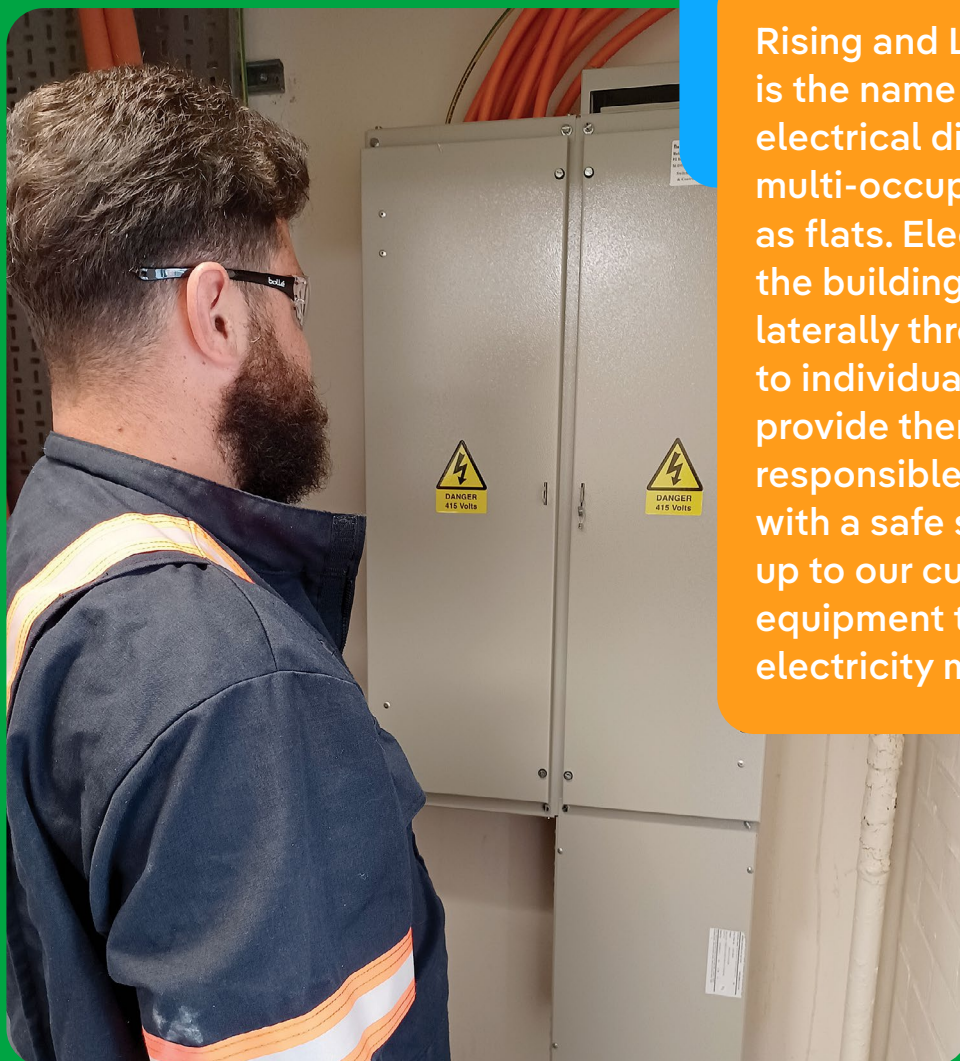


Rising and Lateral Mains





Rising and Lateral Mains (RLM) is the name we give to the electrical distribution system in multi-occupancy buildings such as flats. Electricity rises through the building on mains cables and laterally through service cables to individual properties to provide them with power. We're responsible for providing you with a safe supply of electricity up to our cut-out, a piece of equipment that connects your electricity meter to our system.

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Introduction

We're inspecting buildings with Rising and Lateral Mains to assess their condition and to carry out any maintenance and refurbishment work necessary.

The work will also allow us to clarify with the owners of the buildings what they are responsible for, in terms of ownership and maintenance.

The work we are undertaking will ensure that we continue to supply a safe and reliable supply of electricity now and in the future.

This brochure contains some key information about the project and what it means to both building owners and residents. You can also contact us directly if you want to discuss anything with us by emailing rlm@enwl.co.uk

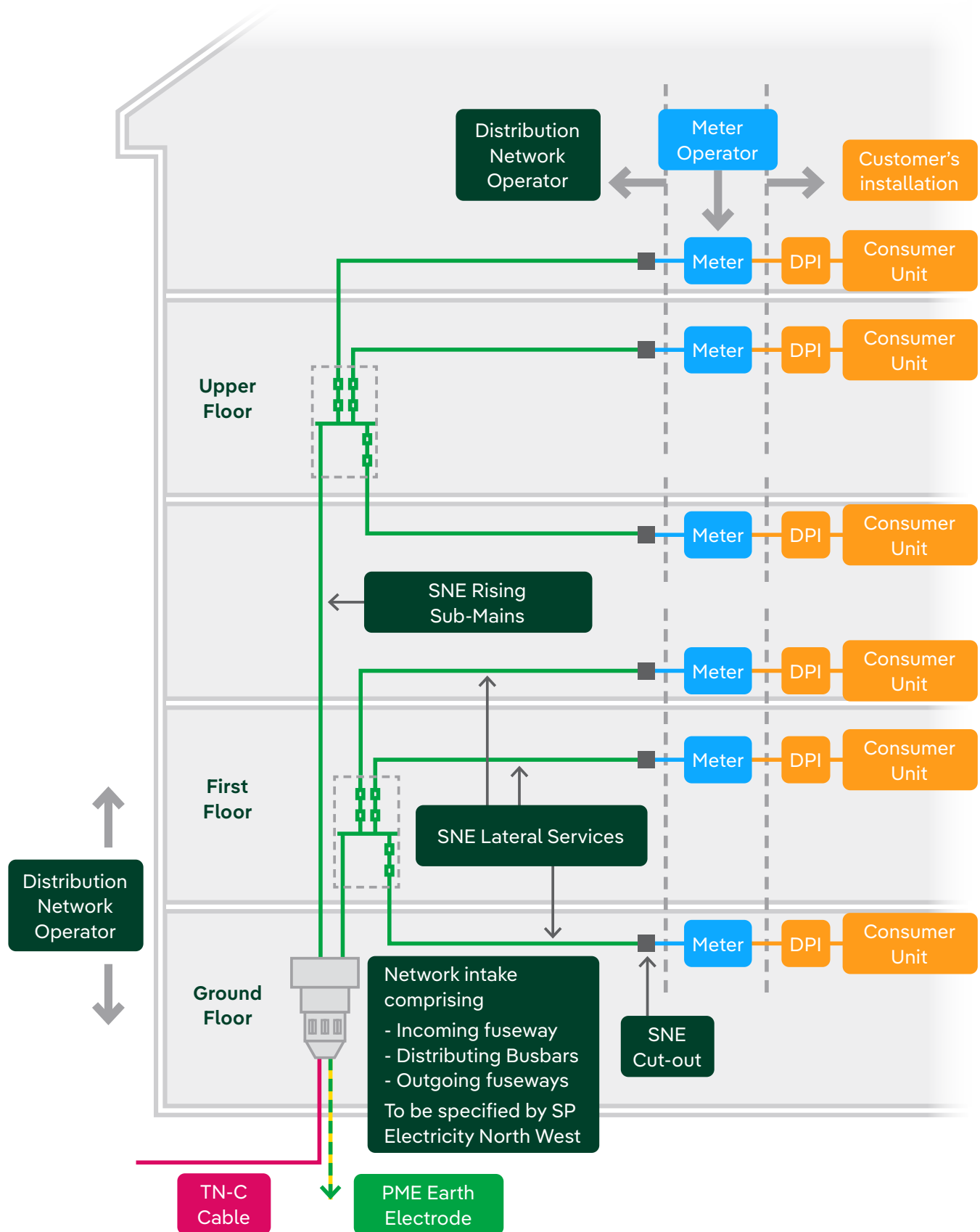
All multi-occupancy low, medium and high-rise buildings which meet any of the following criteria will be considered for inclusion in our RLM programme:

- Any minimum number of storeys
- Social housing built between 1950 and 1969
- Buildings subject to major investment programmes to improve the standard of accommodation and extend a building's life
- Buildings where our inspection of the existing distribution network identifies that it requires maintenance or refurbishment
- Buildings which are subject to refurbishment programmes with the aim of extending the life of the building for a further 30 years (minimum).

We will also consider multi-occupancy buildings that do not fall into the above categories on a case by case basis.



The diagram below show a typical electrical installation in a multi occupancy building



RLM process

1 Survey

We will arrange a convenient time to access the building and conduct a full survey of the electrical installation. This involves communal areas, but not flats themselves. This is a visual survey and there is no need to interrupt your power supply at this time.

2 Classification

Following the survey we will classify a building based upon condition, typically this is if it needs a full replacement of the electrical infrastructure, a partial refurbishment, or is already in good condition and no action is needed.

3 Schedule work

We will then contact the building owner to report back and agree when we can complete our works should any be required. This is ideally coordinated with other planned works in the block to reduce disruption, but can also be done as a standalone project.

4 Works on site

We will let residents know in advance of starting on site by letter and will ensure that SP Electricity North West staff are regularly on site to deal with any customer queries. Work is carried out by partner companies, but these will be identifiable as SP Electricity North West.

5 Change over

If we are installing a new system or working on the main feed into the building, we will need to interrupt your power whilst we do this. We will give plenty of notice and will schedule our works around resident's routines as much as possible.

6 Completion

We will monitor the works after they have been completed to make sure everything is running as it should.

Key information

What works will SP Electricity North West undertake?

Once we've surveyed and inspected the buildings electricity network to determine if refurbishment or replacement works are required, we will carry out following:

- The installation of the new mains cable (low smoke specified).
- The installation of the new distribution units.
- Ensure all cables are securely installed.
- Install a landlord supply.
- Install trunking and wiring in the ground floor switch room associated with the supply.
- Supply and install distribution units to the appropriate floors as required.
- Install all service cables into the cut out position within each property in the building.
- Replace meter boards and cut outs in to each property (as required).

The above will be completed with full management of the buildings' occupants and safe management of the works ensuring customer issues are resolved swiftly.

How will I know the works are taking place?

We will work with the building owners, including tenant liaison officers, to notify you of the work taking place including if we need to temporarily turn your power off. You will also find information posters around your building detailing the dates we'll be carrying out the works. If you receive notice that we are going to carry out work in your building and you need extra assistance please make contact with us, either directly or via your building owner or tenant liaison officer and we will do everything we can to assist you.

How will the works affect me?

Work will normally be carried out whilst the flats are occupied. In order for us to work safely we may need to temporarily turn your power supply off. If this is required, we will notify you at least seven days in advance via a letter.

We may need to access your property in order to complete the works. We will notify you in advance if we need to access your property. Anyone working on behalf of SP Electricity North West will be identifiable. If you have any concerns, please get in touch.

In order for us to work safely we may need to temporarily turn your power supply off

I'm a building owner, what am I responsible for?

In order for us to complete our works we may require you to complete the following:

- Countersign a Multiple Occupancy Building Agreement (MOBA) with us to record your responsibilities and ours, in terms of the ownership of the electricity distribution assets in your building.
- Work with us and our contractors to make information available to help with the development of the design solution to the network such as building plans and asbestos reports.
- Provide us with information regarding any customers who live in the building who may have individual needs and require extra assistance which we need to consider prior to any work taking place. We can assist with customer community meetings and introductory letters to customers explaining when we will be working in the building and what they can expect.
- Ensure a secure space is available in for the new equipment.
- Undertake any entry and core holes that are required for the new installation and the relevant fire stopping.

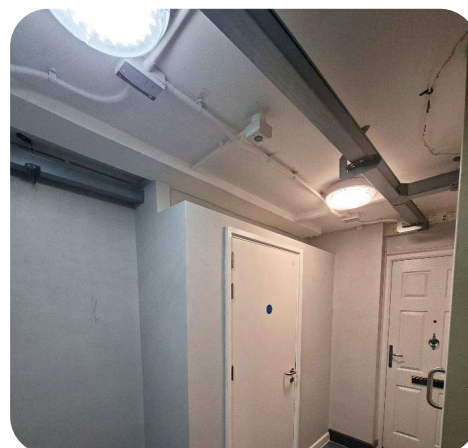


“ SP Electricity North West have been brilliant. They are always on the end of the phone and they will answer any questions you have got, honestly. We think they have been very very good.”

Hamerton Road Tennants Association

“ SP Electricity North West have engaged with us and they have been really proactive in helping us to understand why the work needs doing. we've worked together really really well.”

Northwards Housing



Contact information

Rising and Lateral Mains

rlm@enwl.co.uk to contact the team directly

www.enwl.co.uk/rlm

For more information on Rising and Lateral Mains.
Watch our video for more information on the different
elements of work involved.

Extra Care Register

Our free Extra Care register

Need a little extra help during a power cut? There's an easier way to access support.
Sign up to our free Extra Care register and get tailored support when you need it most

0800 195 4141

www.enwl.co.uk/power-cuts/extra-care