SHOWCARD B

ELECTRICITY SUPPLY INTERRUPTION

On average, customers in the North West will experience a power cut less than once every three years. There are a number of reasons for power cuts, including bad weather, equipment failure, and vandalism.

A customer can report a power cut to Electricity North West by calling 105. This line is open 24 hours a day, 365 days a year. The caller will go through a series of automated questions and then has a choice of hearing an automated message or talking to a call agent.

Updates

Customers can receive power cut updates on Electricity North West's website, via twitter and can also opt in to receive text message updates. These updates can include information about when the power is expected back on, that engineers are on their way, and what to do about things like the contents of the fridge.

SHOWCARD C

CONNECTIONS

Electricity North West is responsible for providing advice and support to customer s who want to connect a new supply to its network or alter an existing service.

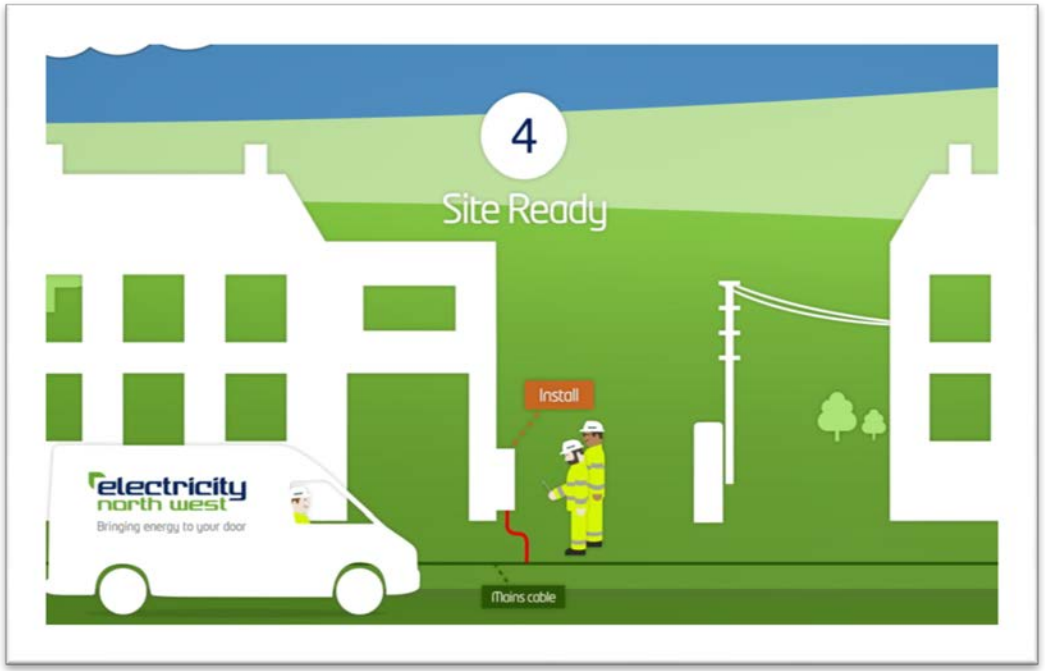
There are different types of connections, but they can be broadly classified into two types:

1. New connections

If domestic or business customers want electricity to a new building, they will generally need to connect onto our network. The same applies if customers want to generate electricity and sell it back to the grid.

2. Upgraded connection

If customers are making a change to how they use electricity at their property they may need a new cable to deliver extra power.



There are also other reasons that customers may need to contact the connections department

1. Diversions

Developers can't build over our underground cables and sometimes they need to be moved before they can start construction or demolition works. The same applies to work near our overhead lines.

2. Electricity meters

Sometimes, customers need to have their electricity meter moved. This often involves connecting a completely new cable, just like having a brand new service installed.

3. Low carbon technologies

If a customer wants to use an electric vehicle or install an electric heat pump we need to ensure that their electricity cable can handle the extra demand. If it can't, the supply will need to be upgraded.

SHOWCARD D

SHOWCARD E

SHOWCARD F

1998

3GB

1 megapixel

2018

256GB / 48 megapixel

SHOWCARD G

LOW CARBON TECHNOLOGIES

Low carbon technologies include electric vehicles, solar panels, wind turbines, and electric heat pumps.

The Climate Change Act 2008 requires the UK to reduce greenhouse gas emissions by 80% by 2050. Low carbon technologies will play a prominent role in reducing the use of fossil fuels in the UK, both in the production of energy and the use of energy by customers.

Electric vehicles

We have seen a huge growth in the number of electric vehicles on the road. Currently 13,500 electric vehicles are owned in the UK, and is it expected that by 2027 over 1.3million will be sold every year. Last year the government passed legislation that all new vehicles must be electric by 2040 which is a further reason for the growth in electric vehicles.

SHOWCARD H

SMART METERS

Smart meters are the next generation of electricity and gas meters. Their display allows customers to see exactly how much energy they are using in pounds and pence, and they can see this in real time. They help customers monitor their electricity usage and because the supplier can access this information, it also means the end for estimated bills.

A smart meter installation programme is currently being rolled out across the UK, as part of a government initiative. The initial target was to have a smart meter in every household by 2020, but as it is not mandatory to have a smart meter, we are still a long way off of this target.

SHOWCARD I

BATTERY STORAGE

Electricity is increasingly being produced by low carbon technologies such as wind farms and solar farms. As these technologies do not continuously produce electricity we need to find an efficient way to store the energy until it is required. Batteries is one method of storage but to store the amount of energy produced by low carbon technologies, new batteries need to be developed with a larger capacity, at an affordable cost.

SHOWCARD J

Distribution System Operators (DSO's)

Customers' changing electricity needs, carbon reduction legislation and new innovative technology is changing the way that companies, local community groups and individual customers generate and distribute energy. These changes mean that in the future, DNOs will need to adopt a much more interactive approach to managing a 'smart grid' that allows customers to operate and integrate these smart energy systems with the DNO's network and enable them to benefit from commercial opportunities.

The electricity regulator, Ofgem, The Department for Business, Energy and Industrial Strategy (BEIS) and all GB DNOs are working together to develop a new Distribution System Operator (DSO) model, to bring about these changes, which will eventually replace the current DNO model for electricity distribution .