cumbria. From 2015 - 2023, we are investing £1.8bn into our electricity network that serves the North West.

This document highlights our work in Cumbria and aims to explain the local network and our performance in your area. All information is correct as of March 2019.

## Our operational area



We divide Cumbria into several areas. The figures included in this document relate to the area we define as South Cumbria including Barrow and Kendal.



# Cumbria's electricity network

From National Grid to our communities and into your homes, our network in Cumbria consists of overhead lines and underground cables that keep your life running every day.

## How the network works

132 kiloVolts (kV)



The voltage of electricity we receive from National Grid.

33kV and 11kV

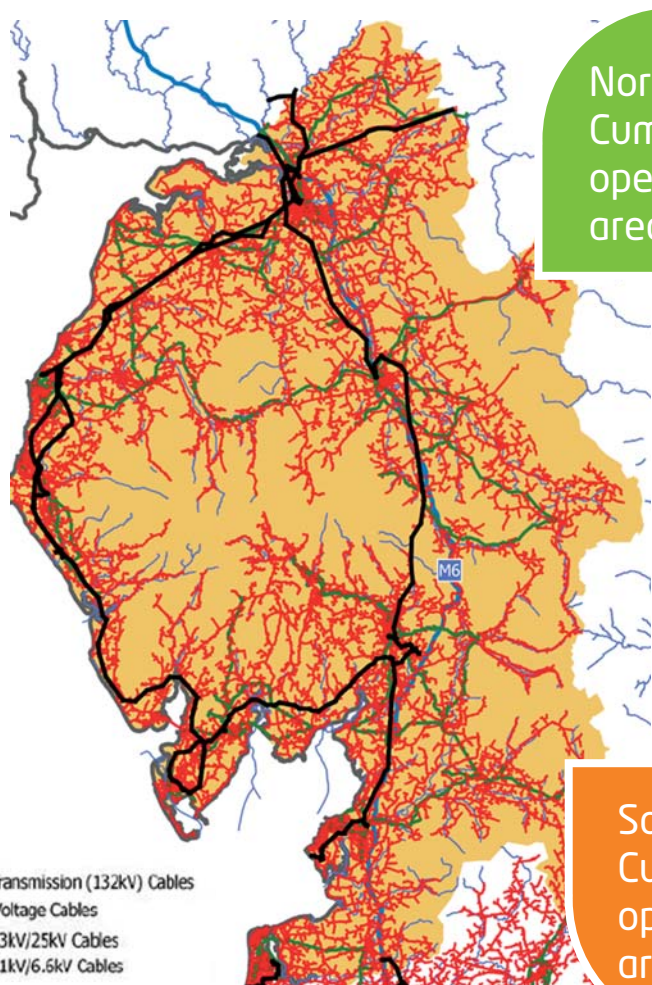


We reduce the 132kV down in our substations to feed our communities.

415/240 volts



This is then further reduced to feed homes and business.



North Cumbria operational area

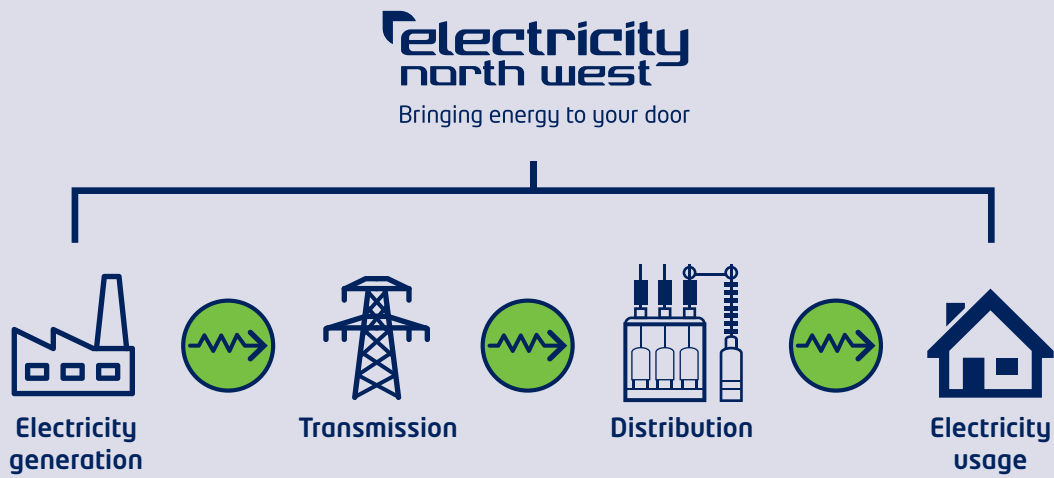
The map shows overhead lines and underground cables across our Cumbria network (north and south), highlighting densely populated areas such as towns and cities - this is where most of our network is located to serve the demand for electricity.

South Cumbria operational area

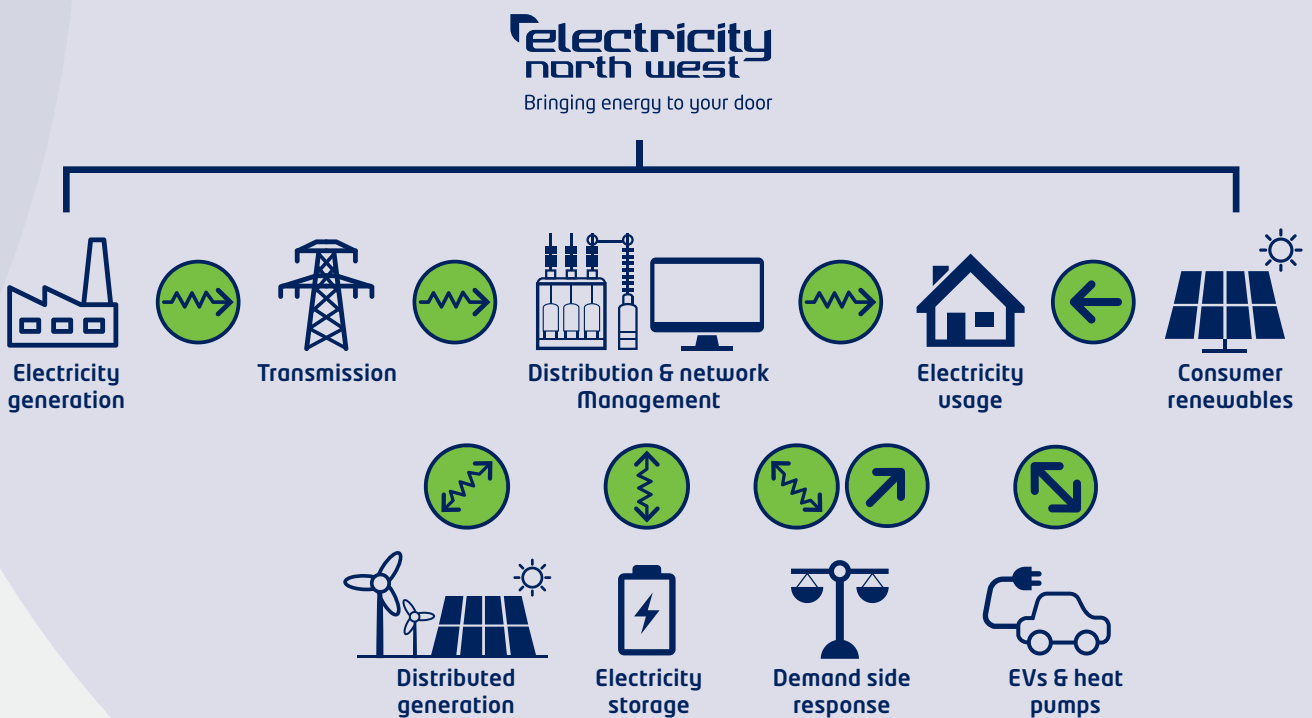
# Our role is changing...

The way households and businesses use electricity, and the way it is generated, transported and traded, is changing rapidly. These changes require us to be more proactive and adaptable in network management and develop new types of relationships with our stakeholders.

What was once simple and one directional...



.... is now more complex and multi-directional



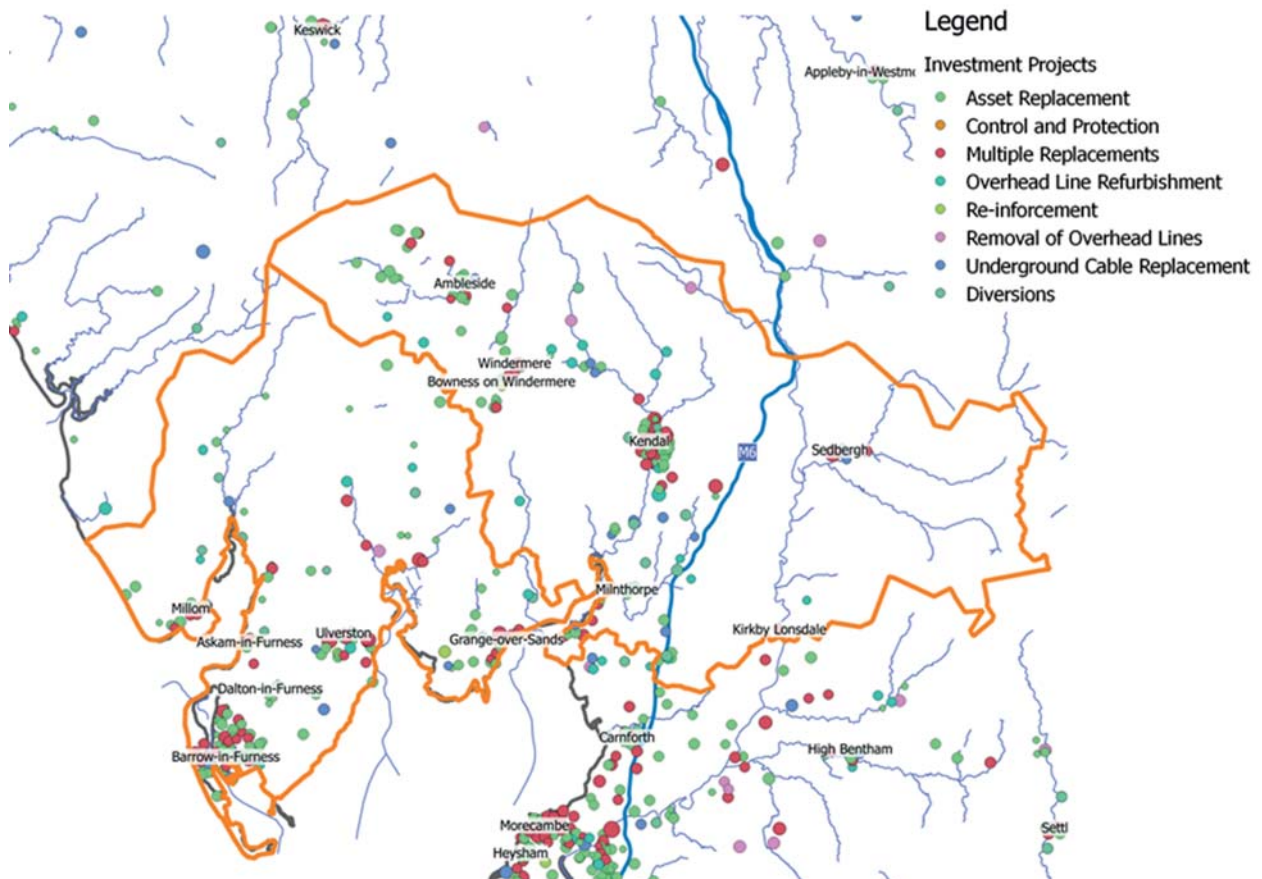
# Investing in your area

We are investing over £91m in Cumbria from 2015-2023. This investment will deliver continued improvements and upgrades on the network to ensure we provide a safe and reliable network for years to come. Recent and planned investments include:



## Investment projects in South Cumbria

The investment pattern broadly aligns with the pattern of population, with clusters of investments in areas which have either seen, or are expected to see an increase in population or development over the coming years.



## Sedbergh 33kV circuit reinforcement

We are reinforcing the switchgear, a combination of switches and fuses which controls and protects the electrical equipment at Sedbergh. This will address voltage issues affecting a number of primary substations fed from the bulk supply point such as Kirkby Lonsdale, Melling, Bentham and Ingleton. It also facilitates cheaper connections of distributed generation.

Total spend  
**£1.7m**

Customers affected  
**19k**

Estimated Finish date  
**October 2019**

## Kendal grid transformer-replacement and refurbishment

The substation is equipped with two transformers manufactured in 1966. After assessment of the transformers we will be replacing one, while the other one will be refurbished through our oil regeneration process.

Total spend  
**£1.6m**

Customers affected  
**58k**

Estimated Finish date  
**October 2020**

## Roosecote - Ulverston 132kV tower replacement

As part of the inspection works on the 132kV circuit it was found that 140 towers showed signs of ageing, so we are replacing 21 and refurbishing a further 119 towers.

Total spend  
**£3.4m**

Towers refurbished or replaced  
**140**

Estimated Finish date  
**March 2021**

# Reliability

We can measure the reliability of our network by how frequent and how long faults occur on the network.

**We recognise our responsibility to provide a reliable and safe network for our customers and when our customers do experience a loss of power due to planned investment, maintenance or faults we try to restore power as quickly and safely as possible.**

When your power goes out, it is our top priority to get you back on as quickly as possible. Power outages are influenced by factors such as:

- Type of fault, e.g. underground or overhead
- Location
- Adverse weather - when it isn't safe for our engineers to work
- Cause of fault

On average you may experience power cuts more frequently in certain areas. The information collected from power cuts is used to help inform our investment to carry out reinforcement and replacement work on the network to reduce the frequency of power cuts.

## Average durations and average time between power cuts in South Cumbria

- Average time between power cuts
- Average duration you can expect to be off supply





# Customer service

We are committed to providing the highest quality of customer service for our region.

**Our Priority Services Register (PSR) provides additional support to customers who may need extra assistance during a power cut. Our dedicated welfare team provide customers with regular updates and advice to keep them safe and comfortable until the power is restored.**

In South Cumbria we have over 97,000 customers and 36,000 of these are registered on our PSR. This accounts for 38% of all customers in South Cumbria and 4.3% of PSR customers in the North West.



## Our Priority Services Register is a free service and benefits include:



### Regular updates

Receive updates about the services we offer including, if there is a power cut in your area.



### Helpful advice

We can provide you with helpful advice to help reduce your household bills, including tariff and benefit checks.



### Nominated contact

Nominate a friend or family member for us to keep updated in the event of a power cut.



### Weather updates

Receive text message weather alerts.



### Password sign up

Register a unique password so if we ever need to visit you at home you feel safe knowing we are who we say we are.

For more information and to sign up visit [www.enwl.co.uk/priority](http://www.enwl.co.uk/priority)

# Incentive on Connections Engagement

## Striving for excellence in engagement

We work hard to make sure that we fully understand the needs of our connections customers and stakeholders. Each year we set new targets and commitments to improve our customer service.

In 2015, Ofgem introduced a regulatory incentive scheme for Distribution Network Operators (DNOs), known as Incentive on Connections Engagement (ICE). The scheme was introduced to help improve our ongoing engagement with connections stakeholders and to ensure that we deliver our commitments.

Each year we work in partnership with our connections stakeholders to deliver a calendar of engagement activity from newsletters to workshops, surgery sessions to webinars. Underpinned by regular update bulletins and quarterly briefings on the progress of our commitments, we make every effort to make sure our connections customers receive the best possible service.

## Want to know more about ICE?

To find out more and get involved in our annual ICE programme, visit: [www.enwl.co.uk/ice](http://www.enwl.co.uk/ice) or email [ice@enwl.co.uk](mailto:ice@enwl.co.uk)



# Contacts in your area

## North Cumbria Operations

Neil Stark  
[enquiries@enwl.co.uk](mailto:enquiries@enwl.co.uk)

## South Cumbria Operations

Jane Fleetwood  
[enquiries@enwl.co.uk](mailto:enquiries@enwl.co.uk)

## Connections

Hannah Sharratt  
[ice@enwl.co.uk](mailto:ice@enwl.co.uk)

## Investment

Jonathan Booth  
[enquiries@enwl.co.uk](mailto:enquiries@enwl.co.uk)

## Customer

Joanne Crinson  
[enquiries@enwl.co.uk](mailto:enquiries@enwl.co.uk)

## Stakeholder Engagement and CSR

Helen Norris  
[stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk)



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Together we  
have the energy  
to transform our  
communities



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