

The background of the entire page is a night-time photograph of the Manchester skyline. The most prominent feature is the illuminated archway of the Manchester Central arena, which is lit with vibrant green and blue lights. A large, dark skyscraper stands in the background, its windows glowing. The sky is a deep blue with some light clouds. In the top right corner, there is a dark blue curved banner containing the Electricity North West logo and tagline. Below the banner, there are stylized white icons of a power pylon, a skyscraper, a house, and another power pylon.

electricity
north west

Bringing energy to your door

Investing in Greater Manchester

Stakeholder Overview

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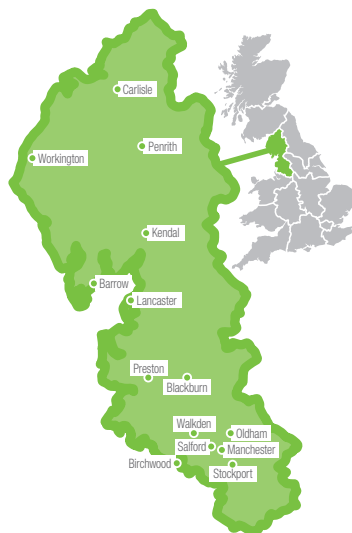
Who we are and what we do

Electricity North West Limited is one of 14 electricity Distribution Network Operators (DNOs) in England. 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 decides what's fair for us to charge our customers.

We're proud to power the lives of over five million people in the North West including over 1.2m in Greater Manchester. We are investing £1.8bn from 2015-2023 in the electricity network that serves the North West.

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

Our operational area



The figures included in this document relate to the area we define as Greater Manchester including Rochdale, Bury, Bolton, Wigan, Salford, Trafford, Manchester, Stockport, Oldham and Tameside.



Greater Manchester electricity network

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

132 kiloVolts (kV)



The voltage of electricity we receive from National Grid.

33kV and 11kV

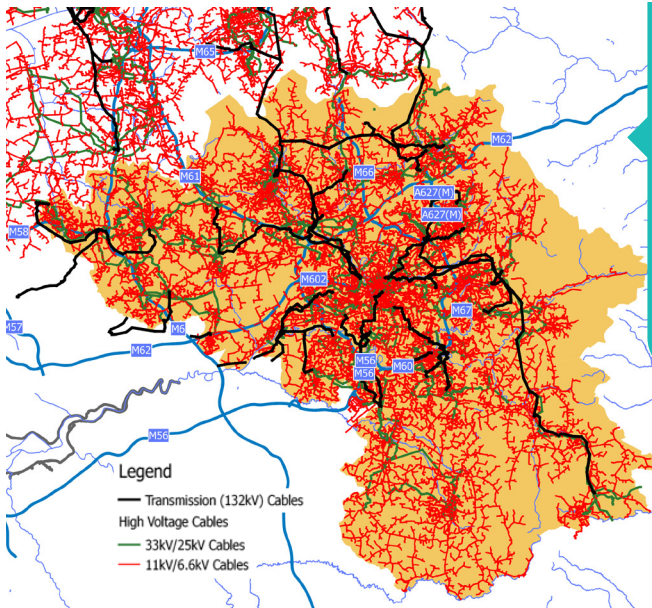


We reduce the 132kV down in our substations to supply the communities in our region.

415/240 volt



This is then further reduced to feed homes and business.

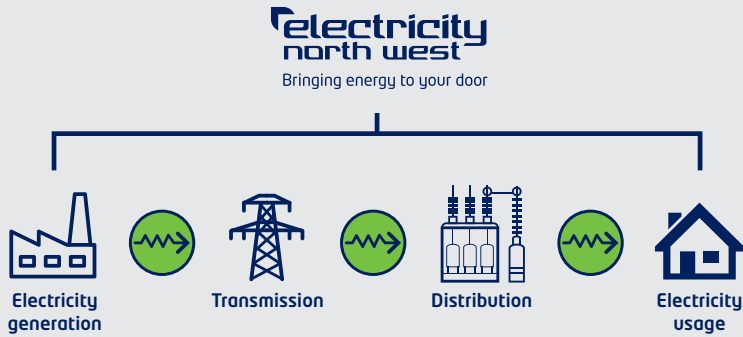


The map shows overhead lines and underground cables across our Greater Manchester area, highlighting densely populated areas such as towns and cities - this is where most of our network is located to serve the demand for electricity.

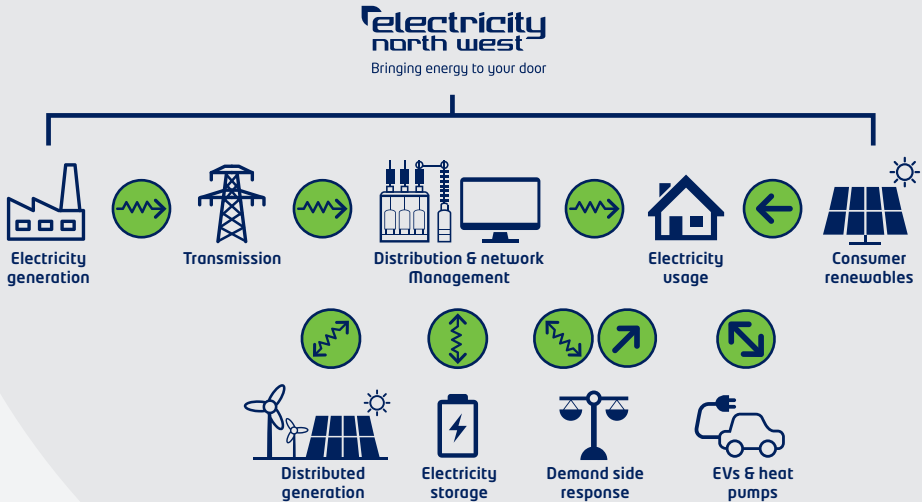
Our role is changing

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...

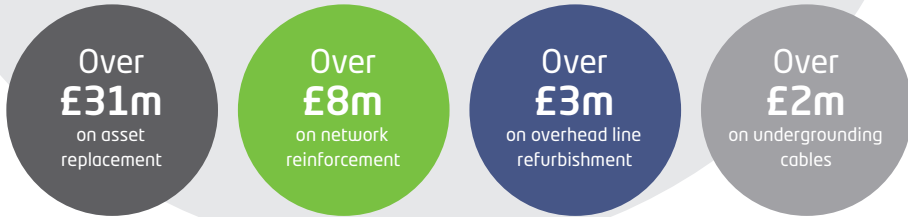


... is now more complex and multi-directional



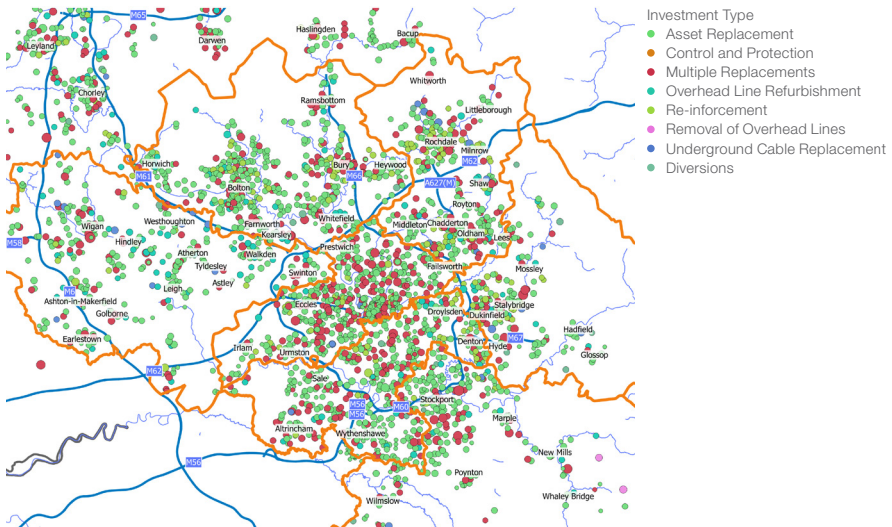
Investment in your area

We are investing over £210m in Greater Manchester 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 Greater Manchester

The investment pattern broadly aligns with the population of the area, 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.



Rochdale central flood resilience

We will be raising the switchboard, a device that directs electricity from one or more sources and contains a combination of switches and fuses which controls and protects the electrical equipment at the substation, above the anticipated flood levels to ensure that we reduce any risk of a loss of supply during a flood.

Total spend
£3.3m

Customers
affected
22k

Estimated
finish date
**March
2023**

Longsight - grid transformer replacements

Two grid transformers manufactured in 1965 will be replaced with new transformers, a device that transfers electrical energy between two or more circuits. The replacement will ensure a more reliable supply to our customers in Longsight and Moss Side.

Total spend
£2.5m

Customers
affected
30k

Estimated
finish date
**December
2019**

New Mills 33kV switchgear replacement

The substation consists of seven 33kV outdoor circuit breakers which were manufactured in 1948. To ensure the safety of our equipment, colleagues and our network we are replacing the switchgear with a new indoor switchboard. This is the most cost effective solution and will ensure a reliable and safe network for years to come.

Total spend
£810k

Customers
affected
15k

Finish date
**September
2019**

Reliability

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

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

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

- type of the fault- underground or overhead
- location
- adverse weather- 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 each power cut is used to help inform our investment decisions 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 Greater Manchester

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



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 Greater Manchester we have over 1.2m customers and over 420,000 of these are on our Priority Services Register. This accounts for 33% in Greater Manchester and 51% of PSR customers across 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
	Welfare packs	We can provide practical items such as warm blankets, hot flasks and torches to help support you during a power cut
	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

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.

Ofgem has introduced a regulatory incentive scheme for Distribution Network Operators (DNOs), known as Incentive on Connections Engagement (ICE). The scheme aims 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 or email ice@enwl.co.uk



Contacts in your area

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Customer

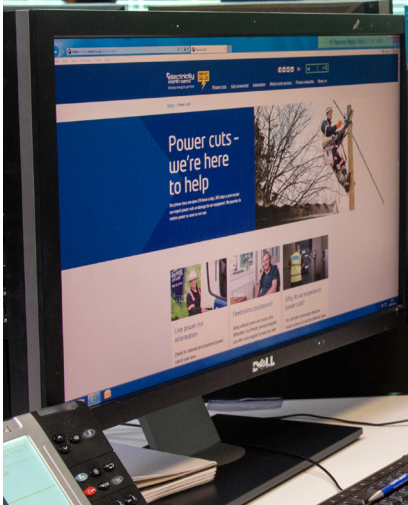
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Stay connected...

www.enwl.co.uk/stakeholderengagement | 0800 195 41 41



**POWER CUT?
CALL 105**





The UK is on a transformative
journey to decarbonise.

Our plan: **Leading the North West
to zero carbon** sets out the range
of initiatives we will take to meet
this target by 2038.

www.enwl.co.uk/zerocarbonNW