Domestic customers with higher VoLL (established from previous research)

SHOWCARD A

Domestic customers	% variation of average
Fuel poor customers	+ 85%
Electric vehicles	+25%
Rural	+20%
Low income groups	**+ 15%***
Age 30-44	+ 15%
Aged 60 plus	**+10%***
Experienced NO planned or unplanned power cuts	+10%
Vulnerable customers *(average high, medium & low dependency)*	**+ 10*%**
Off gas network	+ 5%

* Figures adjusted to reflect income

Business customers with higher VoLL (established from previous research)

SHOWCARD B

Small/medium business customers	% variation of average (rounded to 0.05)
Have experienced 4 or more **unplanned** power cuts	+60%
Rural	+40%
Off gas network	+5%

Area affected

SHOWCARD C

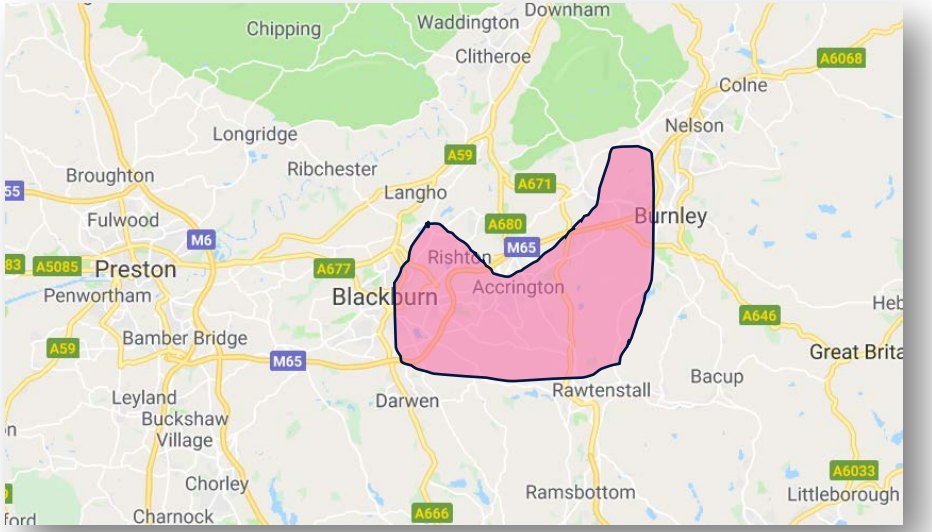
1. The **number of properties** affected e.g. 20,000 properties affected

2. The **number of miles radius** affected e.g. a 5 mile radius from the centre of Chorley

3. The geographical locations (your **village, town or county names**) e.g. large parts of Wigan, St Helens and Leigh

4. The **distance to drive** before you reach and area where the power is on e.g. 20 minutes drive from here.

5. The area **shown on a map** e.g. as shown on right



Attributes and levels

SHOWCARD D

Length of interruption	20 mins	1 hour	4 hours	6 hours	12 hours	24 hours	3 days
Scale of interruption	My road	My immediate neighbour-hood	My entire town / area	The whole region/city	The whole of the North West		
Frequency of interruption	Once every three years	Once per year	Three times per year				

Example of trade off exercise

SHOWCARD E

Which of these situations would be the WORST for you, and which would be the LEAST BAD?

Definition	Option A	Option B	Option C
Length of interruption	3 days	1 hour	4 hours
Scale of interruption	My road	My immediate neighbourhood	The whole region
Frequency of interruption	Once every three years	Three times per year	Once per year
Select the WORST option:	○	○	○
Select the LEAST BAD option:	○	○	○

Example:

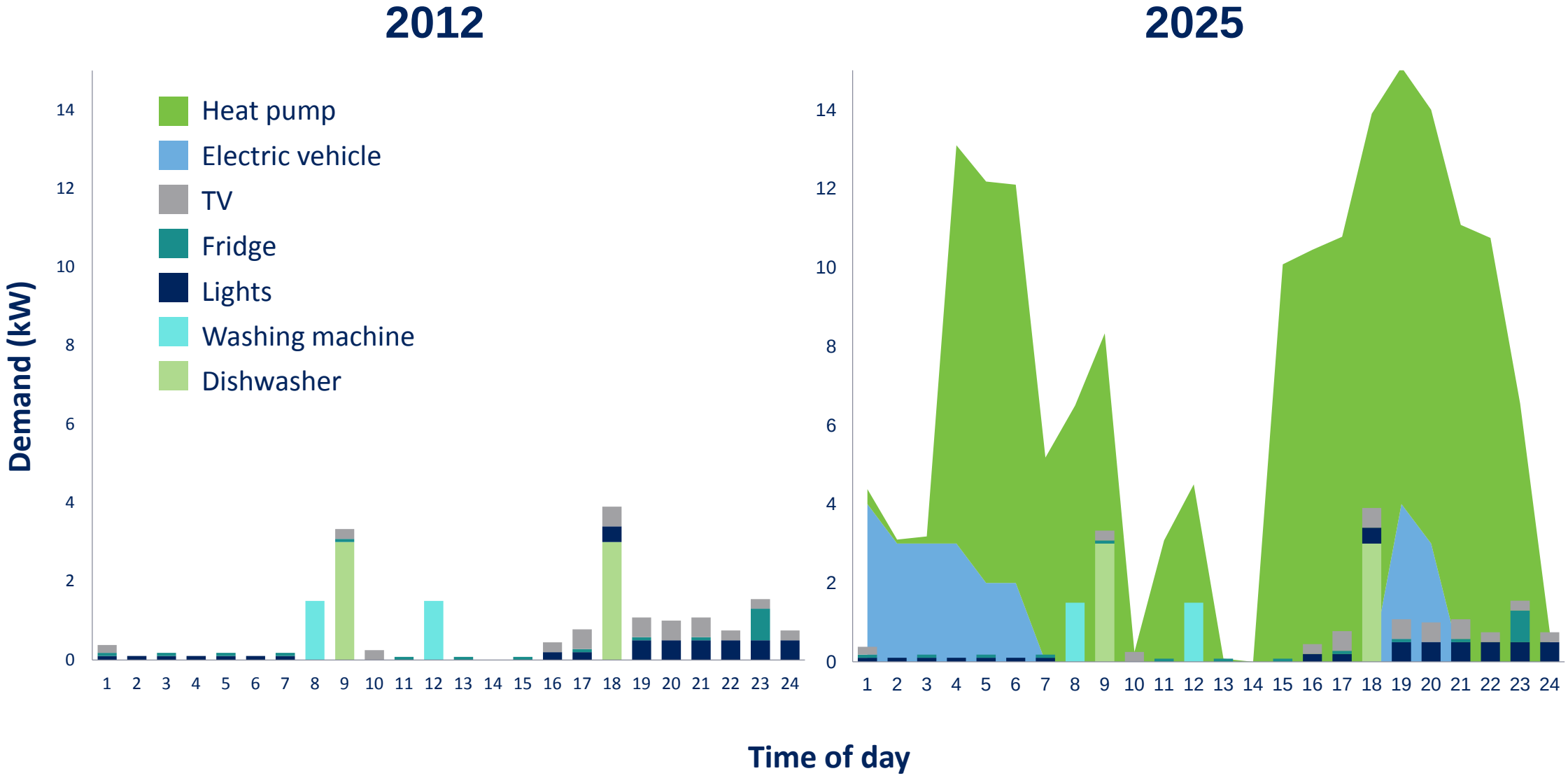
SHOWCARD F

10 hour LV feeder fault occurring once every five years, over a period of 40 years

Two LV feeders, both supplying 50 homes	Old VoLL	New VoLL
Urban X 30, Low use X 20	£ 72,000	£ 66,000
Rural X 15, Fuel Poor X 20, X 15	£ 72,000	£ 106,000

Domestic Consumption

SHOWCARD G



Additional bill payments per year

SHOWCARD H

Price	
1	£0 per year
2	£2 per year
3	£4 per year
4	£6 per year
5	£8 per year
6	£10 per year
7	£12 per year
8	£14 per year
9	£16 per year
10	£18 per year
11	£20 per year