



Briefing

Your bi-monthly update and briefing

Electricity
north west
Bringing energy to your door

28 November 2022

#BeWinterReady campaign update

As we head into the winter months, we're seeing an increasing number of customers in vulnerable circumstances signing up to and benefiting from our Extra Care Register for a variety of support services. This support includes energy saving advice and help with cost of living from a range of our specialist partners as well as tailored weather warnings and extra communications in a power cut.

Our teams of engineers have also been preparing the network to ensure it can be as robust as possible ahead of the winter months. Each year, we carry out crucial maintenance work and invest millions of pounds upgrading technology, replacing ageing assets and cutting back trees which could pose a threat to the overhead network.

We've also invested money in our website and created a new tool where customers can report faults on the network.

The tool will allow customers to report directly to us if they see branches on lines or other foreign debris on or within our assets.

As part of our winter campaign, we have a radio advert airing throughout November and December and we'd also appreciate if you'd share our social media posts on Twitter <https://twitter.com/electricitynw> and Facebook www.facebook.com/ElectricityNorthWest.

For more information about our campaign including campaign assets you can download and share with constituents, visit www.enwl.co.uk/BeWinterReady. Social assets available are at the bottom of the webpage.

Emergency planned power cuts

Continuing to feature among news headlines is the possibility of emergency planned power cuts over winter.

National Grid Electricity System Operator (ESO) raised the possibility in its winter outlook report but said it was unlikely they would be needed.

We want to stress that no emergency power cuts are currently planned and that these measures would only be used in emergencies.

If they were needed it would be the ESO who would request it and it would have to be approved by Government.



The ESO would then ask all network operators, including Electricity North West, to schedule three-hour power cuts for a percentage of customers – likely only 10-15% during an evening during the peak period of electricity demand. Areas would go off in small blocks of around 10,000 properties rather than the whole region or whole cities going off at once.

While the procedures have existed for decades you may not have heard of them before. That's a good thing that they've not had to be used, and we still think it's unlikely they'd be needed this winter, but as always, it's best to be prepared. You can read our frequently asked questions at www.enwl.co.uk/BeWinterReady.

We are developing a specific brief for MPs on emergency planned power cuts, including maps of areas in your constituency that could be impacted at different times. If you have any questions on any of our winter prep, including emergency planned power cuts, just let us know.

Top three news stories



Electricity North West announces largest flexibility requirements



Energy networks join forces to share winter safety advice



Vandals cheat death cutting down 33,000-volt electricity lines

Business plan, final determination from Ofgem

On 30 November Ofgem is set to release its 'final determination' on electricity networks' business plans which will set how much we have to invest in the region between 2023-2028. We submitted our plan almost exactly a year ago and in the summer received Ofgem's 'draft determination'.

Since then we've been working hard with fantastic support from MPs and stakeholders, to continue to make the case for key investments that we want to deliver in the North West over the next five years. Ofgem has been receptive of stakeholder feedback and we have had a productive and ongoing dialogue with them over the past few months.

We have developed robust business cases for the investment to deliver the infrastructure and services that our customers and stakeholders have told us they want. We believe our plan offers excellent value for money as we aim to lead the North West to net zero.



We'll update you again once we receive the determination and have had a chance to analyse what it means.

A year on since Storm Arwen

Late last November, we were hit with one of the most disruptive storms the region has since in a generation.

Storm Arwen destroyed thousands of trees, overhead electricity lines and wooden poles as 93,000 properties in the North West were left without power.

We restored power to 18,000 properties within three minutes thanks to our investment in automated technology and restored 90% of properties within 48 hours. That still left a number of customers in rural areas off for significantly longer.

Since then we have invested millions more in our systems, messaging and preparations. Our ongoing tree-cutting programme continues as we cut trees in key areas around overhead lines.

We've invested money in our network management system and data to ensure we have as much information as possible during incidents to help us provide more accurate estimates of when we'll get people back on. We've also stepped up our training for extra call handlers and teams to carry out door-knocking in affected areas to keep everyone up to date even more effectively.



Apprentice open day

We're delighted to announce that we'll soon be accepting applications for our apprenticeship programme.

Ahead of that, we're hosting an open evening for future apprentices to come along and learn what Electricity North West is about.

The open evening will take place at our Training Academy in Blackburn on Monday December 12th from 5-7pm.

If you know somebody who is interested, they can email apprentice.programme@enwl.co.uk for more information and to book a slot which is between 5 and 6pm or 6 and 7pm.

Available apprenticeships include control engineers, delivery engineers, design engineers, project engineers, jointers, overhead line workers, vegetation management, civil technicians and IT.



Upcoming events

Nov 30th

Ofgem's final determinations

Dec 12th

Open evening for future apprentices – Training Academy (Blackburn)

Want to find out more? Get in touch

If you would like more information on our plans and how we can help, please get in touch with the Electricity North West team:



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For more information on our engagement visit www.enwl.co.uk/engagementhub.