

# Code of Practice 640

Issue 6      August 2022

## Reducing the Impact of Supply Interruptions due to Planned Work



## Amendment Summary

ISSUE NO. DATE	DESCRIPTION
<b>Issue 5</b> <b>July 2021</b>	<p>Revision to include changes to the PSI planning document. Introduction of PSI Workbook is to replace individual documents and standalone generator calculator. Includes full refresh on appendix items which include new customer issue cards. Minor errors corrections also.</p> <p>Prepared by: Julie Henderson Approved by: Policy Approval Panel and signed on its behalf by Steve Cox, Engineering and Technical Director</p>
<b>Issue 6</b> <b>August 2022</b>	<p>Revision to include changes to the PSI Workbook. Additional business areas options, updated generation costs and updates to PSI guidance page. Refresh on relevant pages in workbook appendix A.</p> <p>Prepared by: Julie Henderson Approved by: Policy Approval Panel and signed on its behalf by Steve Cox, Engineering and Technical Director</p>

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## 1 Foreword

Provision of electricity by means other than the normal operation of the distribution system and where unavoidable the interruption of the electricity supply, are requirements for execution of work on the electricity distribution system.

Notification to customers about a planned interruption of electricity supply is required under Regulation 12 of the Electricity (Standards of Performance) Regulations 2015. The required period of notice shall be as described in Schedule 2 part 1 of the Electricity Standards of Performance regulations 2015, under Regulation 12 parts 4,5 & 6.

Managing alternative means of continuity and managing planned interruptions of electricity supply are therefore essential and critical business processes.

## 2 Scope

This Code of Practice describes the policy, rules, guidance and procedures for the management of the planned interruption of supply where alternative means of continuity are not practicable.

The purpose of this Code of Practice is to ensure compliance with all the Electricity Standards of performance that are relevant to these processes.

This Code of Practice is to be applied by all persons, irrespective of employer, who plan work that will disrupt the normal means of electricity supply to customers connected to the electricity system of Electricity North West Limited, hereinafter referred to as Electricity North West.

## 3 Definitions

The following definitions are used within this document. Other terms and definitions used in this Code of Practice are as defined by the Distribution Electricity Safety Rules and Codes of Practice.

<b>Carding Section</b>	The part of Data Management, Hartington Road, responsible for producing carding packs.
<b>CCC/Jeopardy</b>	Customer Contact Centre and Escalation Team.
<b>HUB</b>	Network Management Hub, Linley House.
<b>HV</b>	A voltage exceeding 1000 volts.
<b>Interruption Organiser</b>	Suitably authorised person responsible for the organisation and success of the planned interruption of supply.
<b>LV</b>	A voltage not exceeding 1000 volts.
<b>NAFIRS</b>	National Fault and Interruption Reporting Scheme.

<b>Person carrying out the switching</b>	The authorised or senior authorised person who carries out the switching which executes the planned interruption of supply.
<b>PSI WORKBOOK Planned Supply Interruption Control sheet</b>	Excel workbook comprising of embedded control sheet, checklist, generator calculator, customer list, 'warn off' and general support information. This workbook to be used to progress the proposed interruption from planning to execution.
<b>Carding Pack</b>	Produced documents and records including Outage control sheet, schematic/geographic diagrams, polygon data, customer lists and associated processed documents in preparation of a planned supply interruption. All documents are embedded within the PSI Workbook
<b>Pro-active check</b>	Certain mandatory checks associated with system switching which must be carried out prior to commencement of work.
<b>TMS</b>	Trouble Management System.
<b>Welfare Team</b>	Team in CCC to deliver support for vulnerable customers.
<b>Outage control sheet</b>	Planning engineers document to record all requirements of the PSI including date, times, location, system voltage, customer impacted. This is provided to the Carding Section to produce the carding pack. The Outage control sheet is also edited by the Carding section as part of the carding pack production to show approvals and overall customer numbers impacted.
<b>MPAN</b>	Meter point administration number also known as Supply Number or S Number
<b>CRMS</b>	Control Room Management System – to be succeeded by NMS
<b>NMS</b>	Network Management System
<b>Planned Supply Interruption Process</b>	A supplementary business process document to aid in planning of interruptions. Devised and updated by Customer Directorate

## 4 Policy

### 4.1 Continuity

Work on the electricity distribution system must be carried out with minimum disruption to customers' electricity supply. This requires that where possible all work shall be planned and executed in a manner which fully utilises one of the following methods before disconnection of supplies is considered:

- (a) Switched alternative supplies.
- (b) Approved live working techniques (in compliance with the Distribution Electricity Safety Rules, Policies and Codes of Practice, being mindful of the requirements to comply with Regulation 14 of The Electricity at Work Regulations 1989).
- (c) Use of mobile generators in accordance with current policy.
- (d) Preliminary work with the system live to establish back feed or generator connection.
- (e) With consideration of guidance within the Planned supply interruptions customer guide (Planned supply Policy)

### 4.2 Justification

Work which is planned to cause an interruption to a customer's electricity supply must be fully justified as essential and unavoidable. Alternative means of maintaining continuity must be shown to be impractical or uneconomic in the circumstances governing the work.

The work must be planned to minimise the number and length of interruptions and the number of customers affected.

### 4.3 Co-ordination

Work which is planned to cause an interruption must be combined with work by other sections, where practicable.

Interruption Organisers should pro actively co-ordinate works across known programme synergies, e.g. Tree cutting & OHL Capital Maintenance to minimise customer outages.

The Outage Engineer shall carry out the co-ordination role and they shall prioritise the work against other planned work requiring an interruption. They will require whatever advanced notice becomes necessary to manage interruptions within the requirements of the Electricity (standards of Performance) Regulations.

### 4.4 Execution

All those who are involved in the execution of a planned supply interruption must be fully conversant with the procedure for 'notification and execution' (refer to [Section 7](#)). Those who deliver notification must be trained in its use and authorised to that effect.

The HUB must be provided with the Outage Control Sheet at least 2 working days before the outage is due to take place. This information will enable the HUB to:

- (a) Update TMS/CRMS/NMS.
- (b) Input correct details to NAFIRS.

## 4.5 Pro-active Check

The person carrying out the switching must check that the extent of the actual disconnection corresponds to the notified area.

## 4.6 Failure Escalation Prevention

All those who are responsible for the execution of a planned supply interruption must be fully conversant with the procedure for reported failure to notify (refer to [Section 9.2](#)).

The person carrying out the switching must have (on site) a duplicate copy of the Carding plan, which includes customers immediately outside the notified area, in order that 'failure to notify' can be quickly assessed and that an explanation and an apology can be offered immediately.

Immediately on realisation by either the person carrying out the switching or the interruption organiser that a failure has occurred, the HUB and the Carding Section must be notified of the possible extent of the failure and the HUB will contact the Jeopardy Team in the CCC.

The Carding Section has responsibility to carry out permanent amendment of data records to correct 'failure to notify' events for future planned supply interruptions

# 5 Responsibilities

## 5.1 Interruption Organiser

Interruption Organiser is responsible for:

- (a) Ensuring compliance with the planning and justification criteria.
- (b) Managing alternative means of continuity.
- (c) Ensure all necessary resources, plant, land access and any other necessary planning to complete the works are in place before any requests are made.
- (d) Ensuring that all involved in the execution of a planned supply interruption are fully conversant with the procedure for 'notification and execution'.
- (e) Quality of information and instructions given to Data Management for preparation of Carding Pack.
- (f) Keeping the Hub informed at all stage – before started, 2 hours before estimated time of restoration, on restoration
- (g) Ensuring that the person switching understands the requirement for pro-active check and escalation limitation actions.
- (h) Organisation, in the event of a 'failure to notify', of the resolving of customer problems. This may include the supply of generators. It is not the responsibility of HUB to arrange generators.

- (j) The wellbeing of any vulnerable customers which may be identified on address list, in the pack (Sensitive Code) See [Appendix B](#).

## 5.2 The Person Carrying out with Switching

The person carrying out the switching is responsible for carrying out the pro-active checks and any escalation limitation actions required.

## 5.3 Carding Section

The Carding Section is responsible for:

- (a) Preparation of the Carding Pack to the instructions and satisfaction of the Interruption Organiser. The plans should be marked up and letters produced in accordance with the Data Management internal guidelines as amended from time to time.
- (b) Updating GIS/CRMS/NMS as a result of feedback from the Interruption Organiser or any other relevant information source.
- (c) Update “WarnOff” to include any new unmanned sites or customers who request notification via email.
- (d) Carry out permanent amendment of data records to correct ‘failure to notify’ events for future planned supply interruptions.

## 5.4 Customer Contact Centre

Customer Contact Centre is responsible for:

- (a) Arranging any necessary pro-active failure, goodwill or ex gratia payments following a “failure to notify”.
- (b) Reports to OFGEM of any Guaranteed Standards Failures due to a failure to notify.

CCC/Jeopardy are responsible for:

- (c) Providing a contact point for telephone queries from customers on behalf of the Interruption Organiser about a proposed, cancelled, in progress or completed interruption. The overall responsibility for dealing with customers lies with CCC/Jeopardy and they must handle all escalated calls.
- (d) Welfare Team

Help with the management of vulnerable customers during the planning & execution stage of the PSI.

## 5.5 Managers

Managers are responsible for:

- (a) Training of all the staff they employ, including Contractors, as part of this process.

- (b) Investigation of 'failure to notify', cancellation of interruption or customer complaint associated with an interruption. (Responsibility for these investigations will normally lie with the Manager of the work unit responsible for the work requiring the supply interruption.)
- (c) Approval all PSI ensuring the comply with all policy.

## 6 Planning and Approval

This section addresses the sequence of actions necessary to complete the Planned Supply Interruption Control Sheet (refer to [Appendix A](#)).

### 6.1 Justifying and Planning the Supply Interruption

Before deciding upon an interruption, all possible alternatives must have been considered (refer to [Section 4.1](#) (a) to (d)), including the option of not doing the work at all.

Once the decision has been reached that an interruption to electricity supplies is necessary, the work must be fully justified as essential and unavoidable.

The work must be planned to minimise the number and length of interruptions and the number of customers affected.

The Interruption Organiser shall:

- (a) Leave the TMS number box blank, so that the Carding Section can assign a TMS number to the interruption.
- (b) Complete the PSI workbook and send via email the excel sheet including network diagram through to the Carding Section in Preston.

### 6.2 Assessment of Number of Customers Affected

The Carding Section must ascertain accurate numbers of customers who will be affected by the interruption (including those where the supply is planned to be maintained by generator(s)). The number of customers affected by an interruption must be a count of the MPANS that will be interrupted. In order to achieve the accuracy required these customer numbers must be sourced from MPANS/GIS.

## 7 Seasonal Rules that Apply to Planned Supply Interruptions

### 7.1 Summer Banding (1<sup>st</sup> March to 30<sup>th</sup> November)

Where possible, supply interruptions shall be planned for the summer season so that customers have the benefit of more daylight and warmer temperatures. The standard planned supply interruption should be no greater than 8 hours, between 9.00am and 5pm.

Any variations require Area SLT approval (or their nominated Deputy)

### 7.2 Winter Banding (1<sup>st</sup> December to 28<sup>th</sup> February)

When it is necessary to plan supply interruptions for the winter season:

- The hours of darkness shall be avoided.
- The standard planned supply interruption should be no greater than 6.5 hours, between 9.00am and 3.30pm.
- Where possible, the commencement time for the PSI shall be 9.00am.
- No planned supply interruptions are permitted on ANY Friday in December.
- Each customer shall be subjected to no more than one planned supply interruption during the winter banding.
- Any variations require Area SLT Approval (or their nominated Deputy)

### 7.3 Additional Rule for the Christmas Holiday Period

**NOTE:** that the Christmas holiday period extends to the first normal working day after 1st January.

Planned supply interruptions during this period shall only proceed if ALL customer impacted have agreed to be shutdown.

Area SLT approval is required for any outage in this period

## 8 Procedure for Notification and Execution of a Planned Electricity Supply Interruption

This section addresses the sequence of actions necessary to complete the PSI workbook (refer to [Appendix A](#)).

### 8.1 Preparation of the Carding Pack

The Interruption Organiser shall prepare information for the Carding Pack (it is the responsibility of the Interruption Organiser preparing this information for the Carding Pack to ensure that information/drawings are up to date).

- (a) Prepare an HV operational diagram and an LV diagram, circling the substations/cables and the open points involved in the proposed planned interruption.
- (b) Ensure that Carding Section staff have all the information and sufficient time they need for preparation of the Carding Pack, this is a minimum of 21 days.
- (c) Complete the PSI workbook initial sheet which will populate the PSI control sheet, to complete the check list and indicate that he/she is attaching the diagrams in the relevant tab on the initial sheet and include generator information if applicable.
- (d) Ensure all relevant levels of authorisation are obtained before sending carding pack.
- (e) Complete all appropriate sections of the Workbook, then send it with the diagrams imbedded to the Carding Section at Preston via email.

On receipt of the above information pack, Carding Section staff shall:

- (e) Confirm there is sufficient time to produce the Carding Pack and allow the delivery within the preferred ten, mandatory two days warning period.
- (f) Record all relevant details of the planned supply interruption in the Database. Populate TMS with the interruption details.
- (g) Create a Carding Pack by utilisation of the Workbook for the planned supply interruption. The pack must include a geographic plan of the area(s) affected by the supply interruption, a list of addresses produced using MPANS and OS maps, the warning cards and any relevant details of unmanned sites in the locality. Copies of the Workbook are emailed to Outage Planning and one included in the pack for use by the Switching Engineer. Retain copy for reference.
- (h) Enter the numbers of those definitely affected and those who may be affected in the appropriate boxes on the control sheet in the Workbook.
- (j) Ratify check by completing name of preparer and date boxes in the appropriate section of the Planned Supply Interruption Control Sheet embedded in the Workbook.
- (k) Dispatch via email the Carding Pack Workbook to Interruption Organiser and on request discuss the contents and limitations of the pack.
- (m) Where appropriate, send out warning notices to the owners of unmanned sites via email or telephone.
- (n) Prepare cards ([Appendix C](#)) for posting.

## 8.2 Check and Approval of Carding Pack and Confirmation of Delivery

On receipt of the Carding Pack, the Interruption Organiser shall:

- Review the pack for accuracy and return the Carding Pack back to the Carding Section if any inaccuracies found.

## 8.3 Communications with the Hub/Customer Contact Centre during the Interruption (Including Escalation Prevention)

The person carrying out the switching shall verify the following pro-active checks (should any of these checks prove negative the operator must act to prevent escalation before issuing documents or proceeding with the work):

- (a) Verify the operating conditions of the system on the day of the planned interruption. (In conjunction with the control engineer.)
- (b) Verify that actual area corresponds to notified area immediately the switching is concluded.

The person carrying out the switching shall then:

- (c) Ensure that those carrying out the work are clear regarding restoration times.
- (d) After restoration of the interruption, notify Hub of actual off and on times.

On the day of the planned interruption Hub shall:

- (e) Input the number of customers affected and the times of the planned interruption.
- (f) Input the restoration time in the ETR field.
- (g) Update TMS throughout the day as required.
- (h) On completion of the shutdown, close down TMS without NAFIRS.
- (j) The HUB input the LV NAFIRS information either on an ongoing basis or at the end of every month.

On the day of the interruption the Hub shall:

- (k) Keep a record of interruption and restoration times in accordance with operational policy
- (m) Input the HV NAFIRS information either on an ongoing basis or at the end of every month.

## 8.4 Data Management Update

Carding Section staff shall:

- (a) When informed by the relevant parties, update/amend GIS and MPANS to reflect any errors found on network.
- (b) Store the duplicate Carding Pack either digitally or paper based for a minimum of three months.

## 9 Cancellation, Failures and Complaints

### 9.1 Cancellation of Notified Supply Interruption

Cancellation must not be treated lightly, customers will have made consequential arrangements and cancellation may well lead to an OFGEM complaint and / or compensation claim, especially from business customers.

Customers must be notified by Customer Contact Centre about the cancellation as soon as the decision is made and at the latest on the day that the interruption was notified to take place.

Hub/CCC/Jeopardy must be kept fully informed. Customer Contact Centre and Carding Section must be informed immediately during normal working hours or at the start of the next working day if the cancellation takes place outside normal working hours.

The carding section will record any cancellations informed of and will produce cancellation or postponement cards for any PSI to take place if given more than 48 hours notice of the PSI date. If adequate notice is not received Jeopardy will be informed to notify customer via other means.

### 9.2 Failure to Notify Customers about a Planned Supply Interruption

It is likely that information on failures to warn customers about a planned supply interruption will be received, either direct from the customer or via Customer Contact Centre as a no supply call.

Where the Dispatcher who receives a 'no supply' call believes it to be associated with a planned supply interruption, they shall check with the person who is responsible for the planned supply interruption to determine whether a warning notice has been delivered to the property. The address list will be checked, and customer will be informed if letter was sent, or if the Carding plan is clearly marked (i.e. the address is ticked) then the customer shall be informed of the findings. (This applies for jobs which were hand carded.)

The person carrying out the switching will be informed of the suspected failure/s as soon as switching is completed (pro-active check – refer to [Section 8.3](#) (a) and (b)). They must decide whether to proceed or cancel on the basis of damage limitation. This decision must be approved by a member of the Senior Leadership Team.

### **9.3 Duration Failure (Interruption Period Outside Times Given to Customer)**

Consideration shall be given to the person carrying out the switching (or someone else on site) visiting the customers affected to offer an explanation and apology. Where customer numbers are manageable this shall be carried out by the field team carrying out the interruption.

Where appropriate, the Line Manager shall undertake an investigation into the failure. Where a customer requests an ex-gratia payment, the Interruption Organiser or their Line Manager must arrange for the payment with Customer Contact Centre.

### **9.4 Complaints**

All complaints shall be handled by CCC/Jeopardy.

## **10 Jointly Agreed Supply Interruptions with Single Customers**

A modified outline procedure may be followed if the interruption involves only one customer and is being arranged by joint agreement either at Electricity North West's or the customer's request:

Should records be found to be incorrect by the interruption organiser, it will be his/her responsibility to inform Data Management and ensure correction.

## **11 Performance Reporting**

Three failure modes of performance are recorded:

- (a) Failure to comply with the procedure.
- (b) Failure of a Standard of Performance.
- (c) Escalation to an OFGEM complaint.

Reports are produced in accordance with the Electricity North West Network Restoration Centre ISO 9001 Procedures Manual (QP10 Guaranteed Standards Recording Procedure).

## 12 Documents Referenced

DOCUMENTS REFERENCED	
The Electrical Safety, Quality and Continuity Regulations 2002	
The Electricity (Standards of Performance) Regulations 2015	
The Electricity at Work Regulations 1989	

## 13 Keywords

Customer; Interruption; Notice.

# Appendix A – Workbook

(Including detail of embedded Planned interruption control sheet and check list)

**ATTENTION!**  
We aim to give Domestic Customers minimum 10 days notice for planned supply interruptions. Please plan your work to give the Carding Section 21 Days to produce your shutdown pack. However, if Businesses are identified in the outage, please give the carding section at least 40 days notice. For more information please contact [Carding Section@enwl.co.uk](mailto:CardingSection@enwl.co.uk).

Reason	Work Type	Reason on Notification Card
1	Replacing underground cables	We are upgrading our underground power cables to make sure we can continue to provide a reliable network supplying your property.
2	Replacing overhead cables	We are upgrading our overhead power lines to make sure we can continue to provide a reliable network supplying your property.
3	Replacing transformers	We are upgrading our electrical equipment inside your local substation to make sure we can continue to provide a reliable network supplying your property.
4	Replacing overhead equipment	We are upgrading the electrical equipment on our overhead network, as part of our ongoing service to provide a reliable supply to your property.
5	Replacing health equipment	We are taking action to repair electrical equipment in our substation which we have identified as faulty to reduce the risk of unplanned power cuts in your local area.
6	Preparation for a fault	We are taking action to permanently fix a known fault on our network to reduce the risk of unplanned power cuts in your local area.
7	Reorganising the network	We are installing and connecting new cables to improve our network for future demand in your local area.
8	Substation maintenance	We are carrying out an inspection and servicing electrical equipment inside your local substation.
9	Automating our network	We are installing new automation equipment on our overhead network which will allow a quicker fix in the event of an unplanned power cut.
10	Diverting cables	We need to move some of our existing electrical cables and equipment to a new location.
11	New connection	We are connecting a new customer electrical supply to our network.
12	Tree cutting	We will be cutting trees in your area which are overhanging or near to our overhead power lines to help prevent future power cuts caused by branches falling on them.

**Links to useful websites:**

- [Bank Holidays \(Click Here\)](#)
- [Religious Holidays \(Click Here\)](#)
- [Met Office Website \(Click Here\)](#)
- [Near Miss Forms \(Click Here\)](#)
- [Safety Bulletins \(Click Here\)](#)
- [Ableton Facilities \(Click Here\)](#)

**APPROVALS**

01 to 49 Customers	ENWL Engineer Approval
50 to 99 Customers	WLT Approval
100 to 199 Customers	SLT Approval
200+ Customers	ELT Approval

**PSI Summer working**

PSIs for Summer and Winter have different guidance please view the appropriate seasonal release for detail

Summer bonding from 1 May until 30 November

Avoid turning power off before 9am

Electricity back on in time for tea at 5pm

A standard PSI to be no more than eight hours

No customer to be impacted by more than one PSI during summer

Plan our restoration times with accuracy

This information is only a guide and will be reviewed and updated periodically. Please check company updates/ SLT communications for latest information regarding PSI Rules

PSI Guidance | Input PSI Information | PSI Control Sheet | Diagram | PSI Check List | Genny Calculator | Genny Rates | Carding Polygon | Cardii ...

PLEASE INPUT THE RELEVANT PSI INFORMATION INTO THE RED BOXES. THIS WILL AUTO POPULATE THE REST OF THE SHEETS

PROJECT TITLE	TOWN & POST CODE	PROJECT NUMBER	PSI DATE	POWER OFF	POWER ON	ISOLATION VIA	Nº OF CUSTOMERS	EMC	COMMERCIAL	GENITIVE	CUSTOMER	PSR	CUSTOMERS
			28/08/22										

*(If generated, please add disconnection of generator times below) -->*

PMTs - S/S OR LV AFFECTED	SWITCHING PROGRAM NUMBER	ENGINEER	TELEMOBEX	SITE CONTACT	TELEMOBEX	WLT APPROVER	SLT APPROVER	NETWORK AREA	NATRES WORK TYPE

SYSTEM VOLTAGE	BUSINESS AREA	REASON FOR OUTAGE	LOW CLEARANCE	ESSCR	Is Sent to Carding
					20/00/00

COST OF CARDING	COST OF GENERATION

Weather conditions required?  Generation required?  Special events/dims of gear?

Lead access/consents agreed?  Sources/plant/tools & materials booked & pre-visit & checks complete/network configuration checked?

EMAIL: [carding@enwl.co.uk](mailto:carding@enwl.co.uk)

Engineer's Notes:

PSI Guidance | Input PSI Information | PSI Control Sheet | Diagram | PSI Check List | Generator Calculator | Generation Costs | Carding Polygon | Ca



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Non-Synchronised Generators											
Generator	1st Days Hire	Insert No of Req	Delivery & Collection	Insert No of Req	Additional Days Hire	Insert No of Req	Additional Days Hire from day 8 onwards	Insert No of Req	Additional 25m Leads	Insert No of Req	Fuel
kVA	£	-	£	-	£ per day	-	£ per day	-	£ per day	-	£/l
22kVA	£197.32		£417.60		£35.50		£28.40		£13.57		£1.36
44kVA	£202.54		£417.60		£40.72		£32.57		£13.57		£1.36
66kVA	£202.54		£417.60		£40.72		£32.57		£13.57		£1.36
110kVA	£205.67		£417.60		£43.85		£35.08		£13.57		£1.36
165kVA	£226.55		£417.60		£67.86		£54.29		£31.32		£1.36
220kVA	£242.21		£417.60		£80.39		£64.31		£31.32		£1.36
330kVA	£286.06		£417.60		£125.28		£100.22		£49.07		£1.36
550kVA	£335.12		£417.60		£173.30		£138.64		£57.42		£1.36
650kVA	£481.28		£417.60		£262.04		£209.64		£115.88		£1.36
1100kVA	£548.10		£417.60		£365.40		£292.32		£172.26		£1.36
1500kVA	£631.62		£417.60		£438.48		£350.78		£231.77		£1.36

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Ref	Activity	Unit	Rate GBP
SYGEN1.1	165kVA Synchronised Generator - 1st Days Hire	each	£238.00
SYGEN1.2	165kVA Synchronised Generator - Delivery & Collection	each	£400.00
SYGEN1.3	165kVA Synchronised Generator - Additional Days Hire	each	£65.00
SYGEN1.4	165kVA Synchronised Generator - Additional Days Hire from day 8 onwards	each	£52.00
SYGEN1.5	165kVA Synchronised Generator - Additional 25m Leads	each	£30.00
SYGEN 2.1	220kVA Synchronised Generator - 1st Days Hire	each	£252.00
SYGEN 2.2	220kVA Synchronised Generator - Delivery & Collection	each	£400.00
SYGEN 2.3	220kVA Synchronised Generator - Additional Days Hire	each	£77.00
SYGEN 2.4	220kVA Synchronised Generator - Additional Days Hire from day 8 onwards	each	£61.60
SYGEN 2.5	220kVA Synchronised Generator - Additional 25m Leads	each	£30.00
SYGEN 4.1	330kVA Synchronised Generator - 1st Days Hire	each	£296.00
SYGEN 4.2	330kVA Synchronised Generator - Delivery & Collection	each	£400.00
SYGEN 4.3	330kVA Synchronised Generator - Additional Days Hire	each	£121.00
SYGEN 4.4	350kVA Synchronised Generator - Additional Days Hire from day 8 onwards	each	£96.80
SYGEN 4.5	330kVA Synchronised Generator - Additional 25m Leads	each	£48.00
SYGEN 5.1	550kVA Synchronised Generator - 1st Days Hire	each	£342.00
SYGEN 5.2	550kVA Synchronised Generator - Delivery & Collection	each	£400.00
SYGEN 5.3	550kVA Synchronised Generator - Additional Days Hire	each	£167.00
SYGEN 5.4	550kVA Synchronised Generator - Additional Days Hire from day 8 onwards	each	£133.60
SYGEN 5.5	550kVA Synchronised Generator - Additional 25m Leads	each	£55.00
SYGEN 6.1	650kVA Synchronised Generator - 1st Days Hire	each	£437.00
SYGEN 6.2	650kVA Synchronised Generator - Delivery & Collection	each	£400.00
SYGEN 6.3	650kVA Synchronised Generator - Additional Days Hire	each	£252.00
SYGEN 6.4	650kVA Synchronised Generator - Additional Days Hire from day 8 onwards	each	£201.60
SYGEN 6.5	650kVA Synchronised Generator - Additional 25m Leads	each	£112.00

August 2022

Please insert the PSI Polygon into this Section:

(Go to cell A6, then go to the **Insert** tab above, choose **picture** and locate the image to insert, or alternatively, paste snippet).



A	B	C	D	E	F	G	H	I
SME Posted	Posted (13)	AMS ID	MPAN	Prem1	Prem2	Prem3	Dep Street	St
			1626639	1610030082828			16	
			1626640	1610030082837			18	
			1626641	1610030082846			20	
			1626642	1610030082855			22	
			1626644	1610030082873	REG & SON		26	
			4067998	1620001442107		FLAT	26	
			1626643	1610030082864			24	

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
<b>Carding Templates</b> (Double click on the template to open in full)																							
Document		Standard Maintenance		Electricity North West Customer «Prem1» «Prem2» «Prem3» «Dep_Streets» «Streets» «Dep_Dists» «Dists» «Towns» «PC»																			
W:\PSI\Card Templates\2020-2021 cards\AS		Double Date																					
W:\PSI\Card Templates\2020-2021 cards\AS		Double Date Generator		26/05/2021      9.30am      3.30pm																			
W:\PSI\Card Templates\2020-2021 cards\AS		Generator		We are upgrading existing underground electricity cables with new cables and connecting them to the network to reduce unplanned power cuts in the future  7																			



Planned Supply Interruption Sheet

<b>Engineer</b>	<b>Tel/Mobex Number</b>	<b>Onsite Contact</b>	<b>Tel/Mobex Number</b>
0	0	0	0

<b>Interruption Date</b>	<b>Number of Interruptions</b>	<b>TMS/WR Number</b>	<b>Switching Program Number</b>
00/01/1900			0

<b>Work Type</b>	<b>System Voltage</b>	<b>Network Area</b>	<b>Reason</b>
0	0	0	0

<b>Low Clearance Work</b>	<b>ESQCR Work</b>	<b>Business Area</b>	<b>Cost Code, Capital or IJO Number</b>
0	0	0	0

<b>Disconnection Time:</b>	<b>Supply Off</b>	<b>Supply On</b>	<b>Estimated No. of Customers</b>
	00:00	00:00	0
	00:00	00:00	

**Network Affected.**

*(Please indicate PNT's,  
S/S being worked on,  
Include Plant File ref  
numbers)*

**Previously cancelled  
& Engineer notes**

<b>Date sent to cardin</b>	<b>Engineer</b>	<b>SLT Manager</b>
	0	

<i>PSI USE ONLY</i>	<b>Copy of HV / LV diagram attached.</b>		
<b>Sensitive Customers</b>	<b>Unmanned Sites</b>	<b>Actual number of customers</b>	<b>Hand carded</b>
			No
<b>Pack Produced By</b>		<b>Sent for approval</b>	
<b>Date</b>		<b>Approval required</b>	
		<b>Approval received</b>	
<b>SIGN</b>		<b>To be carded</b>	

PSI CHECKLIST	Please input the relevant PSI information into the <b>RED</b> boxes		
Owner	WLT Approver	SLT Approver	
Location			
<b>Checks</b>	<b>Yes/No/%</b>	<b>Details - including contact details</b>	
Weather conditions reviewed	Yes		
% of PSR customers	5.00%	5	x PSR customers
Generation required	No		
Large commercial/sensitive customers	0.00%	0	x large commercial/sensitive customers
SME customers requiring 30 days notice	YES	10	x SME customers
Special events/time of year	No		
Total No of customers on PSI		100	
Land access/consents agreed?	Yes		
Resources/plant/tools & materials booked	Yes		
Site pre-visit & checks completed	Yes		
Network configuration checked	Yes		
Date of PSI	Date of form completion		

28/04/2021

21/05/2021

## Appendix B – Vulnerability Categories

Description	Severity
Nebuliser and Apnoea Monitor	High
Heart, Lung & Ventilator	High
Dialysis, feeding pump & automated medication	High
Oxygen Concentrator	High
Stair lift, Hoist, Electric Bed	High
Chronic/Serious Illness	High
Medically dependent showering/bathing	High
Careline/telecare system	High
Medicine Refrigeration	High
Water dependant	High
Blind	Medium
Partial Sighted	Medium
Physical Impairment	Medium
Unable to communicate in English	Medium
Unable to answer the door	Medium
Dementia(s)/Cognitive Impairment	Medium
Oxygen Use	Medium
Restricted hand movement	Medium
Families with young children 5 or under	Medium
Mental Health	Medium
Temporary - Post hospital recovery	Medium
Hearing impairment (inc Deaf)	Medium
Speech impairment	Medium
Pensionable Age	Low
Developmental Condition	Low
Poor sense of smell/taste	Low
Additional presence preferred	Low
Temporary - Life Changes	Low
Temporary - Young Adult householder	Low

## Appendix C – Planned Supply Interruption Cards

### C1 Tree Cutting

**ADVANCE NOTICE OF A POWER CUT**

Use our battery but use it wisely to turn your power off to carry out tree cutting work

The electricity supply to your property will be turned off on:

DATE: \_\_\_\_\_ START TIME: \_\_\_\_\_ END TIME: \_\_\_\_\_

**Reason for the power cut**

We will be carrying out tree cutting work on a transmission or distribution line. This work is necessary to ensure the safety of the system and to prevent power cuts. We will be carrying out this work during the period of the power cut. We will be carrying out this work during the period of the power cut.

**Need extra assistance?**

If you are unable to access your property during the power cut, please contact us on 0800 155 41 41. We will be carrying out this work during the period of the power cut.

**PROPERTIES AFFECTED BY THE POWER CUT**

The power cut is part of a system maintenance programme to improve the reliability of our system.

**Contact us**

FreePhone 0800 155 41 41  
www.enw.co.uk  
@ElectricityNW  
ElectricityNW

**POWER CUT? CALL 105**

**BENEFITS OF TREE CUTTING**

The power cut is necessary to ensure the safety of the system and to prevent power cuts. We will be carrying out this work during the period of the power cut.

We have a detailed team of trained linemen and technicians who work to the highest standards. We carry out all tree cutting work to the highest standards. We carry out all tree cutting work to the highest standards.

**Professional or Electrical**

Our team of professional linemen and technicians are trained to the highest standards. We carry out all tree cutting work to the highest standards.

**Minimize power cuts**

We will be carrying out this work during the period of the power cut. We will be carrying out this work during the period of the power cut.

Sign up to our Customer Voice Feedback panel to help us improve our service. We will be carrying out this work during the period of the power cut.

Thank you for your patience. We will be carrying out this work during the period of the power cut.

Contact us: www.enw.co.uk | 0800 155 41 41 **0800 155 41 41**

**POWER CUT? CALL 105**

**C2 Maintenance**



**C3 Postponed**

**POSTPONED MAINTENANCE WORK**

We recently contacted you about carrying out essential servicing work resulting in a power cut to your property. We are sorry but we have had to postpone due to:

- Adverse weather:** It isn't safe for our engineers to carry out the work.
- Unplanned fault on the network:** Our engineers need to attend an emergency fault repair elsewhere.

We will notify you five weeks in advance of a new proposed date for the works to be carried out.

**STAY CONNECTED**  
**FREEPHONE 0800 195 41 41**  
[www.enwl.co.uk](https://www.enwl.co.uk)

**PLEASE DON'T CALL 105**

Thank you for your patience. We apologise for any inconvenience caused.

**Priority Services Register**

We understand that the needs of our customer vary and some customers need additional help. Join our Priority Services Register so we can provide extra support to you.

**Benefits of the register**

- Mobile updates about the network:** Register updates about the network via mobile including a text message or in your own time.
- Priority response:** Register for us to have a priority response for any power cut in the event of a power cut.
- Text message weather alerts:** Get weather updates about the network.

For more information or to sign up visit [www.enwl.co.uk/priority](https://www.enwl.co.uk/priority)

## Appendix D – Planned Supply Interruption Process



Electricity North West  
QUALITY MANUAL  
PROCEDURE

Ref:  
Status:  
Issue: 07  
Date: 17/06/2021

### Planned Supply Interruptions

#### Purpose

To provide guidance in planning supply interruptions that affect customers, to ensure that various categorisation of customer needs are built into the program.

#### Contents

1. **Background**
2. **Guidance Note**
3. **On the day Approvals and Changes**
4. **Vulnerable Matrix of PSR Codes**
5. **Planned Interruption Generator Policy Insert**
6. **Flow Chart & Check list**
7. **SLT Service Offerings**
8. **Customer Journey**
9. **Golden Rules**

#### Scope

The process will provide a flow of the interactions of customer to ensure customer engagement is built into the design process and provide supporting information of the generator policy and Priority Service categorizations.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



## Planned Supply Interruptions

### 1. Background

When planning a supply interruption for any work for Electricity North West the process is to ensure that an Electricity North West single owner ensures we deliver the customer service our customers expect.

The learning's from our customer feedback are generated from the Customer Voice, which incorporates feedback from our CSAT survey through Ofgem, external research, complaints and general enquiries.

Planned Interruptions are a necessity to complete works on our network and there is a balance between using generation as the cost of the job needs to be efficient. The generator policy has been released in 2016 to ensure that the application of generation reduces the cost of the works. *For additional guidance on how to apply the costs weighting to make the decision*

**Ref: Electricity Policy Document 613**

As a company the focus on affordability for the customers of the North West is a commitment we drive, and increased generator costs would result in affecting the prices our customers pay.

As a business we aim to do our works and plan with the customer in mind and we can deliver great service. This process will ensure that there is an appointed Electricity North West Customer Owner for any escalated customer complaints and compliance monitoring associated to planned interruptions either carried out by direct employees or third-party contractors.

### 2. Guidance Note

When planning the interruption, the first element is to ensure that there is an appointed Electricity North West Owner who owns the customer for the job. This ownership may be directly dealing with the customers themselves or that they have responsibility for the people and processes being followed when interacting with our customers as an audit and approval process.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



On commencement of planning an interruption it is the responsibility of the PSI Owner to:

1. To plan in line with the COP 640
2. Plan to provide supply if possible and keep customer impacted numbers low.
3. Consider the time of year and avoid or ensure minimal disruption associated to events that may be due such as:
  - a. Christmas
  - b. School Holidays
  - c. Religious Festivals
4. The first step is to confirm, through the Priority Service Register data on share point by location, the volume of registered customers affected. This will determine the need to consider mobile generation if the thresholds are met in the Planned Interruption Generator Policy (see section 5 below).
  - a. If generation is provided, then notification through the data management system is required with 21 days notice to allow all customers to receive 10 days notification regarding the temporary loss of supply to connect/disconnect the generation.
  - b. If generation is not a viable option, then individual arrangements and discussions should take place with the High PSR customers and again consider the duration of the interruption or if individual generation can be connected.
5. The next customer group to engage with are any large commercial or sensitive customers to ensure that we co-ordinate our works with their situation e.g.
  - a. Factories
  - b. Medical centre, doctor's surgery etc.
  - c. Retail units
  - d. Churches / Charities such as animal sanctuaries
  - e. Milk producing farms
6. The final group of customers to understand relates to SME (small, medium enterprises) identified via the SME/Commercial dashboard then notification through the data management system is required with 40 days advance notice to allow all customers to receive 30 days notification
7. Once a date and duration has been agreed with all commercial customers then the resources must be booked to carry out the work. It is essential to ensure that standby commitments, sickness absence risk etc. are managed such that we meet the commitment of the agreed power interruption.
8. If the volume of customers does not meet the threshold for Priority Service Register numbers or the individual PSR customer properties are being generated rather than the substation, there will still be a need for a full interruption; then all small business customers should be highlighted, and early notification provided with at least 20 workings days notice.
  - a. This information will be available through an SME SharePoint –

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



**NB** whilst this is not available the alternative is to ensure all current SME's who we know are on the early notification system, to extend the notice period, or by best endeavors to detect and the PSI owner notify them.

**SME Customers** – proposal currently is to either directly contact the SME or confirm Company name and address to Data Management on Check List or attach a list.

**Multiple SME's on one Street** - if we have a high street the engineer should arrange engagement face to face by walking the street and letting the customer know.

9. Once all customers who require prior engagement have been notified then
  - a. PSI Owner must submit PSI with the project checklist into the ENW SLT with confirmation of customer interactions for approval
  - b. Issue the pack to data management for the standard 21-day notification process (if it includes SME Customers = 40 days)

10. The data management process will then commence to achieve the golden rules on notification to customers

11. This will then instigate the PSR 6 day and 1-day reminder service within the contact centre

*N.B. At any point on the above scenarios the PSI Owner requires support due to complications in planning with Electricity North West customers they are required to raise with the relevant SLT*

### 3. On the day Approval for Changes

On the day of the works any changes to plan that impact the Golden Rules require approval from the PSI Owner and notification to the HUB for onward communication with our customers:

1. Starting later than 1 hour from the planned off time
2. Proposal to cancel the works
3. Overrunning the works

This action must be completed as early as possible and if approved, arrangements must be made to notify customers of such changes wherever possible/practicable. The Customer Contact Centre will support these activities where operational circumstances allow.

#### Supporting Information

- Planned Supply Interruptions are a promise to our customers – we must keep our promises. Our customers rightly believe that we are experts at what we do and expect us to plan jobs accurately. Therefore, be realistic with your interruption times and ensure the accuracy of these times through forward planning e.g. confirming access arrangements to land, coordinating resources and any other issues that may have caused you delays in the past.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
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Electricity North West  
QUALITY MANUAL  
PROCEDURE

Ref:  
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Date: 17/06/2021

- Don't build too much contingency into the interruption times – plan for the job to go well rather than planning to encounter problems.
- ALWAYS restore customers as early as possible. NEVER leave customers off supply just to meet the interruption times originally planned. Even the best planned jobs can go better than expected. Early restoration is an opportunity for us to delight our customers as long as we communicate with the customers who are affected. Leaving customers off supply when work is complete is a sure-fire way to annoy our customers. If there are a small number of customers and you can easily speak to them on site, then have this personal interaction and turn the early restoration into a positive experience. Once you have spoken to the customers please ring the PSI line to confirm the early restoration. For larger interruptions ring the PSI line to confirm the early restoration and they will ensure that customers are updated.
- Conversely, there are occasions when even the best planned jobs take longer than anticipated. Whilst this will be disappointing to our customers, they understand that occasionally things go wrong. The key in these situations is to let our customers know as soon as this becomes apparent and to provide them with a revised time. It is poor customer service if an extended restoration time is provided minutes before they are expecting to have their power restored. As above, if there are a small of customers and you can easily speak to them on site then have this personal interaction and explain the reason for the delay. Once you have spoken to the customers please ring the PSI line to confirm the delay and the revised restoration time. For larger interruptions ring the PSI line to confirm the delay, the reason for it and the revised restoration time and they will ensure that customers are updated.
- Take every opportunity to effectively communicate with our customers – what are we doing, where and why. Take opportunities to let customers know the value of the work we are doing to them. Simple examples might be “We’re cutting the trees along Smith Lane, Anytown, as they are close to our overhead line. This will minimisereduce the possibility of you losing supply from these trees touching the wires.” Or “We’re maintaining the substation on the corner of Smith St, Anytown. We do this every XX years to improve the reliability of our electricity supply to XXX customers in your local area, including the supply to your property/home/business”.

The PSI line number is internal 33431 and external 0843 311 3431. Please add this number to your phone.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



#### 4. Vulnerable Matrix Codes

The categories of High / Medium and Low are shown below based on the impact of people lives as of August 2017 the table below reflects the volume as per Ofgem needs codes.

Vulnerabilities		
High Category	Medium Category	Low Category
<i>Physical Impairment (High, medium or low)</i>	<i>Physical Impairment (High, medium or low)</i>	<i>Physical Impairment (High, medium or low)</i>
<i>Unable to answer door/ restricted movement (High, medium or Low)</i>	<i>Unable to answer door/ restricted movement (High, medium or Low)</i>	<i>Unable to answer door/ restricted movement (High, medium or Low)</i>
<i>Dementia (High, medium or low)</i>	<i>Dementia (High, medium or low)</i>	<i>Dementia (High, medium or low)</i>
Nebulser	Oxygen use	Poor sense of smell
Heart, lung and ventilator	Families with young children or under 5	Restricted hand movement
Dialysis, feeding pump and automated medication	Mental health	Additional presence preferred
Oxygen concentrator	Temporary - Post hospital recovery	Temporary - Life changes
Ventilator	Stair lift, hoist, electric bed	Temporary - Young adult householder
Apnoea monitor		Developmental condition
Other medical dependency on electricity		Blind
Chronic/ serious illness		Partial sighted
MDE Electric showering		Pensionable age
Care line/ telecare system		Unable to communicate in English
Medicine refrigeration		
Hearing impaired		
Hearing/speech difficulties		

#### 5. Planned Interruption Generator Policy Insert

##### Use on Planned work (Maintenance and Construction).

There may be efficiency on some construction work by allowing more work to be done in an outage where supplies are maintained by generators as opposed to a series of planned interruptions. In this case the construction efficiency would need to be sufficiently large to fund the full generator cost.

**In all circumstances where a customer is subjected to more than one PSI in a year then they need to be provided with additional information on the reasons for the PSI sequence or prevent the further interruption**

**NB while this information is not available we should use local knowledge and best endeavors**

There are IT solutions being developed to improve this process under the CSAT Roadmap as multiple interruptions. **Don't forget the outage planning tool is available for information.**

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



For example, planned maintenance or capital works replacement.

Usage of generators on the above class of work should only be allowed under the following circumstances:

- Where use would limit the number of PSI experienced by an affected customer in a year to a maximum of two.
- If the weather is likely to be particularly cold (<2C) in line with the matrix below.
- In circumstances where the PSI would cause particular hardship such as a nursing home. These should be individually approved by the appropriate PSI Owner.
- Where the total cost (direct and carding) of the work would be higher if generators were not used.
- Where the number of vulnerable or Highly Vulnerable customers impacted is excessive in line with the matrix below.

	Spring Summer Autumn Or seasonal Temperature > 5C		Winter or seasonal temperature <5C		Extreme weather < 2C
	Duration < 5 Hours	Duration >5 Hours	Duration < 4 Hours	Duration >4 <7.5 Hours	Any Duration
More than 10% of customer subject to PSI are Highly Vulnerable*	Allow PSI	Use generator or individual generators for specific customers	Allow PSI	Use generator or individual generators for specific customers	Use generator
More than 20% of customers subject to PSI are Vulnerable classified as High & Medium inclusive	Allow PSI	Use generator or individual generators for specific customers	Allow PSI	Use generator or individual generators for specific customers	Use generator
If 40% of the interruptions are pensionable age	Allow PSI	Allow PSI	Allow PSI	Use generator	Use generator
The temperatures should be based on a daily average for the time of year at planning or in relation to any weather forecasts within the 6-week plan					

**COP 640 – Golden Rules**

If a PSI cannot be carried out in line with the policy, then generation should be applied so i.e. a winter interruption in December to be between 8.00 am and 5 pm due to the length of work then generation must be used as this will mean customers are in the dark and cold.

This requires SLT approval

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



**Summer Banding (1st March to 30th November)**

Supply interruptions shall be planned for the summer season so that customers have the benefit of more daylight and warmer temperatures. The standard planned supply interruption should be no greater than 8 hours, between 9.00am and 5pm, but can be extended to 8.30 – 5pm. This requires SLT approval

**Winter Banding (1st December to 28th February)**

When it is necessary to plan supply interruptions for the winter season:

- The hours of darkness shall be avoided.
- The standard planned supply interruption should be no greater than 7 hours, between 9.00am and 3.30pm.
- No planned supply interruptions are permitted on ANY Friday in December.
- Each customer shall be subjected to no more than one planned supply interruption during the winter season.
- If in doubt seek advice from an SLT Area Operations Manager

**Additional Rule for the Christmas Holiday Period**

Note that the Christmas holiday period extends to the first normal working day after 1st January.

Planned supplies interruptions during this period shall only precede if ALL customers impacted have agreed to be shutdown.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

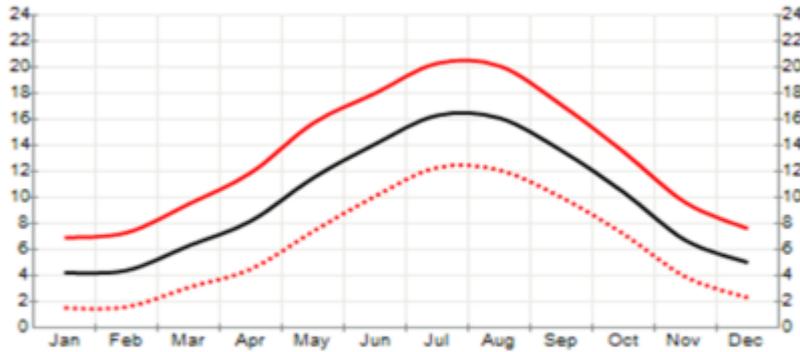
Date: June 2021  
Date: June 2021



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Monthly Average Temperatures for the North West of England



Dotted line minimum  
Black line average  
Red line high

Based in this graph the requirement for generation under 5 degrees would be during the winter months of December, January and February for interruptions. Excluding exceptional weather events.

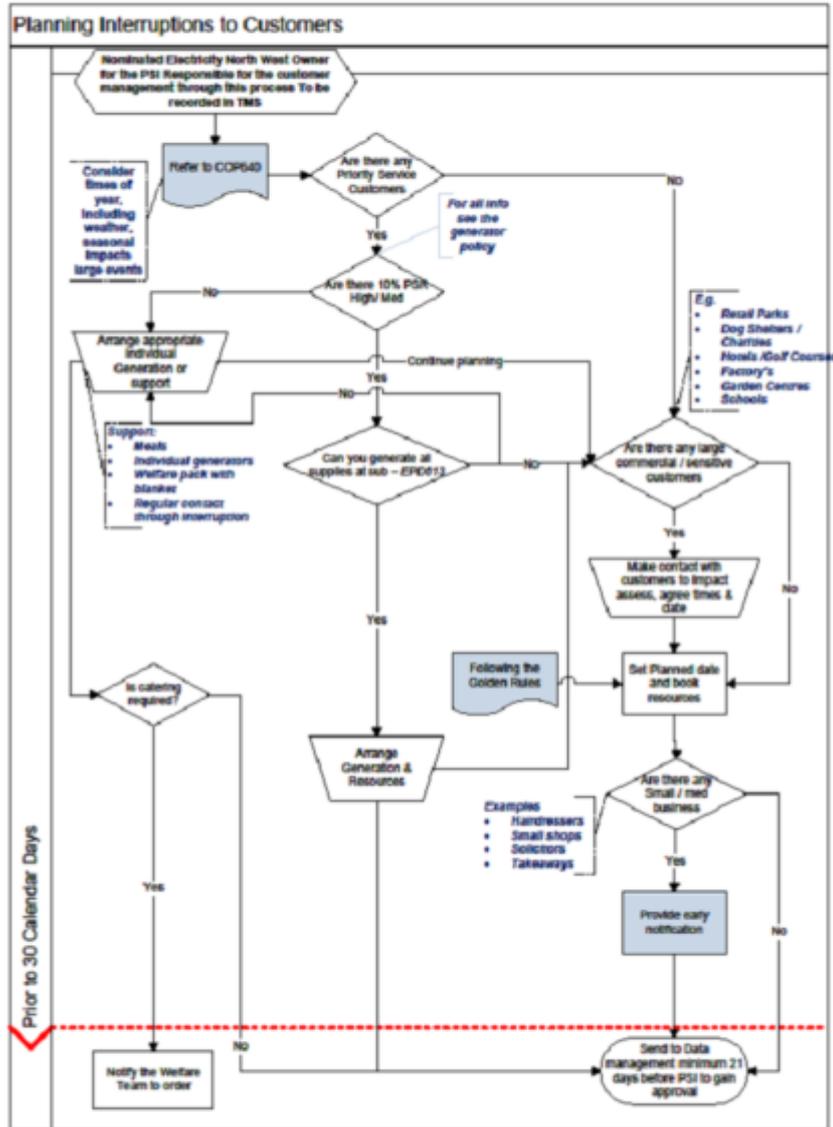
Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
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6.0 PSI Process Flow & Checklist



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Authorised by: Stephanie Trubshaw

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Date: 17/06/2021

**PSI Checklist**

**Owner**

**WLT Approver**

**SLT Approver**

**Location**

Checks	Yes / NO/%	Details – including contact details
Weather conditions reviewed		
Percentage of high/medium PSR customers included in PSI		
Generation required		
Large commercial/sensitive customers included		
SME customers included <u>30 days</u> notification requirement		
Special events/time of year considerations		
Total number of customers on PSI		
Land access/consents agreed		
Resources/plant/tools & materials booked		
Site pre-visit & checks completed		
Network configuration Checked		

**Date of PSI**

**Date of Form Completion**

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



## 7.0 SLT ADDITIONAL SERVICE OFFERINGS

During the planning of the work there may be some challenges agreeing a date for the interruption to take place with some commercial customers if the original PSI owner cannot resolve these through conventional interactions then these must be escalated to the SLT.

The SLT can then assess the situation considering the following factors to ensure they make a rationale service offering that does not set precedents to affect large customer numbers:

1. The level of disruption for the customer within the last 12 – 18 months i.e. has the customer been impacted by multiple interruptions or faults causing the customer excessive costs or damage to their business?
2. Other customers affected to ensure fairness of application any services offered for support.
3. The ENW business need for completing the works and whether this is time sensitive?
4. Knowledge of any future works and would the intervention be setting a precedent to this customer or others

Additional Offerings:

- Weekend or evening working (cost to the customer may apply)
- Up to 50% towards the cost of a generator
- Connect a customer's generation for them
- Delaying the programme to achieve the customer needs
- Catering for the site
- Offer the goodwill payment to the customer

*NB. EGS 4 commercial customer payments for failure to notify or not provide enough notice is £60 we would recommend a £100 to no more than £500 – paid by the operational cost centre and with stands challenge from other customers*

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



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Ref:  
Status:  
Issue: 07  
Date: 17/06/2021

**8.0 Customer Journey**

**PSI What makes 10 out of 10?**  
From the customers who scored every question 10 out of 10 the common factors across the majority of jobs where:

- We give our customers 10 days notice** (Icon: thumbs up)
- We won't turn off electricity before 9.00am** (Icon: clock and plug)
- We plan to get electricity back to our customers in time for tea by 5.00pm** (Icon: clock and plug)
- We won't cancel planned works** (Icon: calendar with checkmark)
- We plan our times with accuracy to restore within the hour** (Icon: target)
- Previous interruptions**  
Updates are available on the day through our website, twitter, facebook and by ringing us on 0800 195 4141 (Icon: lightning bolt)

**In Winter we add some extras:** We don't plan to turn customers off on a Friday in December. We will have the lights on for when it's dark and we will only plan to turn off electric once per home. (Icon: snowflake)

Keep updated on The Volt and The Improvement Hub

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed:  
Signed:

Date: June 2021  
Date: June 2021



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Date: 17/06/2021

**9.0 Golden Rules**



Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed:  
Signed:

Date: June 2021  
Date: June 2021



**10.0 Winter Working Rules**

The infographic features the 'Electricity North West' logo and 'Bringing energy to your door' tagline in the top right. On the left is the 'THE VOICE OF THE CUSTOMER' logo. The main title is 'PSI Winter working 2018-19 guidance'. Below this are six white boxes, each with a circular icon and text: 1. Snowflake icon: 'Winter banding from 1 December to 28 February'. 2. Moon icon: 'The hours of darkness will be avoided'. 3. Wrench and clock icon: 'A standard PSI to be no more than 6.5hrs long between 9am - 3.30pm'. 4. Wrench and calendar icon: 'No PSIs permitted on ANY Friday in December'. 5. Wrench and person icon: 'No customer to be impacted by more than one PSI during Winter'. 6. Gear icon: 'No customer shutdowns between 22 December - 2 January'. A blue banner at the bottom reads 'Following this guidance will help us to deliver great CSAT performance'. Below the banner are social media icons (Twitter, Facebook, YouTube, Instagram, LinkedIn) and contact information: 'Stay connected... www.enwl.co.uk 0800 195 41 41'. A small yellow box in the bottom right corner says 'POWER CUT? CALL 105'.

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed  
Signed:

Date: June 2021  
Date: June 2021



**11.0 Summer Working Rules**

The infographic features the 'VOICE OF CUSTOMER' logo on the left and the Electricity North West logo on the right. The main title is 'PSI Summer working 2021-22 guidance'. Below the title are six yellow boxes, each with an icon and a rule:

- Summer banding from 1 May until 30 November** (Icon: Sun)
- Avoid turning power off before 9am** (Icon: Plug)
- Electricity back on in time for tea at 5pm** (Icon: Plate and fork)
- A standard PSI to be no more than eight hours** (Icon: Alarm clock)
- No customer to be impacted by more than one PSI during summer** (Icon: Wrench and person)
- Plan our restoration times with accuracy** (Icon: Calendar with checkmark)

Approved by: Clive Wilkinson  
Authorised by: Stephanie Trubshaw

Signed:  
Signed:

Date: June 2021  
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