



INVESTING IN SOUTH YORKSHIRE



INTRODUCING NORTHERN POWERGRID

Here at Northern Powergrid we work behind the scenes to deliver electricity to 3.9 million businesses and homes in the North East, Yorkshire and northern Lincolnshire.

Our network consists of more than 61,000 substations and around 93,000 kilometres of overhead lines and underground cables. We have more than 2,200 employees who work to keep the lights on for our 8 million customers.

Our operating zones are coordinated so we can tailor our services and our response to the needs of you and your local community. We moved from five larger zones to nine zones defined by their industrial, urban or rural landscape. This operating model demonstrates our commitment to improving service and providing locally based managers who are able to keep in touch with the local community to understand the best way we can meet your needs.



Operating in South Yorkshire

This booklet provides you with a handy personalised directory of our services in South Yorkshire.

We have included information about our investment schemes across the region and the full range of other services we provide. Our services complement much of the work that local authorities and Local Enterprise Partnerships have responsibility for and we want to work as closely as possible with other local partners to help achieve these objectives. These range from taking care of our vulnerable customers, promoting skilled careers to school and college students, supporting economic growth, reducing crime and minimising our environmental impact.

As one of our urban operating zones, South Yorkshire covers the main cities and towns of Sheffield, Rotherham, Doncaster and Barnsley. It extends to Thorne and Hatfield in the east; and on its northern boundary it includes Royston, Carcroft and Stocksbridge. The zone has a population of approximately 1.3 million and serves 673,000 homes and businesses.

We serve South Yorkshire in our main office at Hellaby and our work depots at Aldham, Attercliffe and Doncaster.



Engaging with you

We want to work with you to understand how we can improve our services and how we can support the communities of South Yorkshire.

We aim to consult our stakeholders on our business plan, strategy and planned improvements to make sure that we are delivering the service that you want. Our stakeholder panel is the central part of this engagement process. We draw on the expertise of sector experts and senior executives from across our region and members of the panel come from the public, private and voluntary sectors to ensure it represents a wide range of interests. Led by members of our board of directors, it meets quarterly. If you are interested in taking part and helping to shape what we do in your community then get in touch with us at yourpowergrid@northernpowergrid.com

Customer Liaison Officer

If you have any queries or concerns that you would like to discuss with us you can get in touch with our dedicated South Yorkshire Customer Liaison Officer by emailing cus.serv@northernpowergrid.com

MEET THE TEAM



RICHARD BOWERS

Head of South Yorkshire

Richard.Bowers

[@northernpowergrid.com](mailto:Richard.Bowers@northernpowergrid.com)

“The South Yorkshire electricity network is characterised by an extensive underground cable network and a significant number of substations that supply densely populated areas. As Head of South Yorkshire, the key focus of my team is on improving the reliability of our substation equipment and underground cable network to reduce the number and duration of power cuts. I understand the impact these power cuts can have on domestic, commercial and keep the network running safely, reliably and efficiently.”

Get in touch

If you would like to talk to us about who we are, what we do and how we can work with you, get in touch with our stakeholder engagement team at yourpowergrid@northernpowergrid.com

INVESTING IN SOUTH YORKSHIRE

We are investing over £134 million in South Yorkshire throughout our business plan period of 2015-2023.

Our work focuses on the replacement of assets, underground cables and overhead lines. We are also investing in flood defences and reinforcing the network to ensure that we deliver the best possible service in your area.

On the map we have highlighted our biggest investment schemes in South Yorkshire. For more information about our investment in your area, you can visit our investment map at northernpowergrid.com/investments-in-your-area

Our long-term investments are vital to the successful distribution of electricity in your area. We are continuously working to ensure that we deliver a great service now and in the future and we think it's important to continue to consult and work with local authorities and other key stakeholders to ensure that we consider your issues and priorities throughout our investment schemes.



WEST MELTON

In 2016 we are investing £5.1 million over four years to replace ten circuit breakers and one transformer to improve the performance of the equipment.



SOUTH YORKSHIRE



SHEFFIELD CITY

We are investing £2.44 million to replace underground cables from Sheffield City to Silver Street. Work began in 2015 to replace the cables in order to improve equipment performance.



WHEATLEY PARK

We will start work in 2018 to replace one transformer and twelve circuit breakers, which are nearing the end of their useful life. We are investing £4 million over two years to improve the equipment.



DONCASTER

We are carrying out a £25.5 million programme of works to ensure the ongoing quality and security of supply to the area. The works will also allow the network to cope with predicted future demand. Our work began in 2015 and will take two years to complete. This work is part of a wider project to reinforce South Yorkshire's electricity network. More information is available at syupdates.co.uk



SILVERWOOD

Our £4.5 million investment will replace ten circuit breakers and two transformers. Work will begin in 2017 and will take two years to improve the equipment.



TEMPLEBOROUGH

Condition data suggests that the equipment is in need of work. From 2017, we will invest £5.9 million over two years to replace sixteen circuit breakers and two transformers.



ASSET REPLACEMENT



REINFORCEMENT

KEY



PROVIDING GREAT CUSTOMER SERVICE

We want you to feel like we deliver the high quality customer care you expect and deserve every time you contact us. Through our customer service improvement programme we are keeping your needs at the forefront of how we do business.

Our North East based customer contact centre is open 24-hours a day, every day, with a team of professional advisors who are ready to respond to the needs of our customers across our nine operating zones. And with text services, social media and online services, as well as face-to-face, telephone and e-mail, you can choose how you want to engage with us.

By going out into the community with our customer support vehicles, using our communications toolkit to share details of our investment schemes and creating opportunities for people to have their say, we continue to improve the day-to-day customer experience.

Providing great digital customer service

We are continuously working to deliver high quality customer service and we've seen a huge growth in contact with our customers through digital channels and we've invested in significant improvements to this service.

Our online power cut checker and power cut reporting service enables our customers to directly alert us if they're experiencing a power cut and see updates on when their power will be restored. This allows our contact centre advisors more time to help customers who wish to contact us via the telephone. We also text customers, where we have contact details, to keep them up to date with times when they'll be back on supply.



To help local authorities and other public organisations manage the situation if there is a power cut, we have a system that allows them to access live information on power cuts and restoration times using a personalised login to an online map. If you would like to have access then please get in touch with us at yourpowergrid@northernpowergrid.com and we'll set you up and guide you through our easy to use system.



CARING FOR OUR CUSTOMERS

Although we are always working to maintain our electricity network, sometimes power cuts do happen, therefore we have created online resources to make sure that you are prepared.

These resources include; home safety tips, videos on what to do in a power cut, our power cut reporting service and our power cut checker. Not only do we make sure these online resources are up to date and as useful as possible, we also go out into the community to help you with resilience planning.

We support local communities by attending community resilience events, where we can help to guide communities in their emergency planning and tell them all about the help that we can offer. We attend regular meetings with the South Yorkshire Local Resilience Forum to support and contribute to their work in preparing the region for an emergency; which includes supporting their Community Project.

Our Priority Services Register

We understand that a power cut can be extremely inconvenient to our customers, but for some people it is so much more than that. In order for us to provide additional support to those who need it the most, we have a Priority Services Register (PSR).

Our customers can choose to register themselves, a family member or friend, if they feel they need extra support in a power cut, which could be for various reasons.

We are always trying to find new ways to tailor the services we provide to a customers' individual needs, as we understand that a one-size-fits-all approach is not appropriate for customers needing additional support. Our contact centre will be able to offer additional information, advice and regular updates over the phone. We may be able to arrange for one of our partners, such as the British Red Cross, to provide emotional and practical support to you as needed. We also have a fleet of Customer Support Vehicles, which we could send to your area to provide refreshments, blankets and the chance to talk to one of our employees face-to-face.

It's a priority for us to make sure that we know who needs this extra support and so we actively seek to promote our Priority Services Register and to work with care professionals and businesses to make sure that we are reaching our customers who need us the most.

FOR MORE INFORMATION ABOUT OUR PRIORITY SERVICES REGISTER

- ▶ Call us 24 hours a day on: 0800 169 2996
- ▶ Email us at: priorityservices@northernpowergrid.com
- ▶ Visit our website at: northernpowergrid.com/priority

POWERING YOUR COMMUNITY

We invest in our communities by working with stakeholders to ensure that we use our local presence and resources to deliver a positive impact. We are committed to being an active member of the community and we strive to ensure that our investment has a sustainable benefit.

OUR GUIDING PRINCIPLES HELP TO SHAPE OUR COMMUNITY PROJECTS AND PARTNERSHIPS:

- ▶ **Vulnerability to power cut** – using our knowledge and local presence to help customers most vulnerable during power cuts
- ▶ **Energy affordability** – to help improve the homes and lives of our customers by providing far reaching and innovative solutions to energy affordability challenges
- ▶ **Strengthening communities** – to make a positive difference to the communities where we live and work
- ▶ **Public safety and education** – to develop skills and nurture talent to improve the lives of our communities through education and safety programmes and projects
- ▶ **Employee engagement** – to invest in our people and create a positive culture within our organisation and in the communities where we live and work.

Making a difference in South Yorkshire

Our volunteering programme gives our employees the opportunity to support their local communities. Our volunteers attend events that we carry out in partnership with the Trussell Trust and Ahead Partnership, where staff can support their local food banks and can help to inspire school students to pursue career paths in science, technology, engineering and maths subjects.

Working with My Green Investment, we are making 'Energy Heroes' out of primary school students across Sheffield and the Dearne Valley. The programme aims to engage and empower students to think differently about the way they use energy by developing their understanding of the cost of energy and its environmental impact.

Through our schools safety programme we promote safety and raise awareness of the dangers surrounding electricity distribution to school students. Our Safety Advisors visit more than 25,000 school children every year and we have a fantastic interactive website that educates children through fun online resources. You can sign up to organise visits to local schools on our dedicated website:

thefusebox.northernpowergrid.com

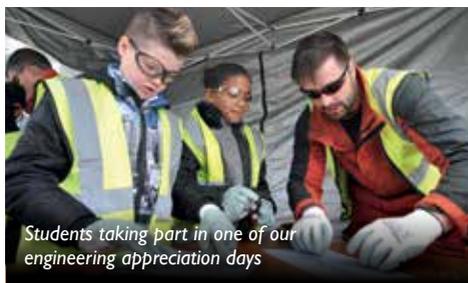


Supporting community energy

Community energy projects rely on strong local roots, collective action, knowledge, and good leadership.

Our Community Energy Seed Fund offers support to community energy groups in the early stages of their projects. The fund can help to provide initial support such as expert advice and feasibility studies.

We have also taken an active role in promoting Community Energy by supporting Community Energy England, hosting community energy events and through our Community Energy Connections Guide, which is available on our website at northernpowergrid.com/your-powergrid



Students taking part in one of our engineering appreciation days

Future networks and innovation

Innovation is central to the way we do business every day. We constantly look for new ways to improve the quality and range of services we provide to ensure that our network can meet current and future demands.

We are also working to reduce our carbon emissions in innovative ways, using low carbon technologies. We are particularly pleased to have led the Customer-Led Network Revolution project. One of the most significant smart grid projects ever undertaken in the UK. Learning from this project has enabled us to develop a smart grid route map for the future, and as a direct result we are making changes to our business.

If you would like to learn more about our low carbon and innovation plans then get in touch with us at yourpowergrid@northernpowergrid.com

GETTING CONNECTED

We are continuously improving our connections service without increasing cost; we're doing this by adapting our local operations and making better use of digital channels and technology to provide a personally tailored service.

We operate a network of substations, overhead power lines and underground cables that takes electricity from National Grid's transmission network and from smaller generators and delivers it to homes and businesses throughout the region.

- ▶ **New connections** – If you need a connection to a new or modified premise, our design team will work with you to provide connection tailored to your exact requirements. You can try our quick calculator at northernpowergrid.com/getconnected to get a more site specific guide to the price of your new connection. You'll also be able to apply for a formal estimate or quotation.
- ▶ **Changing connections** – If you are installing additional electrical equipment and need to increase the size of your electricity supply, we will help you understand the process of connecting this equipment to our network.
- ▶ **Supporting local generation schemes** – Supporting you throughout the planning stages of generating electricity from renewable and energy-efficient sources is a key part of what we do.

We can help you to understand the connections process and provide you with a quotation that suits your project needs, whether it's small or large scale generation.

One of the first steps you can take in deciding whether you want to talk to us about a connection is by taking a look at our generation availability map, it provides an indication of our network's capability to connect large-scale developments to major substations and you can access this via our website: northernpowergrid.com/generation-availability-map

- ▶ **Supporting independent connections** – Customers can contract an Independent Connection Provider to provide and install certain aspects of their connection infrastructure. We actively promote this competition and if you want to get a quote from an alternative provider, we'll help you understand the process.

FOR GUIDE PRICES, TIMESCALES AND TO APPLY FOR YOUR CONNECTION

- ▶ Visit our website at: northernpowergrid.com/getconnected

You can 'Ask the Expert' online and discuss your project and timescales with our technical specialists.

- ▶ Alternatively call us Mon-Fri: 8am – 8pm or Sat: 9am – 5pm on: 0845 070 2703
- ▶ Mail us at: Northern Powergrid Network Connections, Alix House, Falcon Court, Stockton-on-Tees TS18 3TU



CONTACT US

Our website

Our increased range of web-based technology is empowering customers to access a range of services at northernpowergrid.com

Use our website to:

- ▶ pay an invoice
- ▶ request a new connection
- ▶ arrange a network diversion
- ▶ request a refund for a new connection
- ▶ find out about connecting distributed generation
- ▶ move your electricity service
- ▶ request a disconnection
- ▶ report a problem
- ▶ find your supplier
- ▶ find out about known power cuts in your area
- ▶ request the fitting of shrouding
- ▶ apply to be on our Priority Services Register.

Complaints

We acknowledge that sometimes, despite our best efforts, things can go wrong. The best way to register a complaint with us is through our online form, which is available at:

northernpowergrid.com/complaints

Call us 24 hours a day on: **0800 781 8848**

Mail us at: **FREEPOST RSXE-RCZX-XKBL**
Northern Powergrid, Manor House,
Station Road, Penshaw, Houghton-Le-Spring,
Tyne and Wear, DH4 7LA

In an emergency

To report a power cut, or if you are concerned about the damage to or safety of our equipment, call our 24 hour emergency number on:

0800 375 675

GENERAL ENQUIRIES

- ▶ For any general enquiries email us cus.serv@northernpowergrid.com
- ▶ Call us 9am – 5pm (Mon-Fri) **0845 070 7172**
- ▶ Mail us at **FREEPOST RSXE-RCZX-XKBL** Northern Powergrid, Manor House, Station Road, Penshaw, Houghton-Le-Spring, Tyne and Wear, DH4 7LA

KEEP IN TOUCH

Keeping the network running safely, reliably and efficiently is our business. We are open for business every hour of every day of the year – no matter what the circumstances. We want to make it easy for our customers to work with us, whether they need to call us in an emergency, get connected to our network or find out who their electricity supplier is.

In an emergency you can call us 24 hours a day on:

0800 375 675



Join our Online Community and let us know how we're performing, what we're doing well and where we could do things better:
northernpowergrid.com/your-powergrid



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