Pelectricity

Bringing energy to your door

書圖重查公書

Innovation Learning Event

Wednesday 5 July 2017

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Introduction

Paul Turner Innovation Manager

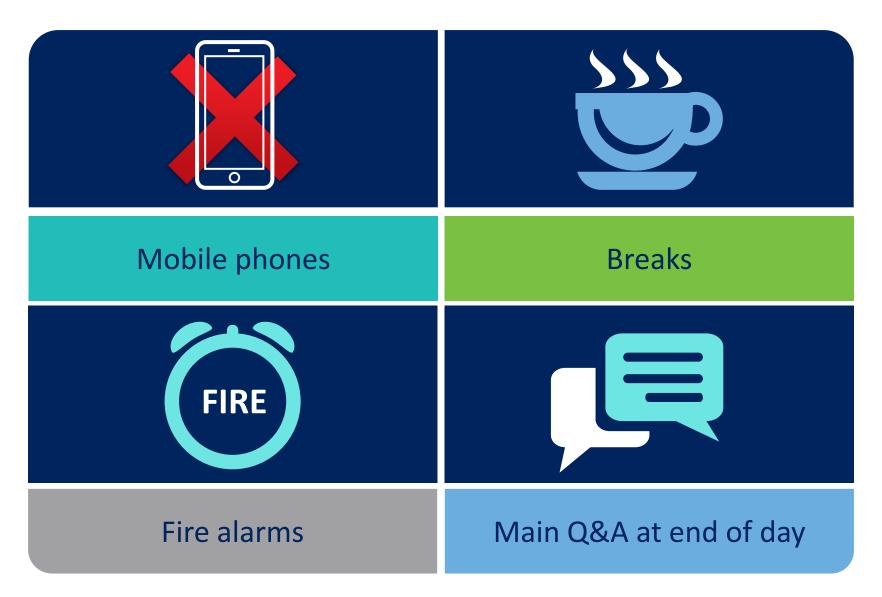
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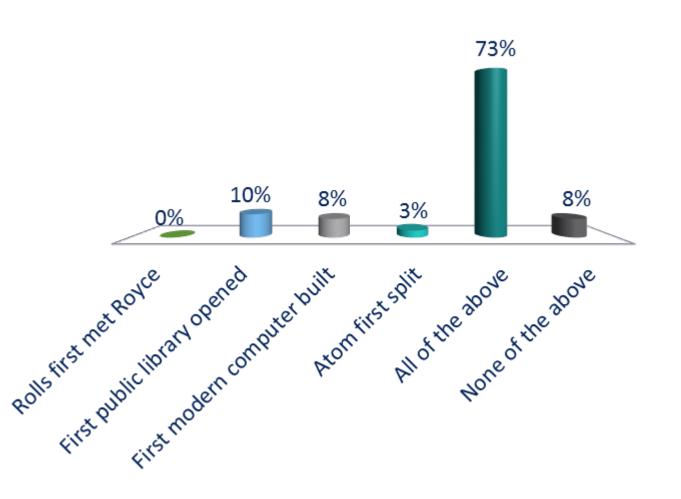
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- A. Rolls first met Royce
- B. First public library opened
- C. First modern computer built
- D. Atom first split
- E. All of the above
- F. None of the above



Agenda



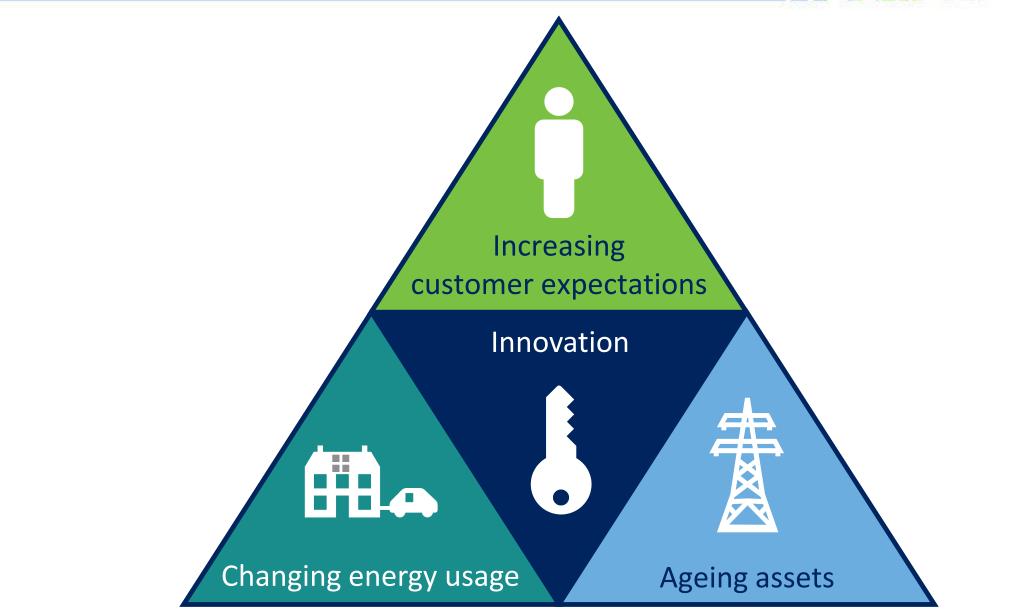
	RESPOND	SSS Celsius		
Innovation strategy	Respond	Break	Celsius	DSO
10.00 – 10:15am	10.15 – 10.45am	10.45 – 11.05am	11.05 – 11.35am	11:35am – 12:05pm

Introduction to our partners followed by lunch/networking 12.05 – 1.15pm

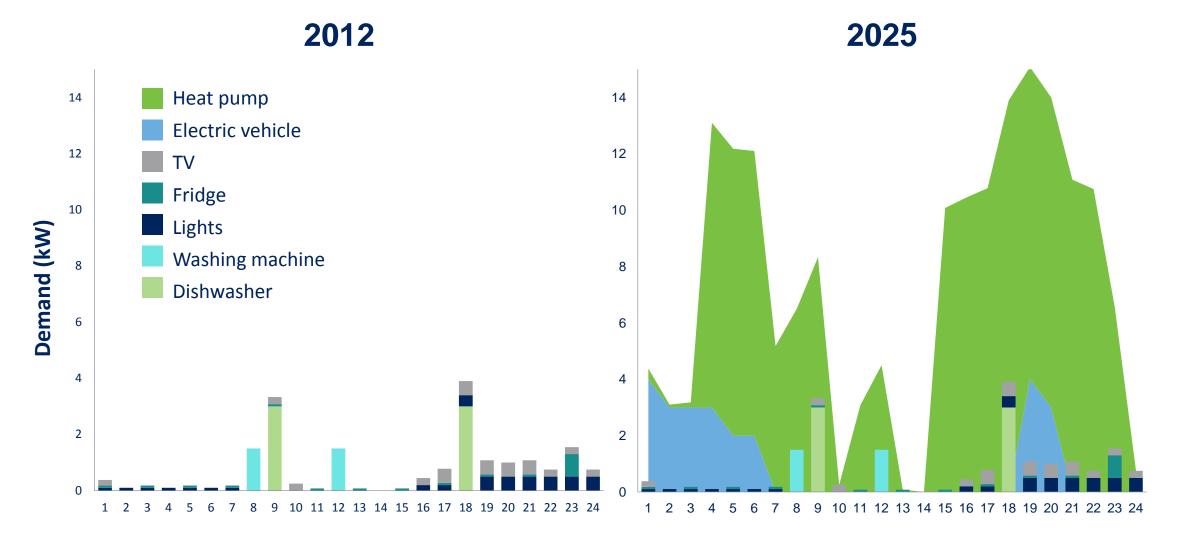
Breakout session 1	Breakout session 2	Break	Breakout session 3	Q&A & close	
1.15 – 1.35pm	1.35 – 1.55pm	1.55 – 2.25pm	2.25 – 2.45pm	2.45 – 3.15pm	

Our challenges



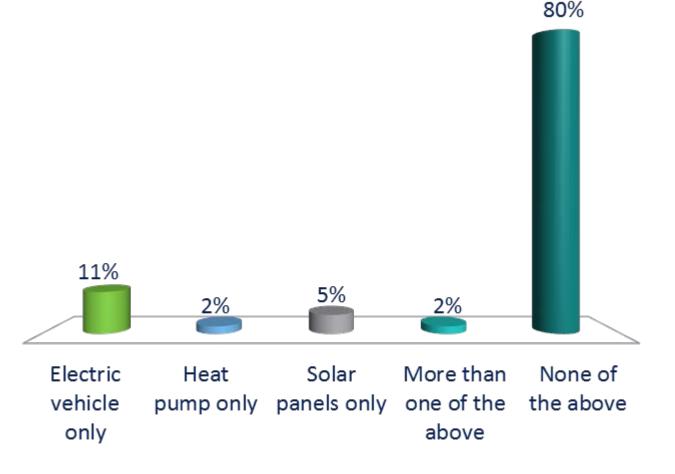


Demand changes

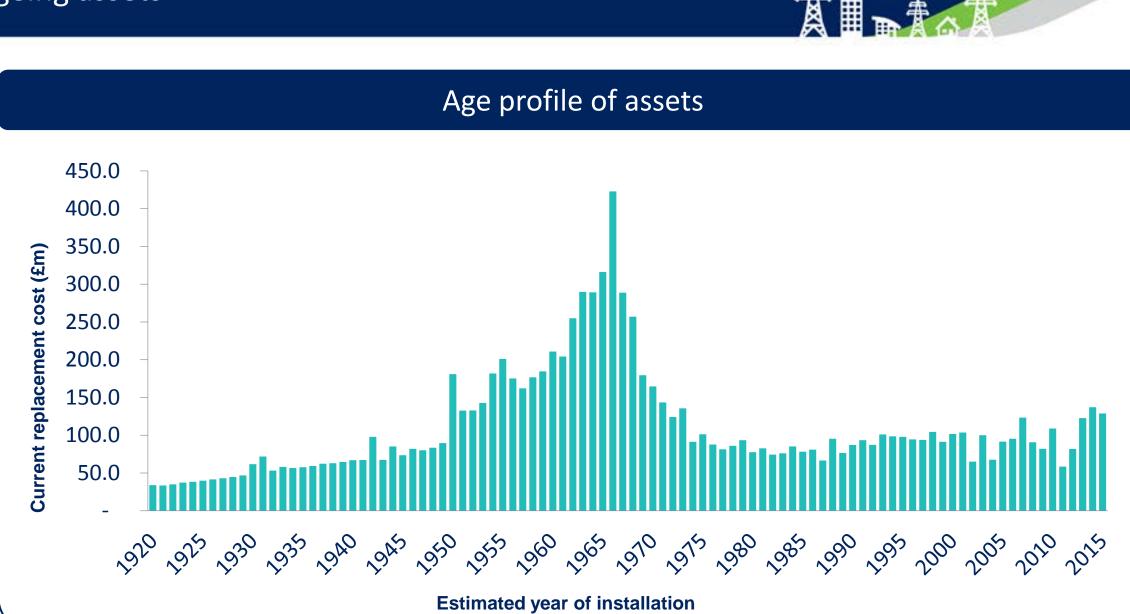


Time of day

- A. Electric vehicle only
- B. Heat pump only
- C. Solar panels only
- D. More than one of the above
- E. None of the above



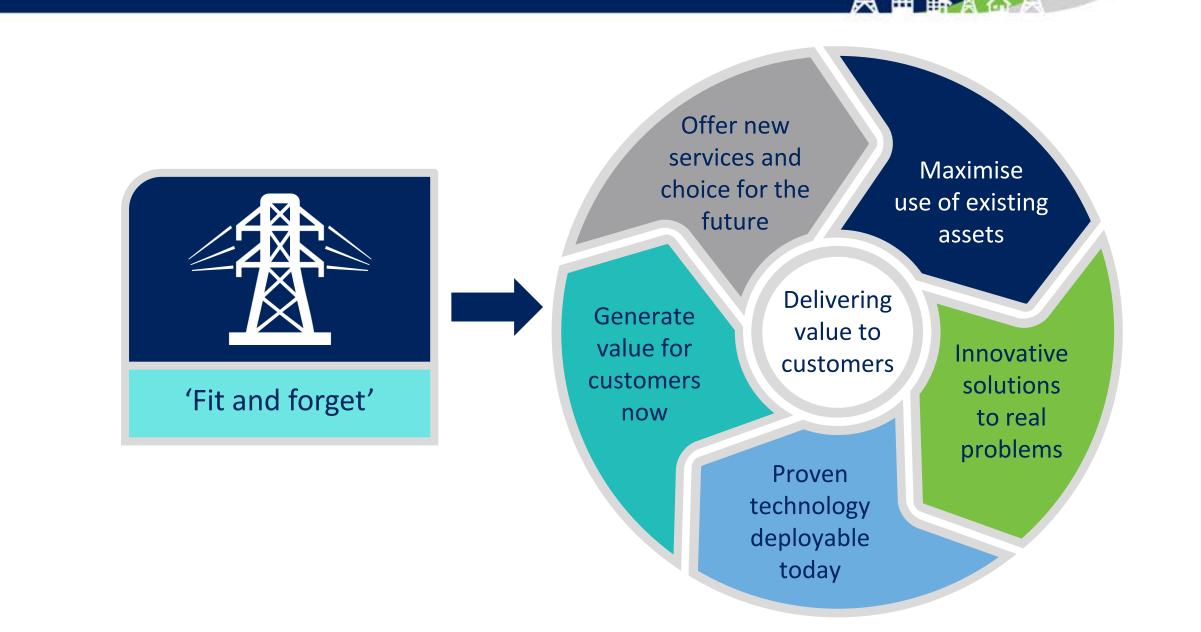
Ageing assets





		EO	AA AA	
New technology Automation Weezap	Smart meters Access to more data	New markets DSR	More open regulation Incentives	Storage Provision of response services

Our strategy



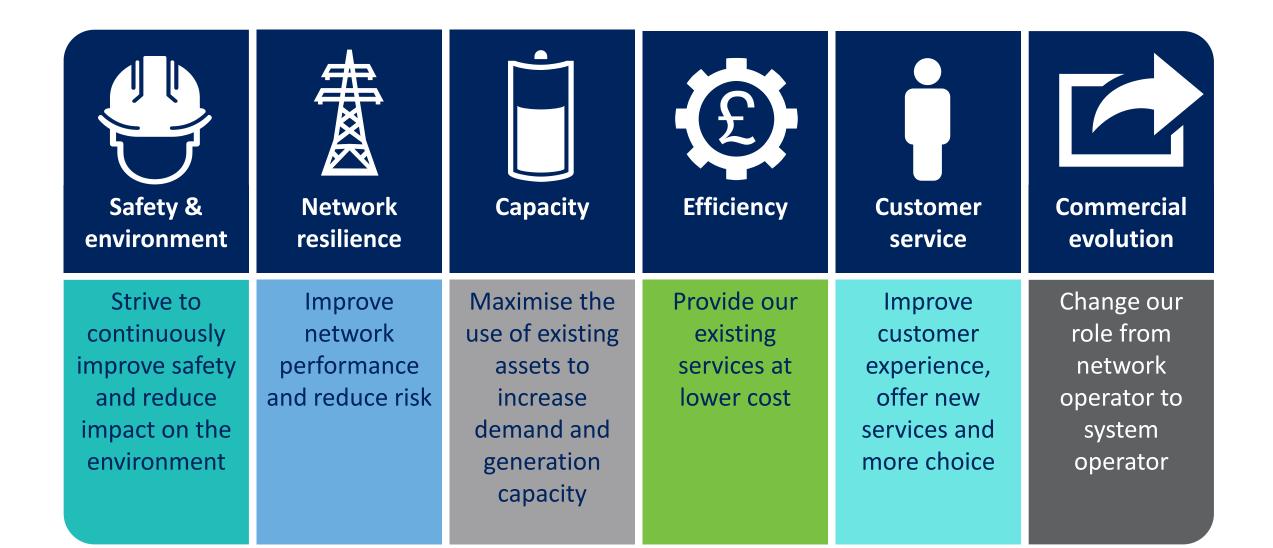
Transition to BaU

					Bus
Assess	Allocate	Policy	Impact	Brief	Business
Assess learning to develop rollout plan	Allocate to business owner	Update policies, processes and specifications	Review training and people impact	Conduct briefings and training	as usual

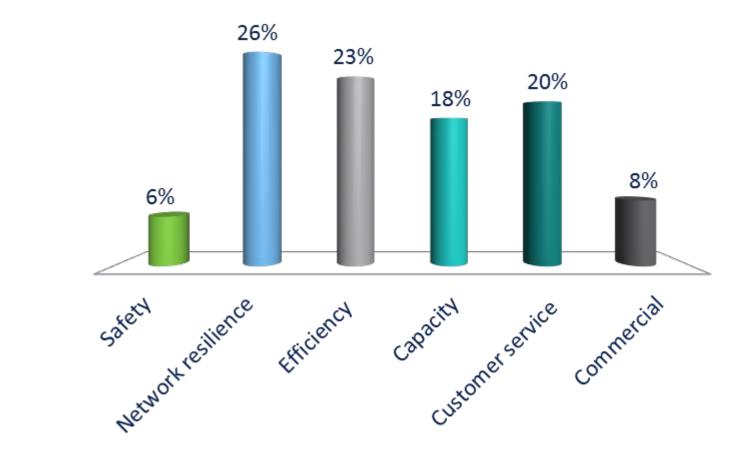
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Innovation themes



- A. Safety
- B. Network resilience
- C. Efficiency
- D. Capacity
- E. Customer service
- F. Commercial



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Respond Innovative Active Fault Management

Steve Stott Innovation Engineer

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Respond overview





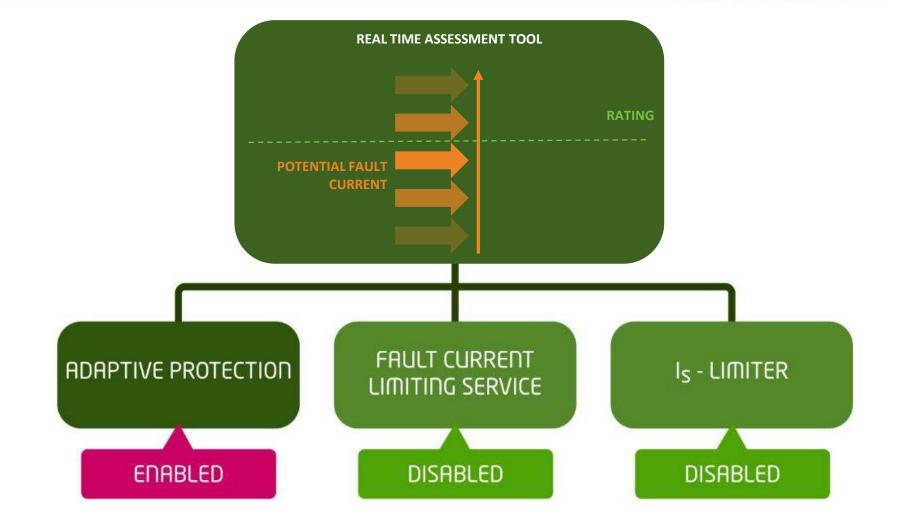
Competitive competition Funded by GB customers Learning, dissemination & governance Fourth of our five successful Tier 2 / NIC projects



Respond project hypotheses

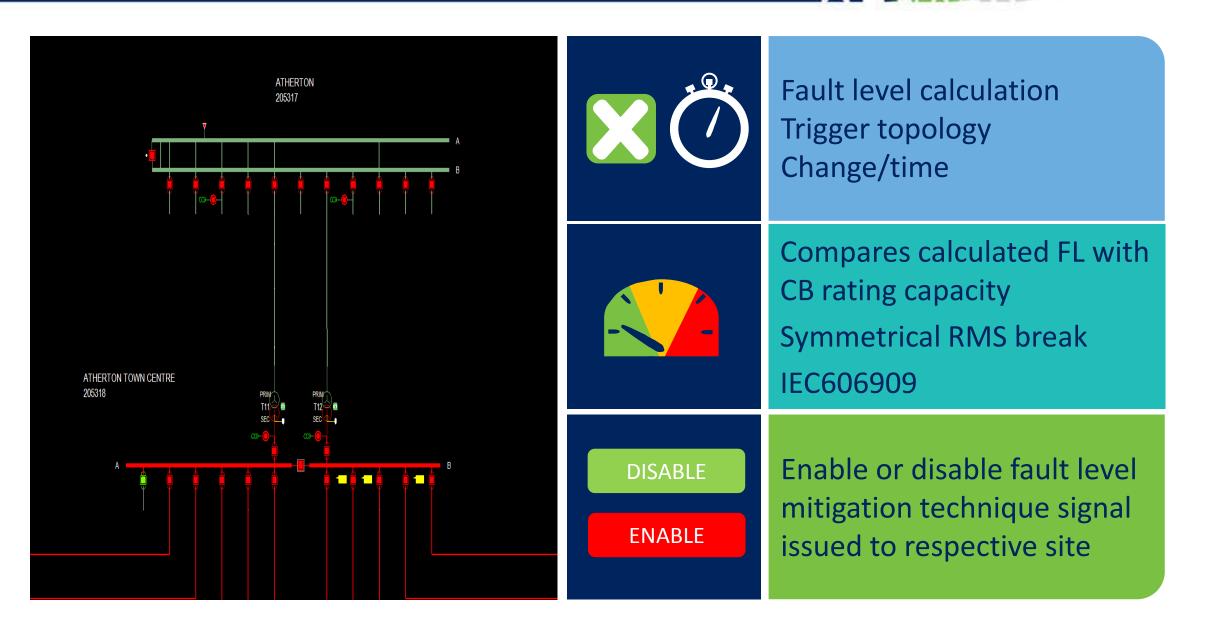


Real time mitigation techniques

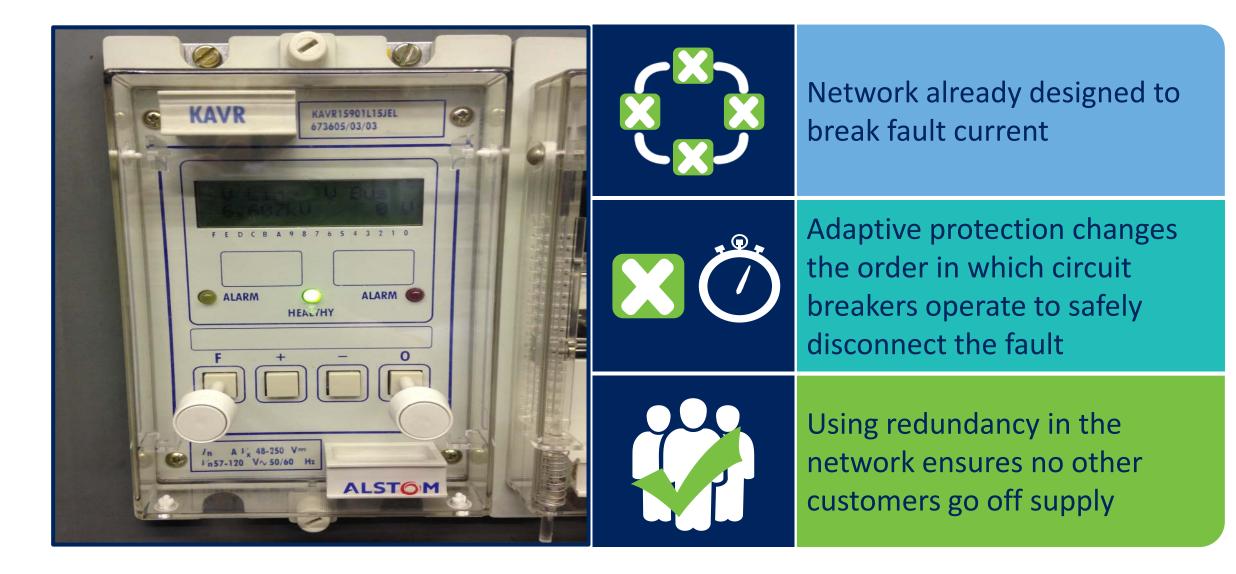


Real time fault current assessment
Safe network operation

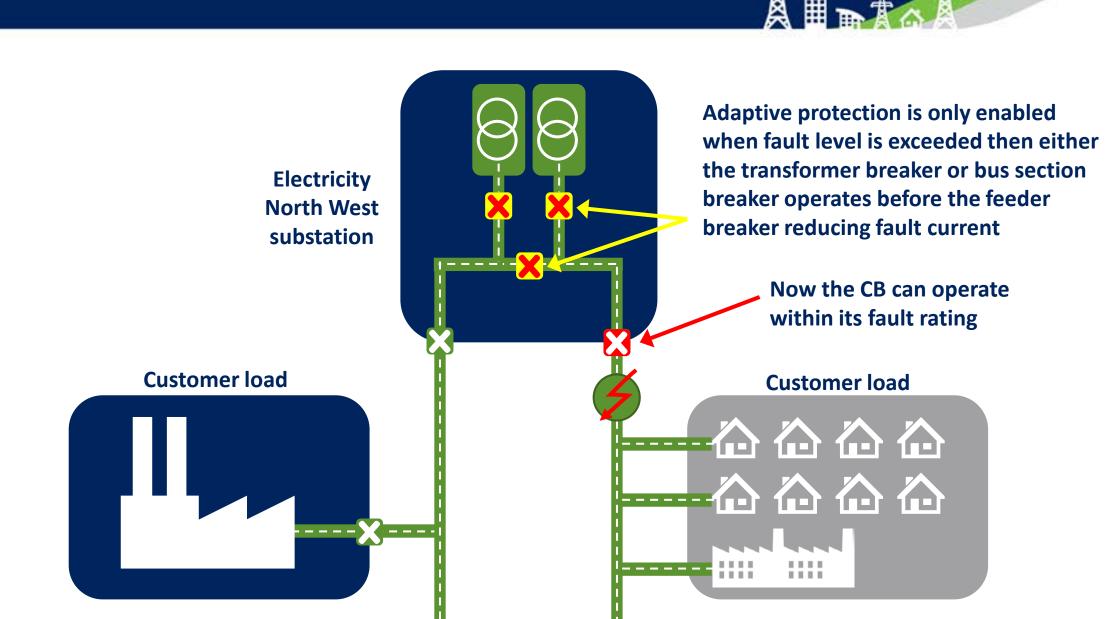
Fault Level Assessment Tool



Adaptive protection at five sites



Adaptive protection



I_s limiters – Two sites and five sensing sites







Operates within 5 milliseconds or 1/200th of a second



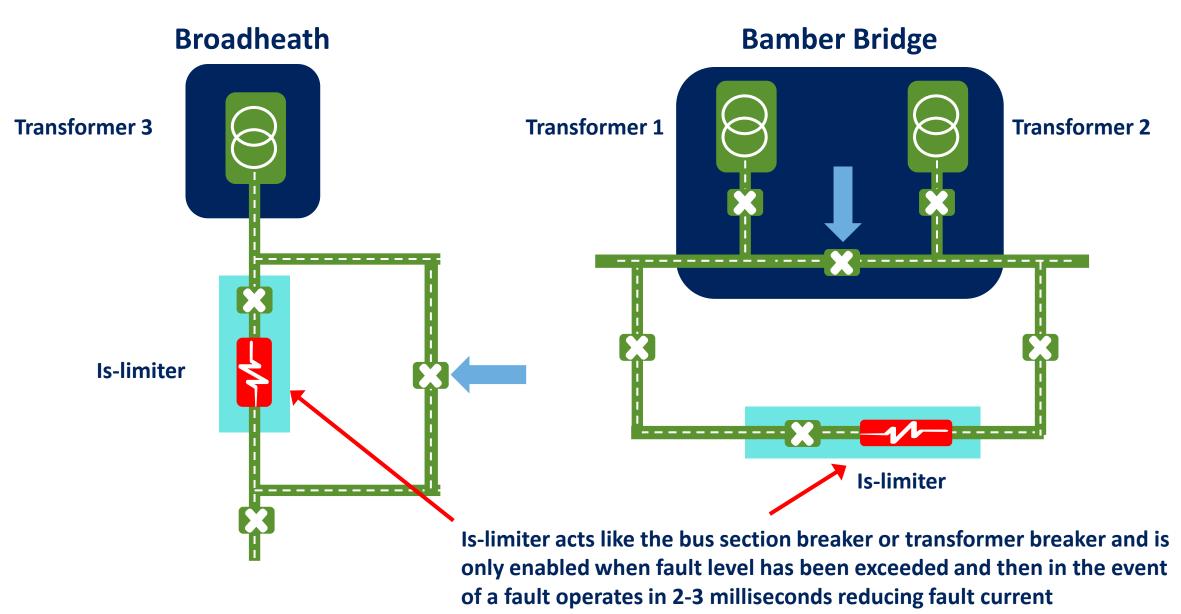
Detects rapid rise in current when a fault occurs and responds to break the current



Respond will prove the technology, review safety case and deploy at two sites











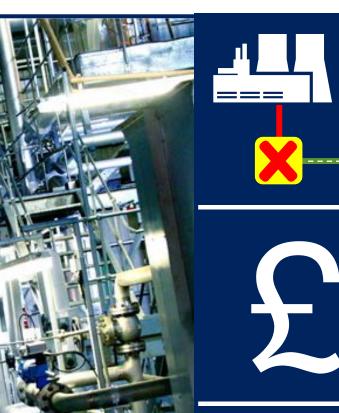








Fault Current Limiting (FCL) service



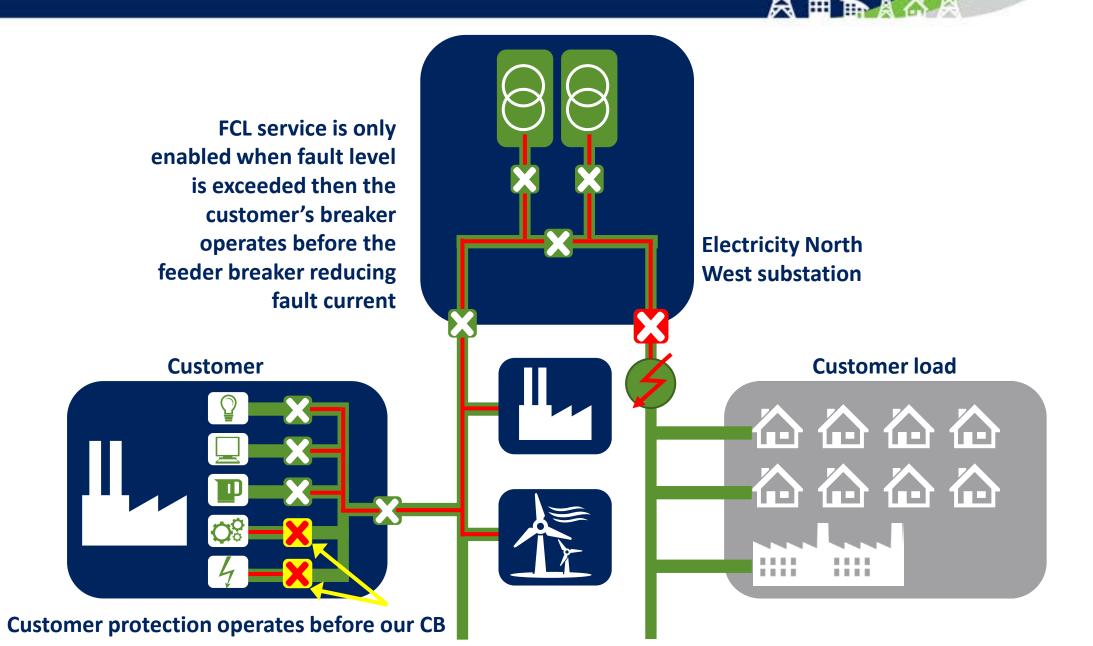
Fault current generated by customers can be disconnected using new technology

Financial benefits to customers taking part and long term to all customers



Challenge is to identify customers to take part in a trial of the FCL service

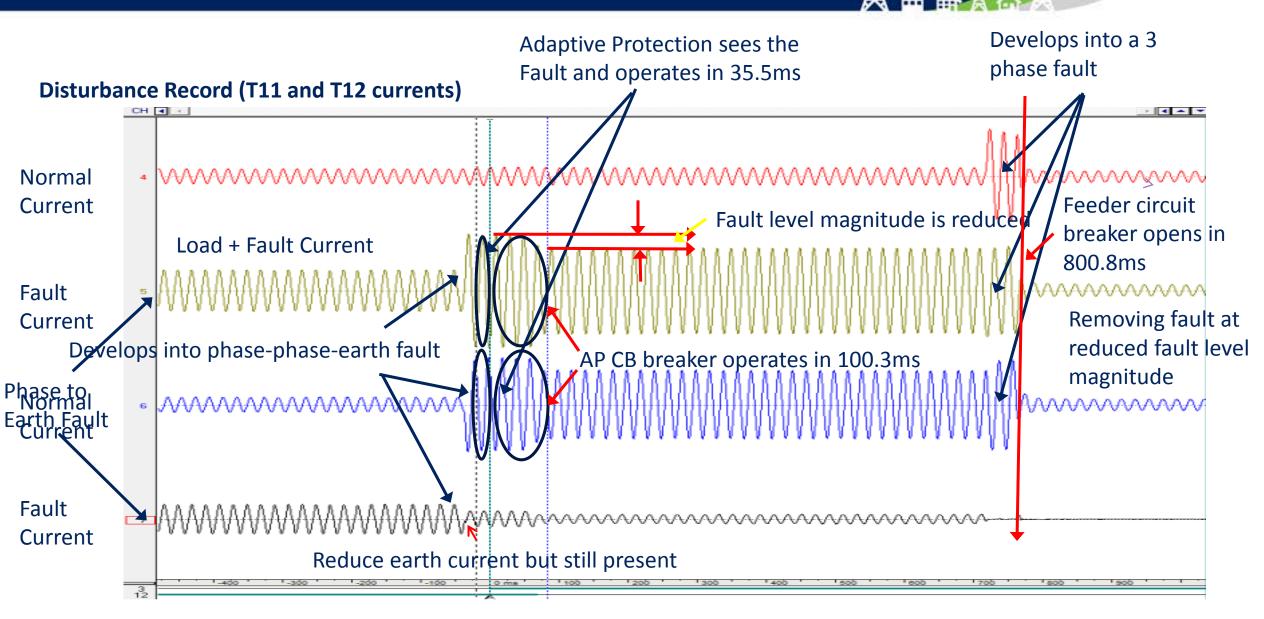
Fault Current Limiting service



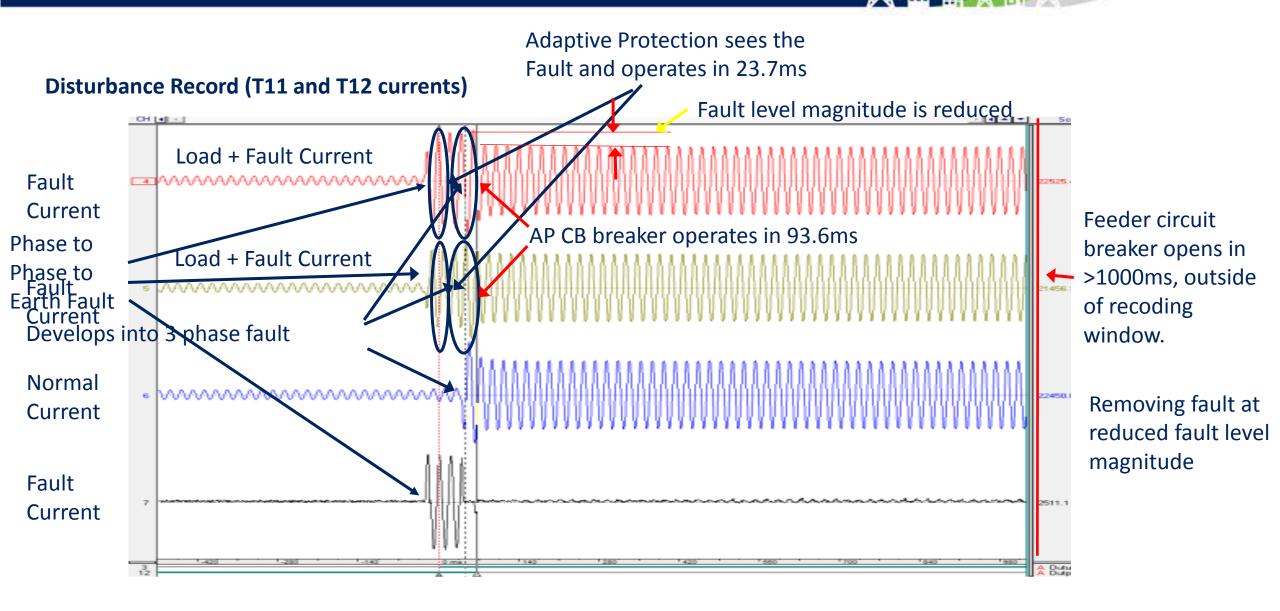
Trial for 12 months – what have we found out?

Substation	FLM technique	No of Network faults out of Substation	No of primary substation trips	No of successful operations of FLMT	No of failures of FLMT
Bamber Bridge	HV Is Limiter bus section	6	3	1	0
Broadheath	HV Is Limiter Incomer	8	2	0	0
Atherton Town Centre	HV Adaptive Protection	13	5	3	0
Denton West	HV Adaptive Protection	0	0	0	0
Blackbull	HV Adaptive Protection	8	1	1	0
Irlam	HV Adaptive Protection	0	0	0	0
Littleborough	HV Adaptive Protection	3	1	1	0
Monton	EHV 33kV AP	0	0	0	0
Offerton	EHV 33kV AP	0	0	0	0
Athletic St	EHV Is sensing	0	0	0	0
Wigan	EHV Is sensing	0	0	0	0
Longridge	HV Is sensing	22	2	0	0
Nelson	HV Is sensing	8	3	0	0
Hareholme	HV Is sensing	11	2	0	0
	Totals	79	19	6	0

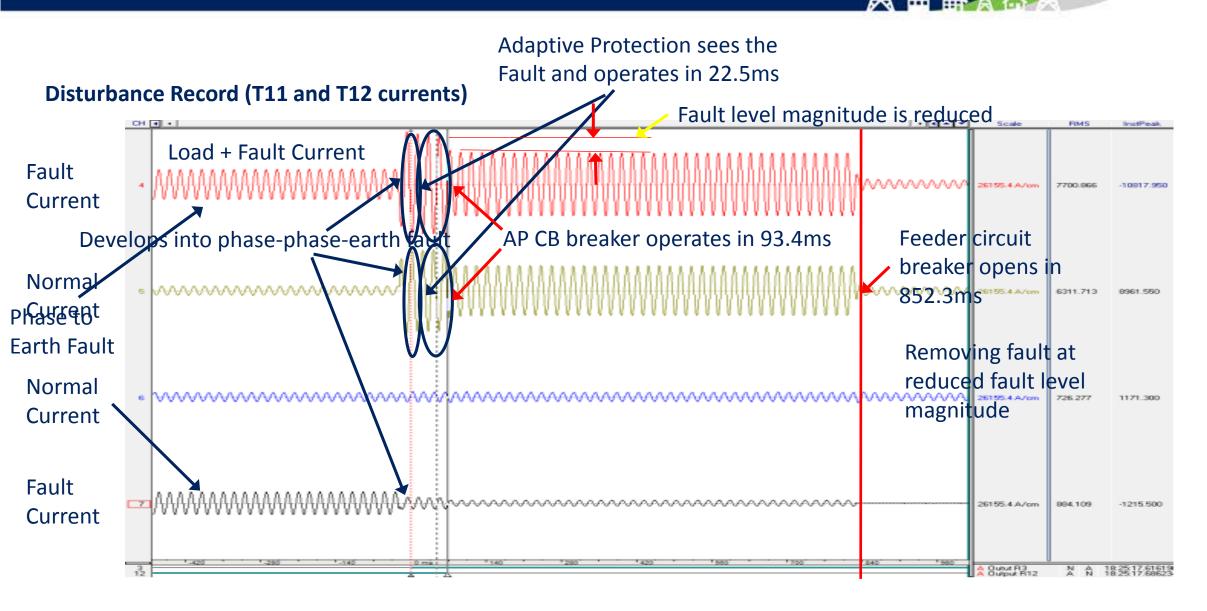
Atherton Town Centre – Collier brook 11kV cct 29 July 2016 @ 22:39



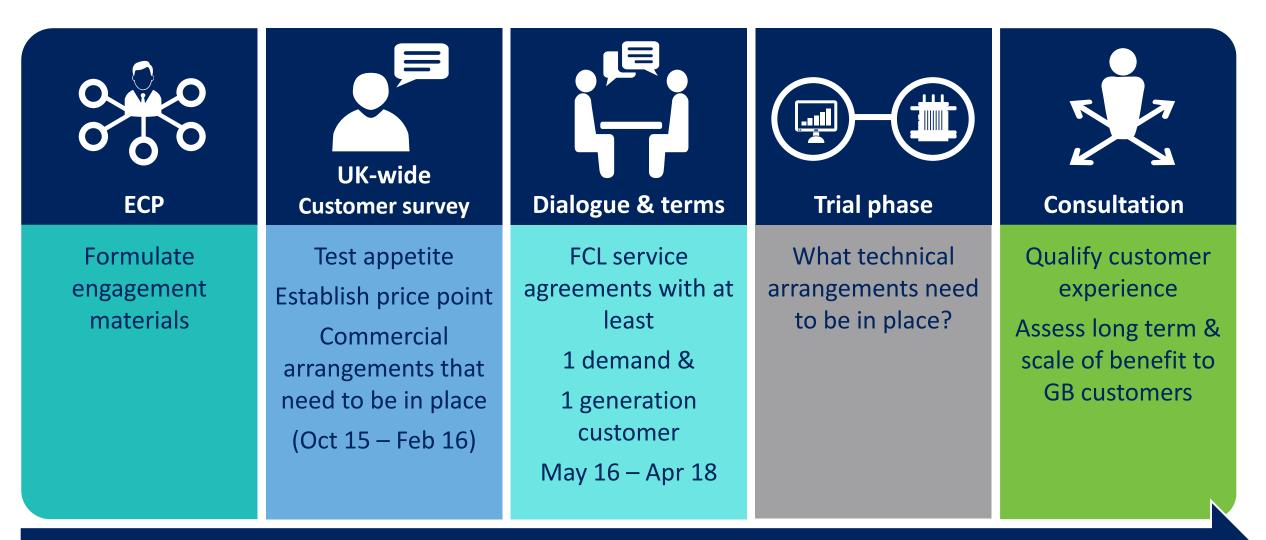
Atherton Town Centre – Thomas St/Holland St 11kV cct. 28 August 2016 @ 19:35



Atherton Town Centre – York St 11kV cct 29 September 2016 @ 18:25



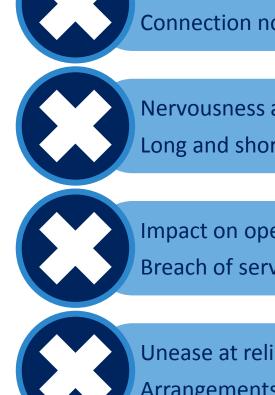
Customer and commercial strategy in Respond FCL service

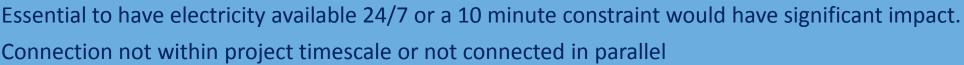


September 15 *"The method enables a market for the provision of an FCL service"* May 18 2018

Risks - barriers to transitioning from interest to agreeing terms







Nervousness about the number of constraints

Long and short term impact on equipment / increased maintenance

Impact on operation of their business & loss of export ability

Breach of service level agreements (triad & capacity market) & reputation

Unease at relinquishing control of equipment

Arrangements for re-closure/having staff on standby

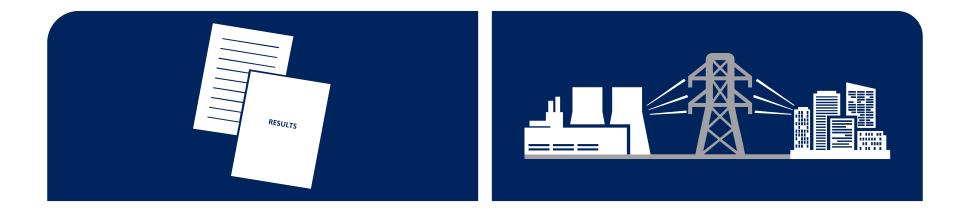
Financial incentive = key driver for target market

But only if sufficient to offset all risks AND the revenue from other commercial arrangements

Agreeing sites to be trialled with United Utilities Ongoing customer consultation

Trial technology outside 'triad period' CBA of traditional connection vs new constrained connection agreement

Customer survey report published May 2017 Contract templates & commercial arrangements developed, published May 2018



Survey analysis *'appeared to prove'* the hypothesis that the

There is a market for an FCL service, where a constraint will have little or no impact Future potential to provide alternative ' constrained' connection offers

(lower cost and quicker connection on fault level constrained networks)

Respond safety case

Objective

Produce a written safety case for each fault level mitigation technique:

Adaptive Protection

Is Limiter

Fault Current Limiting service **Publish the peer reviewed safety case by September 2018**

The UK HSE regards *a safety case as*

a document that gives confidence to operators, owners, workers and the competent authority that the duty holder has the ability and means to manage and control major accident hazards effectively".



Identify hazards and quantify their potential impact

Show how mitigated risk can be managed to ALARP

Identify remaining high risk hazards and redesign to ALARP

Challenge and make clear the assumptions and judgements used

Provide supporting evidence

Justify the mitigations for the worst credible scenarios

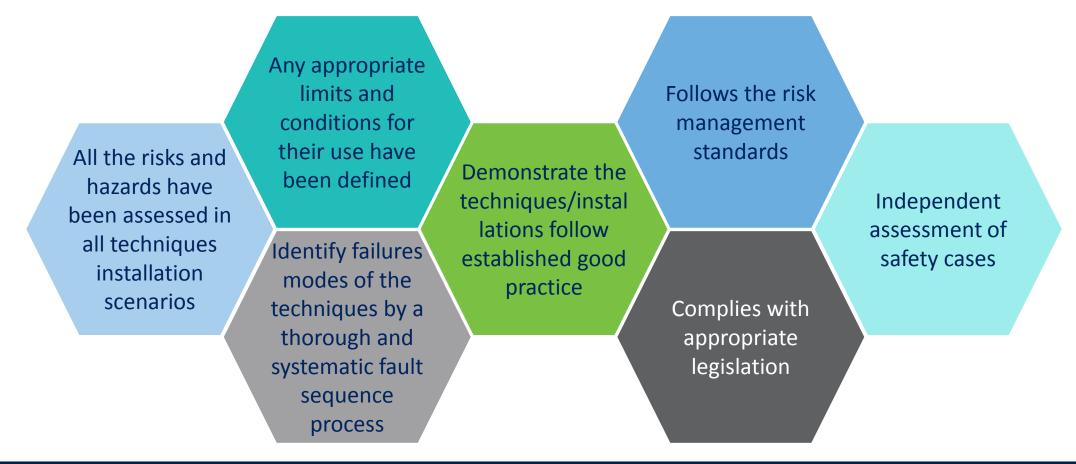
Provide documentation to record and support the safety case

ALARP = As Low As Reasonably Possible

Respond safety case approach



It is essential that the safety case demonstrates



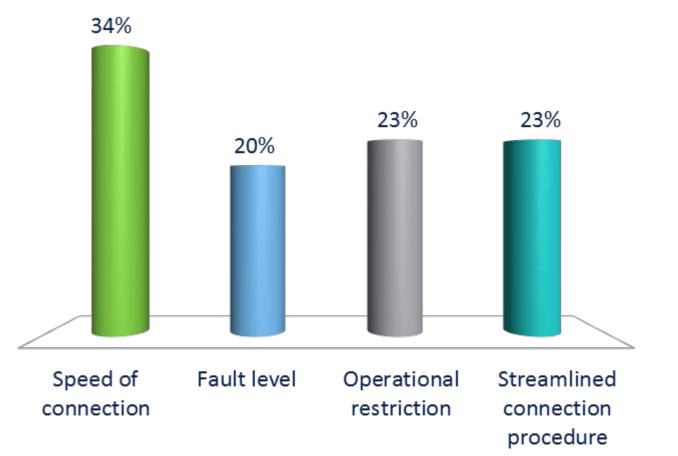
The safety case will be a clear and logical document so that the three techniques can be operated safely and reliably

Next steps for Respond





- A. Speed of connection
- B. Fault level
- C. Operational restriction
- D. Streamlined connection procedure



Celsius

Damien Coyle

Pelectricity

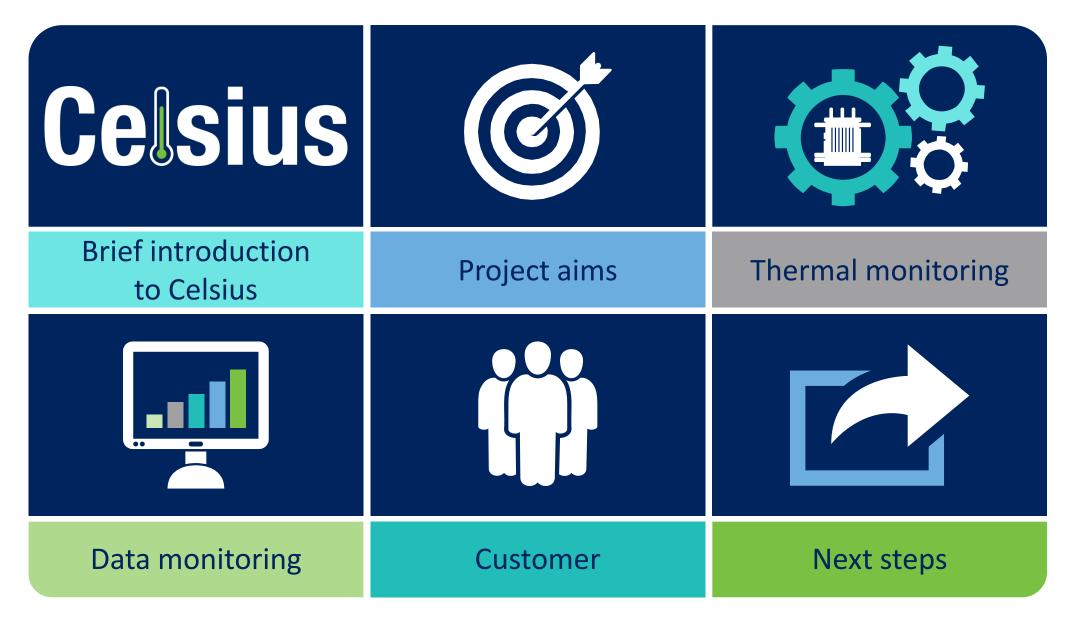
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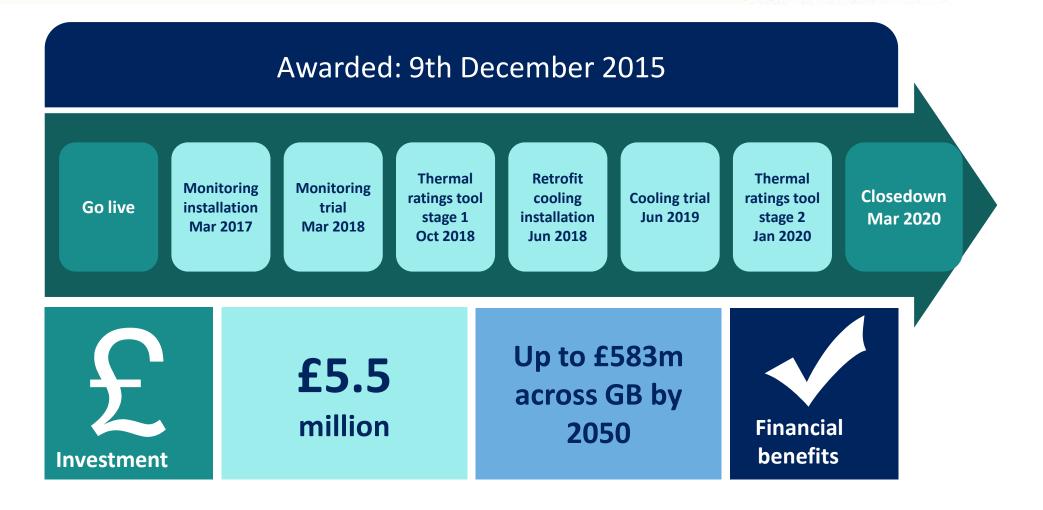
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Celsius

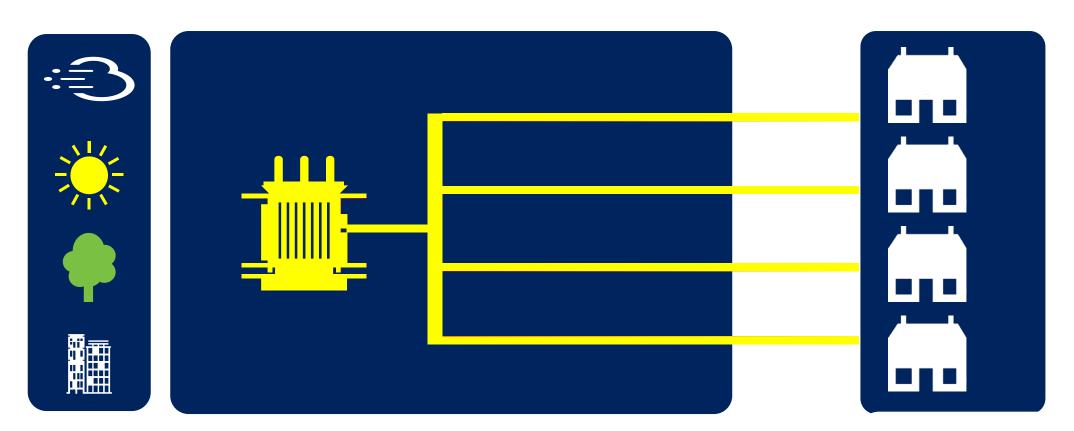






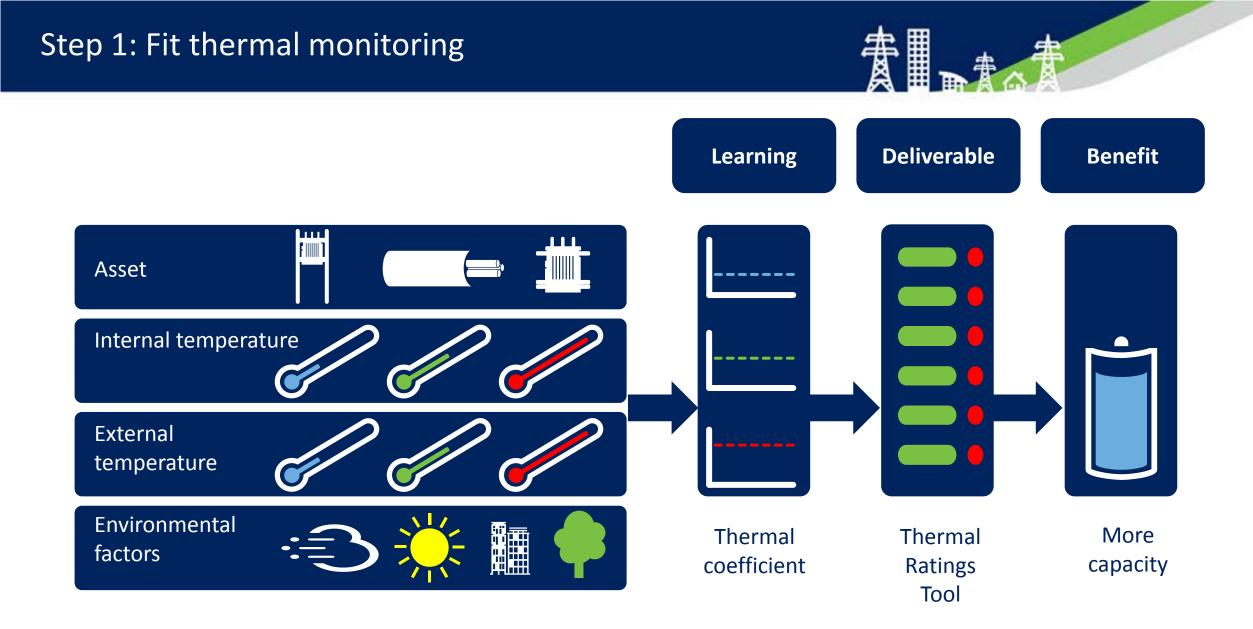


The problem

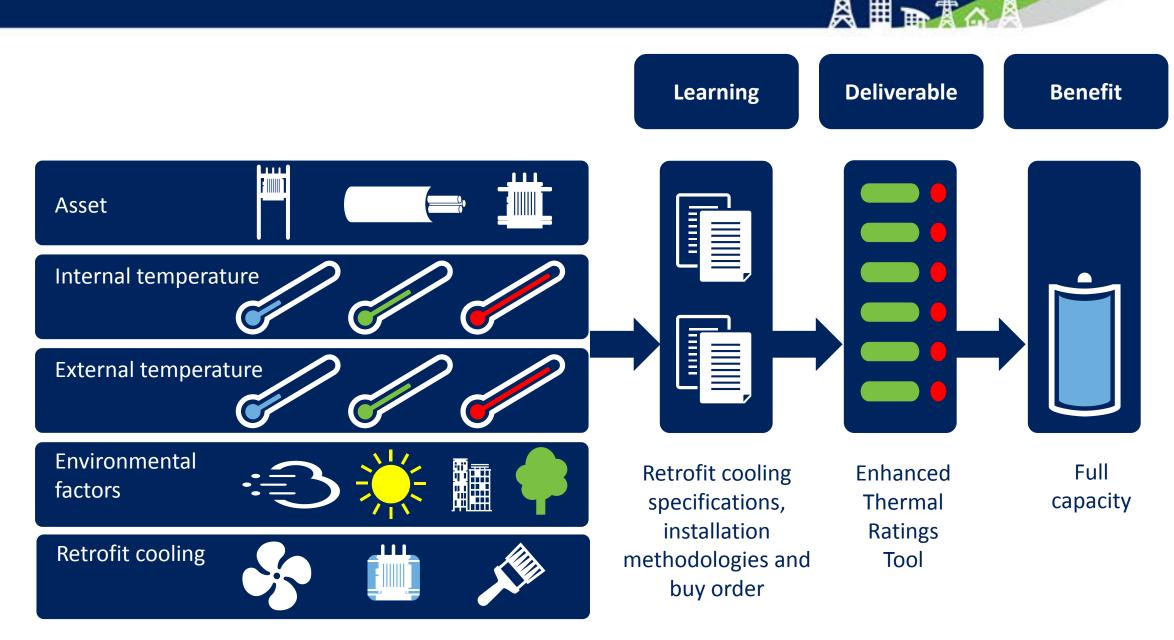


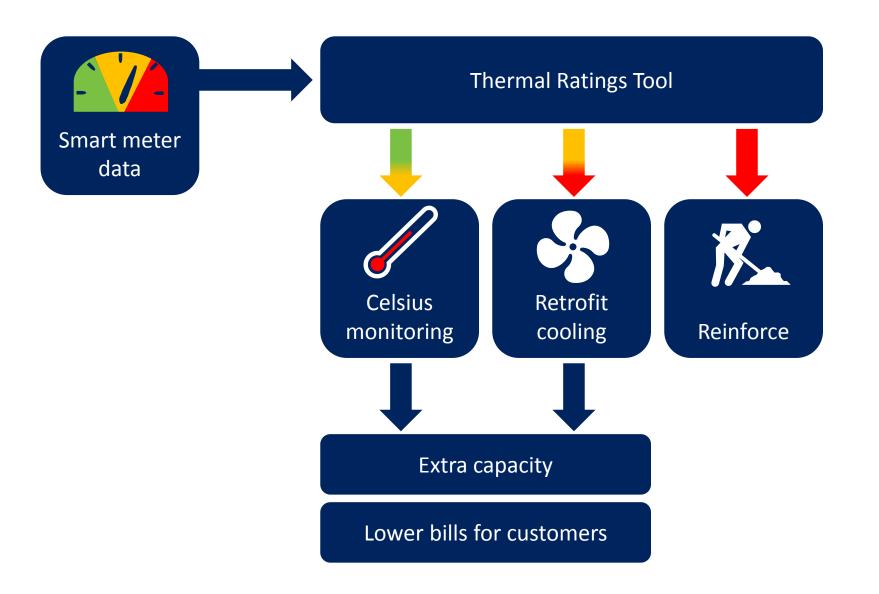
Distribution substation

Customers' LCTs

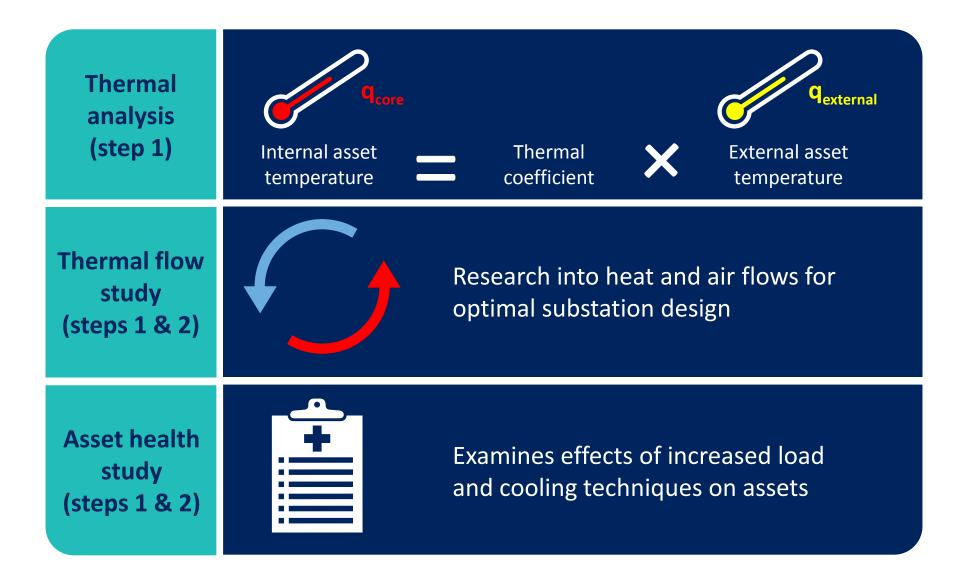


Step 2: Retrofit cooling

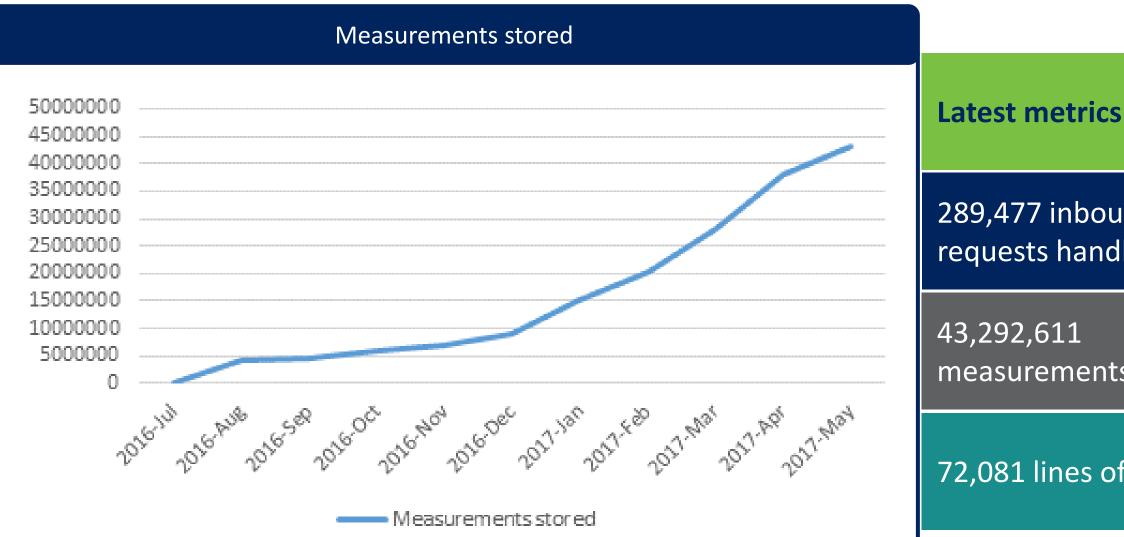




Case studies



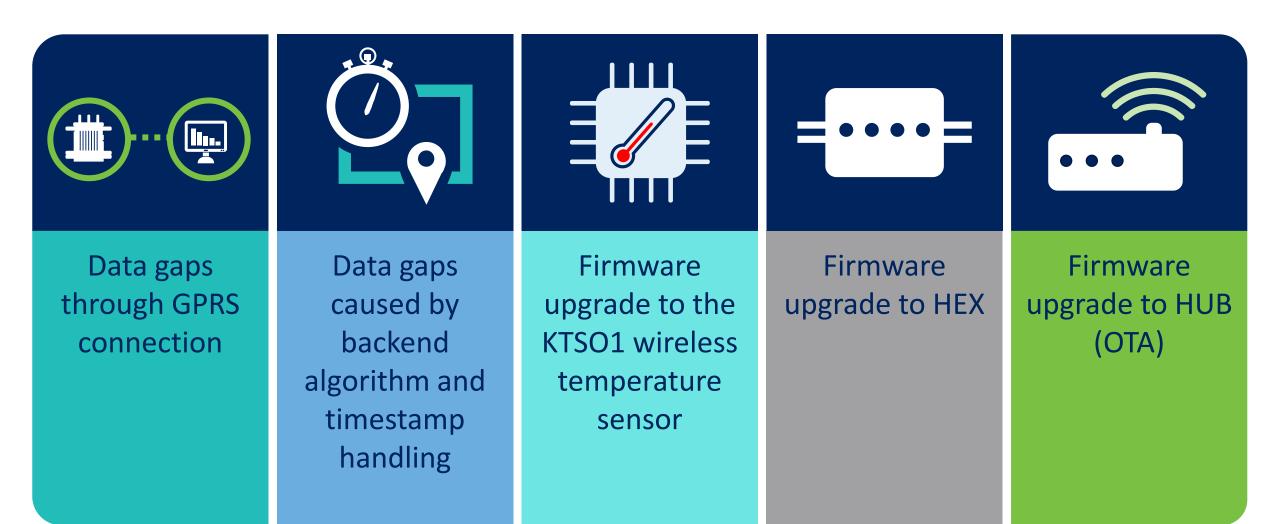
Data to date



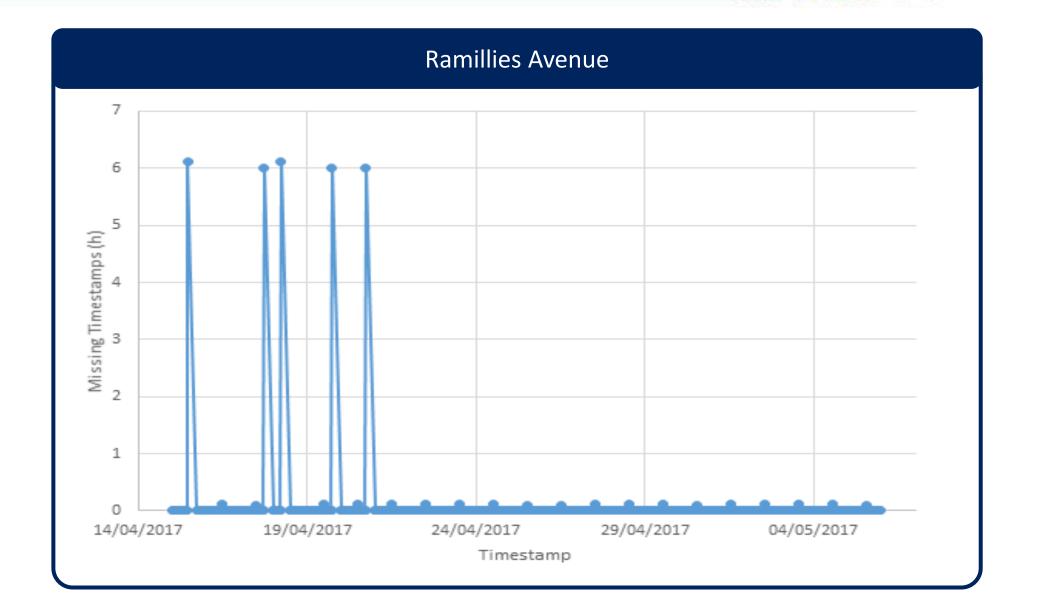
289,477 inbound requests handled

43,292,611 measurements stored

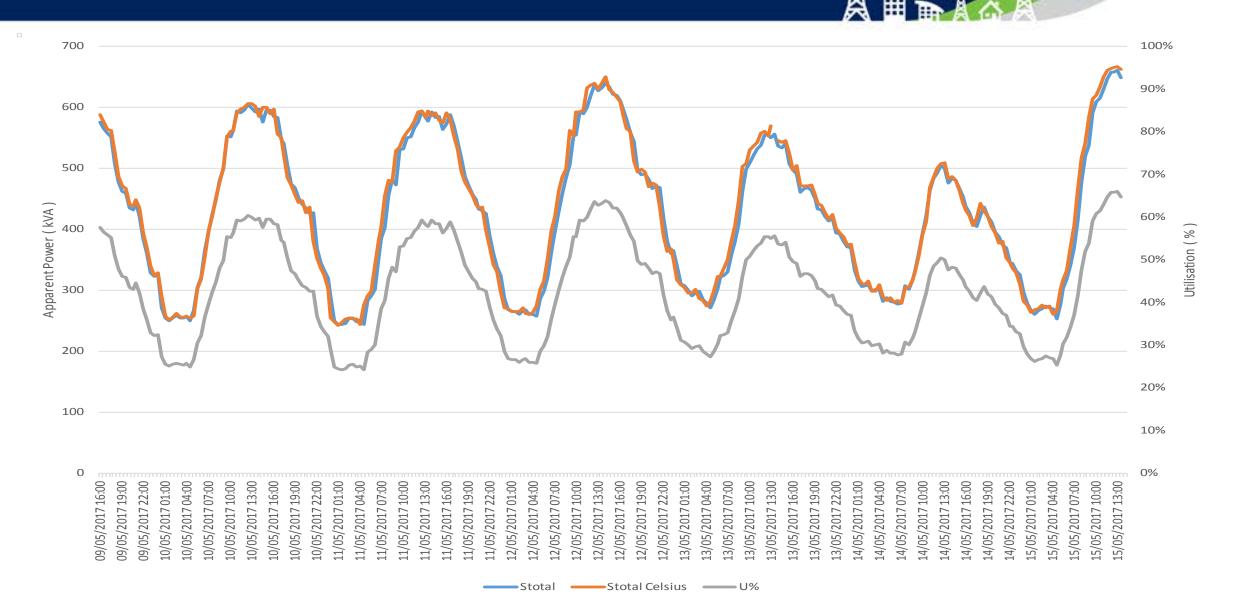
72,081 lines of code



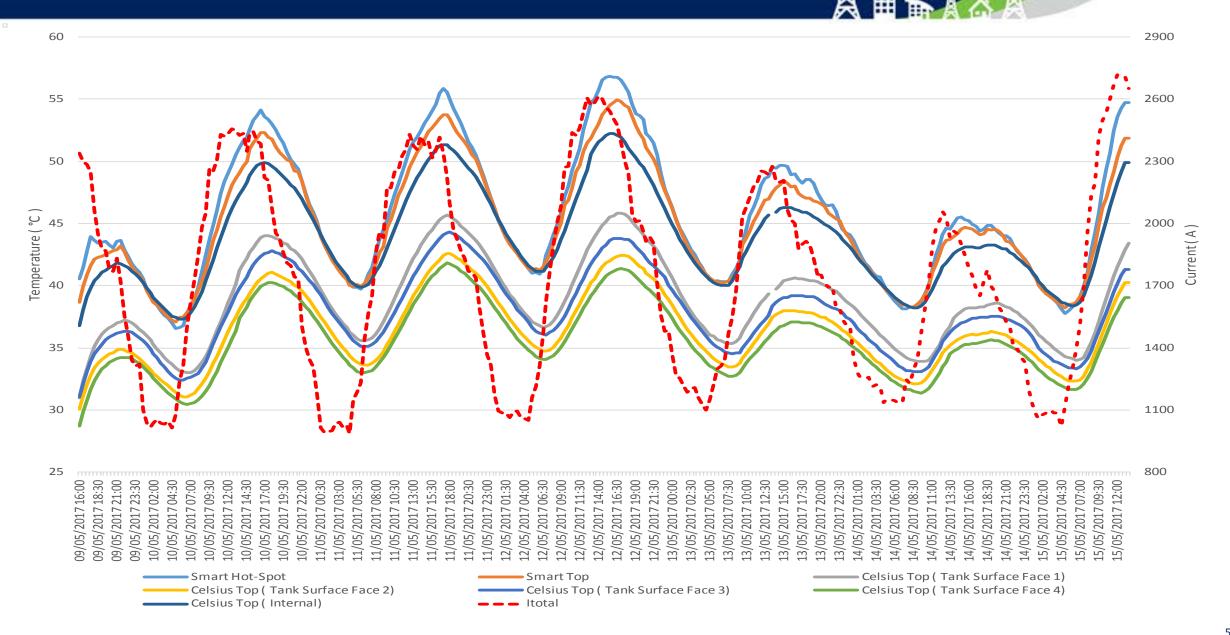
HUB OTA update



Smart Tx vs Celsius: power



Smart Tx vs Celsius: temperature



Customers in the Celsius trial areas will find the implementation of innovative retrofit cooling techniques as acceptable as traditional reinforcement Customers who are educated as to the need for and benefits of Celsius are significantly more likely to find it acceptable Baseline Test Focus Customer engagement plan survey survey groups Video/ Website Customer Social podcasts mailing media

Progress and next steps

January – Jun 2017	e July - Decemb 2017	ber January – Jur 2018	ne July – December 2018
Data capture Thermal flow study DNO cooling workshop Customer focus groups	Monitoring installation reportCooling Technologies selectionCooling installation planThermal flow study	Installation of Retrofit cooling technologies Customer surveys	Asset health study Carbon Impact assessment Asset temperature behaviour report Thermal ratings tool (Step 1)
	report		

Knowledge sharing and dissemination

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Distribution System Operator (DSO) Vision

Steve Cox

Stay connected... F B in www.enwl.co.uk "A DSO balances capacity on the distribution network to enable new connections and meet the requirements of existing customers through the use of flexible distributed energy resources, network investment and commercial services ensuring security and quality of supply standards are delivered"

The DSO is not the owner of the network(s) that it operates, for example independent DNOs or private networks connected to the licensed DNO's network or indeed multiple licence areas

The DSO is not limited to one licence area or indeed one group boundary. It is conversely likely that within a given network area the DSO will encompass all emerged networks eg IDNO The DSO should not normally own permanent generation, storage or other DERs unless it does so as the owner of last resort (and in such circumstances subject to the guidance in the EU package)

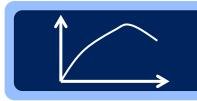




Network capacity provision



Network capacity market management



Network access management and forecasting



Service definition and charging



Wider market engagement



Our responsibility: To enable customers connected to our networks the freedom to buy and sell their energy safely, securely and at lowest cost

Requires new service model for network management and design

Provision of flexible network capacity through local and regional balancing

DSO will need to determine:

Point of Connection and operating terms	Any new capacity required	Quality of supply	Security and Resilience standards	Electrical losses optimisation	

Internal capability	Organisational structure	Licence/ regulation	Internal capability	Subject matter experts/resource levels/ skills	
			Org structure	Existing/ change required/ new function	
			Licence/reg	Current licence and regulatory environment situation	60



Maximising utilisation of all existing network capacity ensures efficiency

Provision of capacity for customers from other customers is often lowest cost, first option

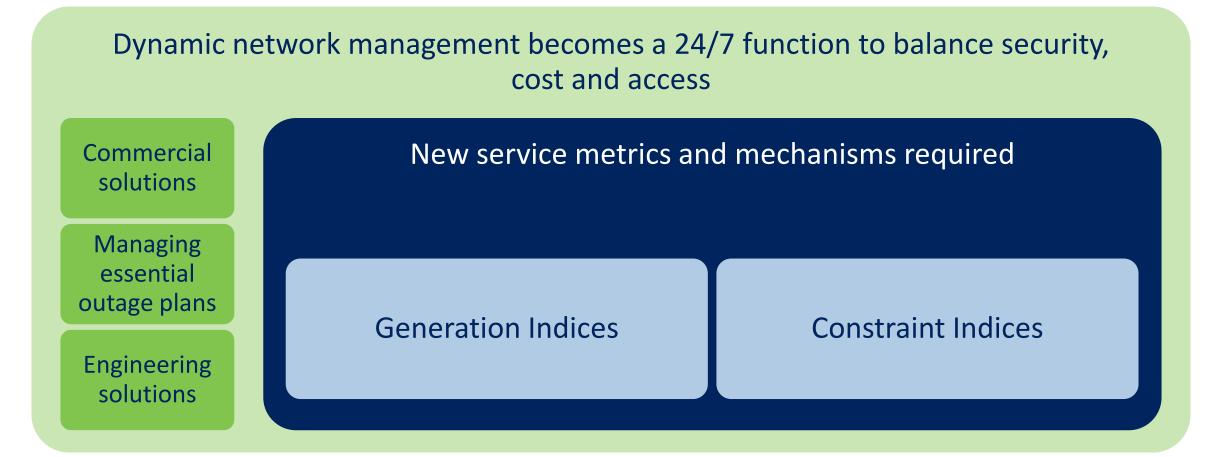
DSOs must facilitate local markets for flexible capacity

Direct customer access

Access through aggregators

Exchange of information and enhanced transparency necessary to avoid inefficient network over-stress and maintain security of supply

Internal capability	Organisational structure	Licence/ regulation



Internal capability	Organisational structure	Licence/ regulation



Internal capability	Organisational structure	Licence/ regulation

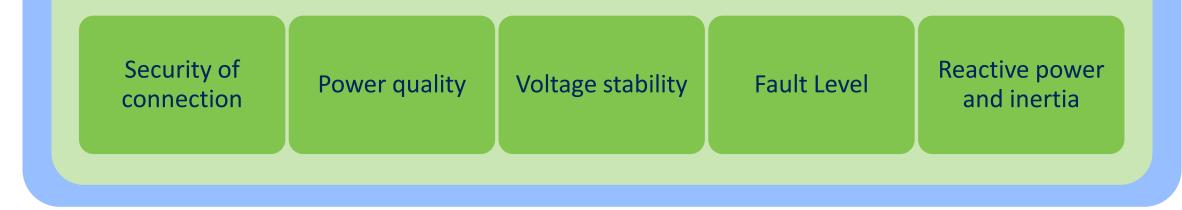


Structure of network charging will require fundamental review

Charging arrangements must reflect service customers require

Capacity based charging structure

Potentially enhanced by recognition of requirements for services such as:



Internal capability	Organisational structure	Licence/ regulation

DSOs well placed to provide additional, value-adding but non-essential, services to network users, such as



Power factor correction

DSOs can support the Transmission System Operator in whole system balancing through commercial provision of services

ENWL commercial roll-out of CLASS technology this year is first example of this



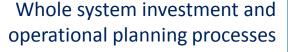
Internal capability	Organisational structure	Licence/ regulation

DSO Functions	Curren	t									
Network capacity provision											
Network capacity market management											
Network access management and forecasting											
Service definition and charging											
Wider market engagement											
Capabilities	Forecasting	Regulation Codes/Frameworks	Commercial. Frameworks	Power System Analysis	Contractual Arrangements	Dispatch	Pricing	Outage Planning	Data	Settlement	Contract/Service Compliance

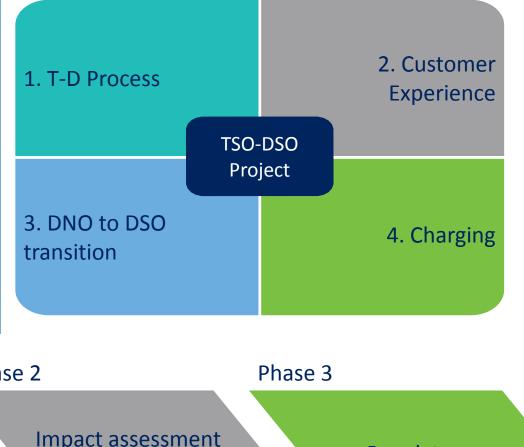
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ENA TSO-DSO project

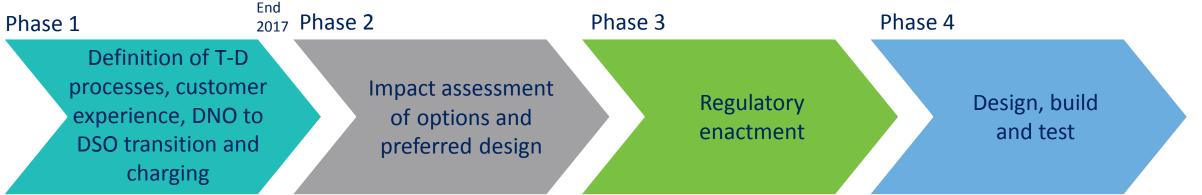


DSO transition roadmap, functional requirements and model for DSO, market model options



Customer journey maps for connections and updated connections agreements

Short: Identify problems of current charging arrangements Medium: recommend smart tariff, flexible connection and ancillary services pricing Long: Strategic review/ whole system pricing



Our high level roadmap

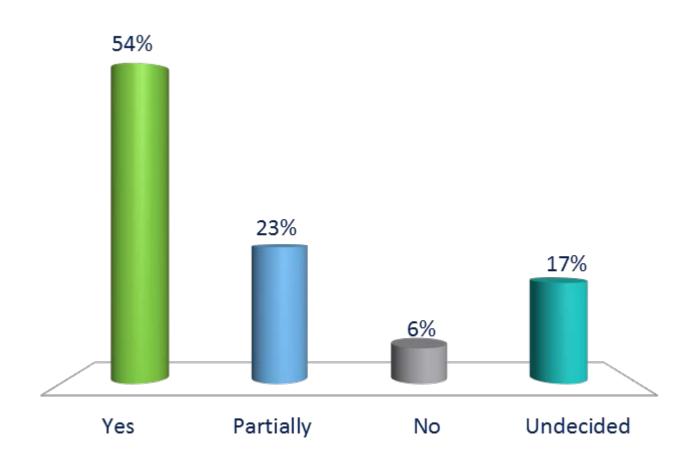


	Technical activities	Commercial activities	Customer based activities	Regulation
ED1 year 3	 Forecasting/modelling Capacity Planning (need identification) Strategic Investment ANM Specification of requirements 	 CBA to inform decisions for selected solutions (traditional vs smart) Flexible Connections Contract Management Purchase of flexibility services (DSR) Curtailment Factor management 	Constraint Management Curtailment Factor Generation Index 	 Review of licence and codes to identify impacts and raise change if required Review of EU codes and identify DSO accountabilities Develop Capacity Incentive Investment ahead of need
ED1 Year 4	 Point of Connection - prototype CLASS functionality - Live CLASS 2 - trial Active Network Management implementation Data visibility (SO) 	 Sell flexibility services (CLASS) Active Network management offering 	 Active Network Management Launch Trial energy efficiency 	Review of licence and codes to identify impacts and raise change if required
ED1 Year 5	 Balancing of network capacity (load group) Data visibility (Aggregators/suppliers) 	Market operation service auctions	Develop energy efficiency incentive	Review of licence and codes to identify impacts and raise change if required
ED1 Year 6, 7 & 8	• Fault prioritisation based on curtailment and DSR impact.	•	 Trial energy efficiency incentive Implement energy efficiency incentive 	Review of licence and codes to identify impacts and raise change if required
ED2	 Active System Management Provision of flexible services to TSO Extensive use of data analytics 	 Commercial operations become core business capability Non regulated commercial opportunities 		 Operating as a Regional DSO Regulated commercial opportunities





- B. Partially
- C. No
- D. Undecided

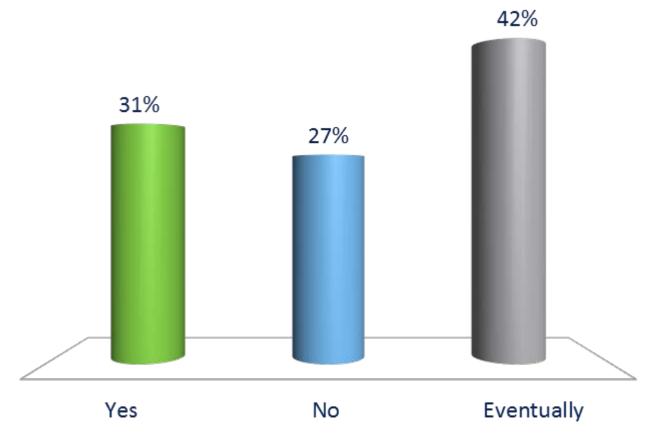






B. No

C. Eventually



DSO transformation programme



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	0	Task Name	Duration	Start	Finish Predecessors	Resource Names	March	April	May .	June	July	August	Septembe	r October	November	December	r January	February	March	April
1		DSO programme scoping	150 days?	Mon 03/04/17	Fri 21/12/18													—	÷	
2		Develop DSO Definition for ENWL	60 days?	Mon 03/04/17	Fri 23/06/17	DSO steering group				D	SO steerin	g group								
3		Consider implications for ENWL business in	450 days?	Mon 03/04/17	Fri 21/12/18	DSO steering group	1		i i						:	:			<u> </u>	
4		Consider implications for regulatory framev	100 days?	Thu 06/04/17	Wed 23/08/17	Regulation/ steering					:		Regulation	steering g	roup					
5		Develop a plan for sharing and getting supp	60 days	Mon 08/05/17	Fri 28/07/17	Central Services Mar						Central Se	ervices Ma	nager						
6	10.1	Keep watching brief on other development	100 days?	Thu 06/04/17	Wed 23/08/17	Capacity Strategy					:		apacity St	rategy						
7		Output from phase 1 of ENA DSO:TSO proj	1 day?	Wed 01/11/17	Wed 01/11/17		1								lip 01/11					
8	11	Quantify potential costs and benefits asso	100 days?	Mon 14/08/17	Fri 29/12/17	Consultant?	1						:	:	:	:	Consulta	int?		
9		Network Management	i63 days?	Thu 06/04/17	Mon 03/04/23	•	1	~					1						+	
10		+ Losses optimisation	i63 days?	Thu 06/04/17	Mon 03/04/23		n										——	<u> </u>		
27		Constraint Management	i88 days?	Wed 01/03/17	Fri 31/03/23													<u> </u>	++	
28		Curtailment Factor	24 days?	Thu 30/11/17	Tue 02/01/18												÷			
29	111	Agree mechanism with Ofgem	1 day?	Thu 30/11/17	Thu 30/11/17	Regulation										30/11	_			
30	111	Implement CF process with customers	1 day?	Tue 02/01/18	Tue 02/01/18 29	Capacity Strategy											Capacit	y Strategy		
31		Generation Index	1 day?	Mon 02/10/17	Mon 02/10/17	Capacity Strategy								Capacity	Strategy					
32		Active Network Management	123 days?	Wed 01/03/17	Fri 12/10/18									F			<u> </u>	<u> </u>	+	
33		Implement C2C into Business as U	366 days	Wed 01/03/17	Wed 25/07/18	Innovation Engine													+	
34		LV Technology/service termination	21 days	Mon 02/04/18	Mon 30/04/18															
	11	Policies - Demand to be	21 days	Thu 01/06/17	Thu 29/06/17				<pre></pre>											
	111	Policies for DG done to be embedde		Tue 01/08/17	Mon 07/08/17															
	111	DG Processes	5 davs	Tue 01/08/17	Mon 07/08/17							-								
	111	Demand Processes	-	Thu 01/06/17	Wed 14/06/17				-	_										
		DG Technical procedures for Contro		Mon 02/10/17	Mon 30/10/17															
	111	Demand Technical procedures for C	-	Mon 02/10/17	Mon 30/10/17															
		RTU Design – using VTs to power it	-	Mon 01/05/17	Mon 29/05/17															
		Costs to be carried out for both N-0	-	Mon 01/05/17	Mon 29/05/17															
		System Data requirements: GIS / NI/	-	Wed 01/03/17	Tue 23/05/17															
		Identification of backlog of managed	_	Thu 01/06/17	Wed 25/07/18								<u> </u>	<u> </u>						
	111	Process audit		Mon 02/04/18	Mon 30/04/18									1	1					
		Document all Active Managed Connection		Mon 08/05/17	Fri 28/07/17	Capacity Strategy	-					Capacity S	trategy							
		NMS Go Live	1 day?	Fri 31/08/18	Fri 31/08/18	IT&T			-			- appoint o								
		Integrate Active Managed Connections		Mon 03/09/18	Fri 12/10/18 47	Capacity Strategy														
49					Fri 31/03/23	capacity Strategy														
	11	Export Risk Based Services & Export Customer Stimulation			Wed 28/02/18	Consoity Stratery													Capacity St	trategy
	_	Customer Stimulation	-	Wed 28/02/18		Capacity Strategy													Capacity st	
		Market Analysis	-	Mon 06/11/17	Fri 09/03/18	Consultant										1		1		tallt
6		NMS Go Live	1 dav?	Fri 31/08/18	Fri 31/08/18	IT&T	4		i i	1	1		1		1	1		1	<u> </u>	

Introducing our partners

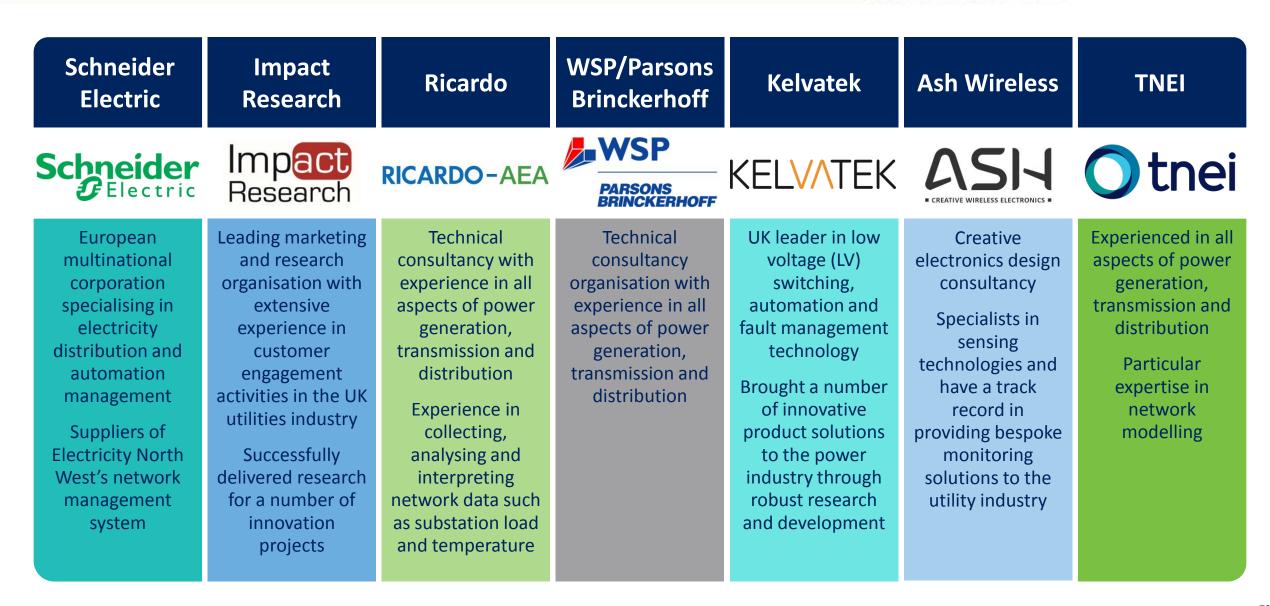
Paul Turner

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	Smart Street	Oil regeneration	Load forecasting	Customer engagement
Session 1 1.15 – 1.35pm	Room 1	Room 2	na	Boardroom
Session 2 1.35 – 1.55pm	Room 1	na	Room 2	Boardroom
Break 1.55 – 2.25pm				
Session 3 2.25 – 2.45pm	Room 2	na	Room 1	Boardroom

×

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Smart Street Technology

Ben Ingham

Background





have no active voltage regulation network issues

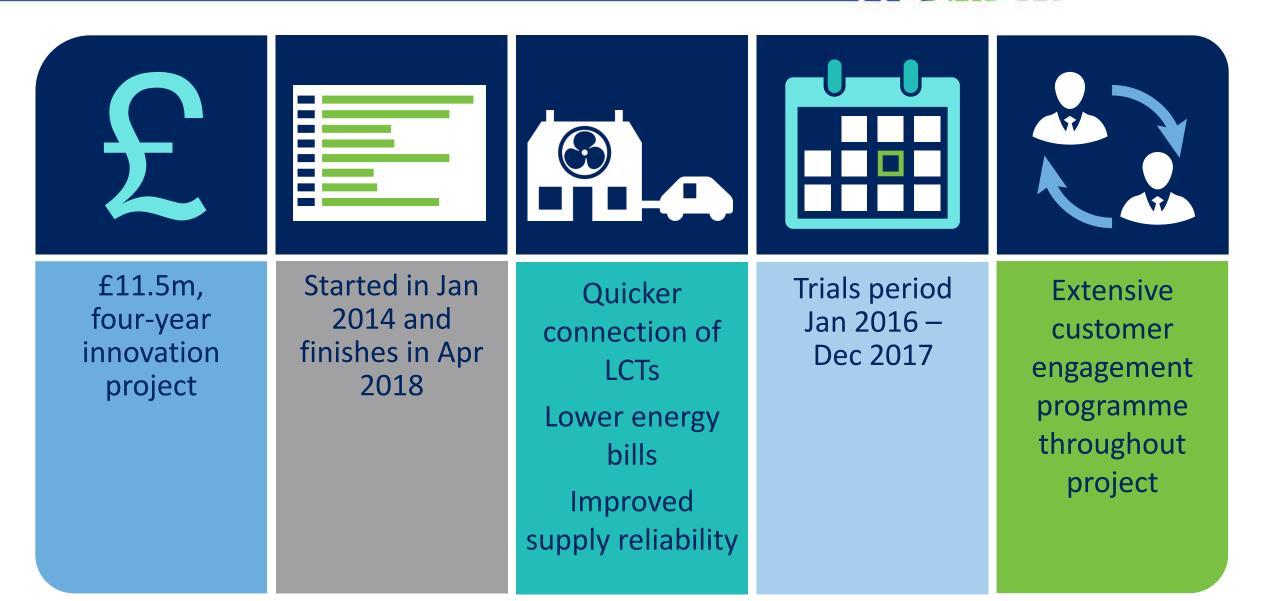
Customer demand could cause voltage to dip below statutory limits

generation could cause voltage to exceed statutory voltage limits

stabilises voltage across the load range and optimises power flows

voltage reduction Stabilised voltage can be lowered making our network and customers' appliances more efficient

Project overview



Lynx and Weezap





Capacitors





LV units are multi-stage

HV units are single stage

Used for voltage control only

OLTCs



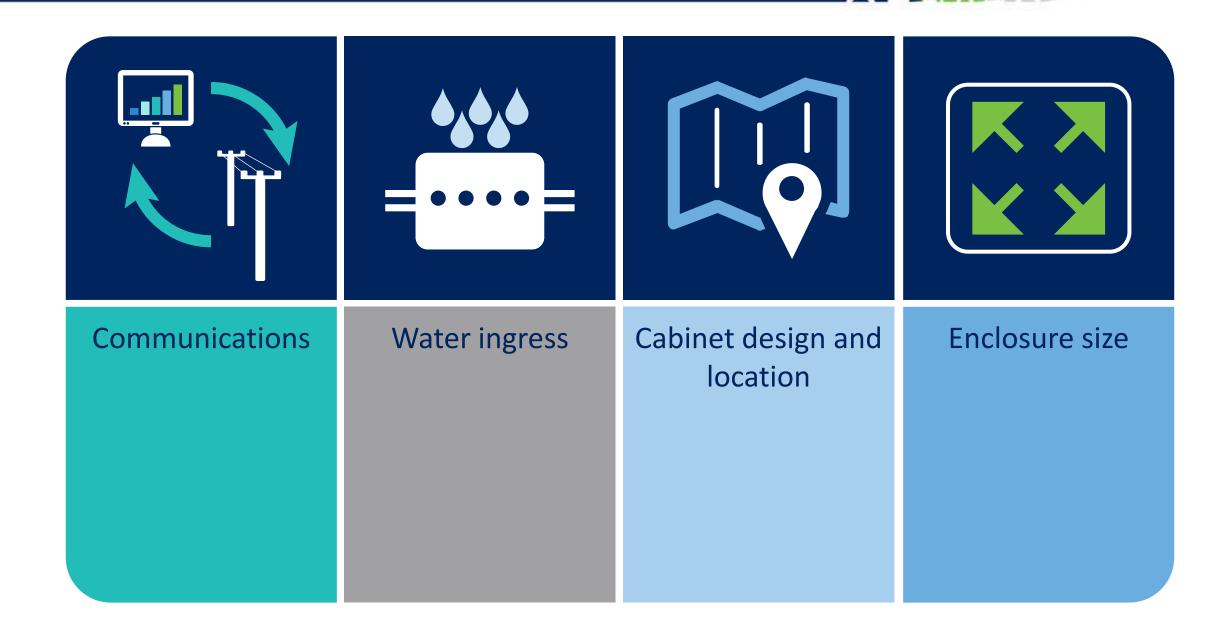


9 tap positions with 2% per step

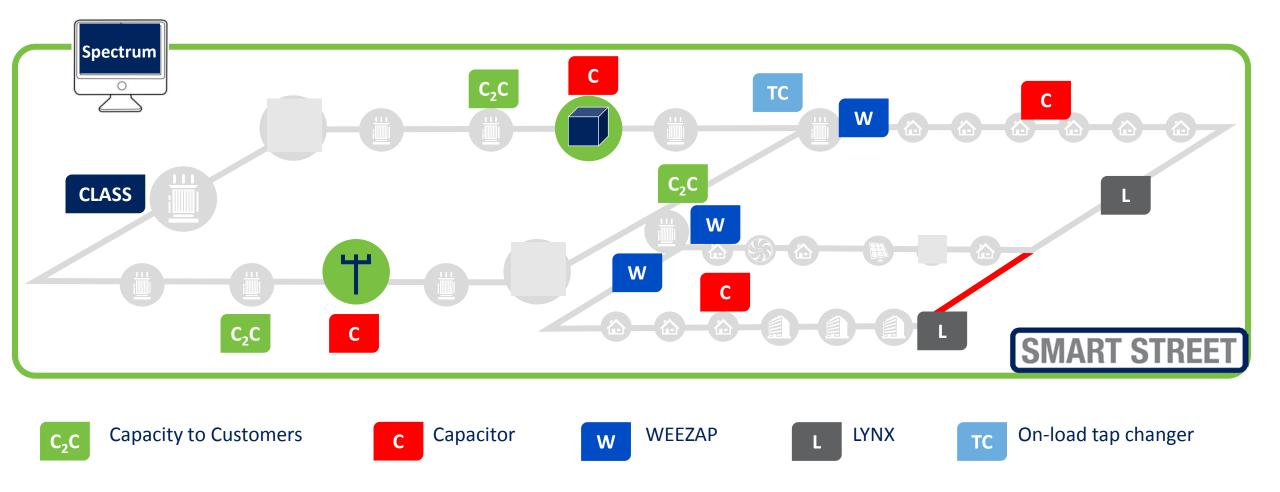
Nominal tap

Self regulating on loss of comms

Learning points – site installations



Network overview



Builds on C₂C and CLASS • Storage compatible • Transferable solutions



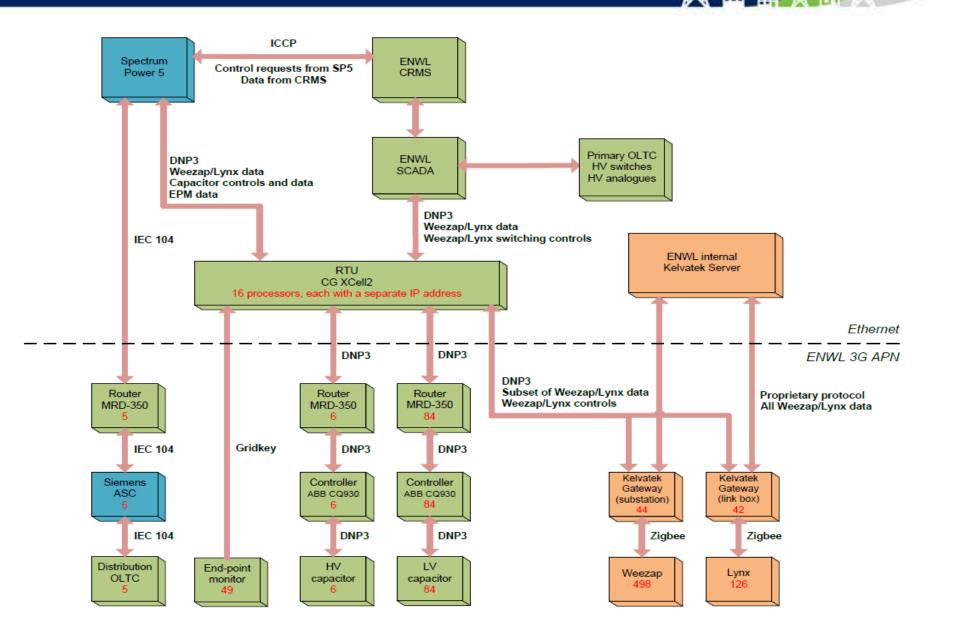


Optimisation module – DSSE/ VVC

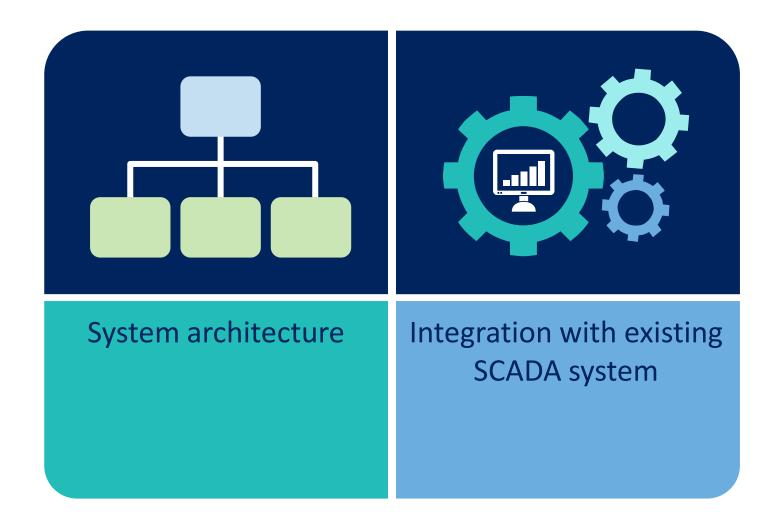


Linked to CRMS via ICCP link

System architecture







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Load Forecasting and ATLAS

Dr Rita Shaw

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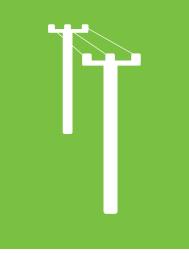


Forecasts or scenarios for strategic planning?

Our two NIA projects



ATLAS for grid and primary Identifying half-hourly true demand Weather correction P forecast approach Q forecast approach ATLAS for the secondary networks

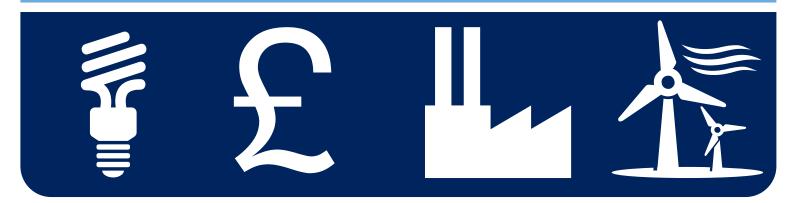


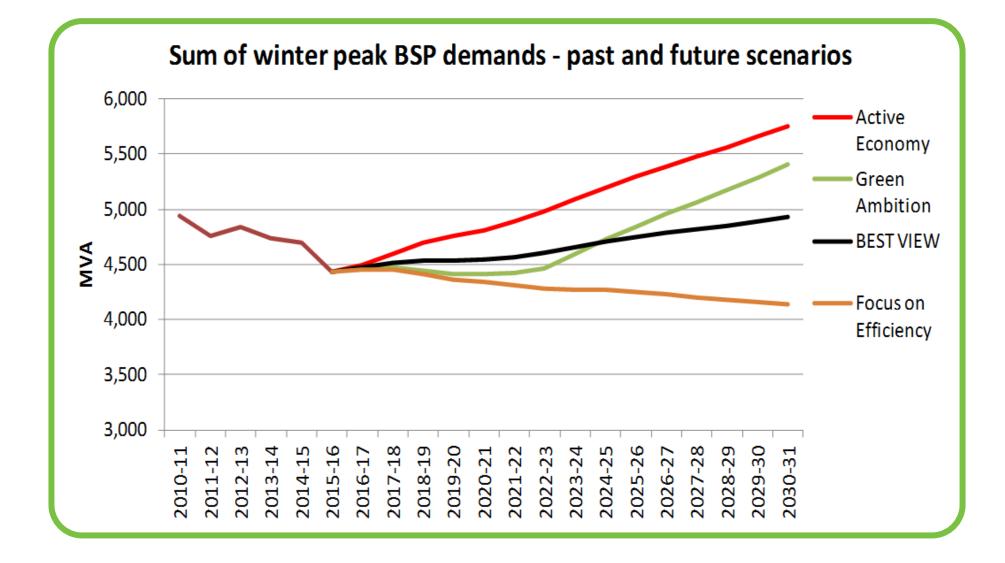
Final thoughts

Why could demand go up?



Why could demand fall?





Objectives of our work



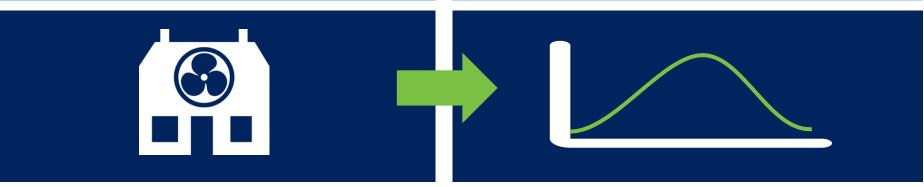
Credible demand and generation scenarios, reflecting uncertainty

Tailored to our region, assets and data

Support well-justified strategic planning of network capacity Enabling good decisions about solutions to capacity problems, and informed dialogue with National Grid and other stakeholders

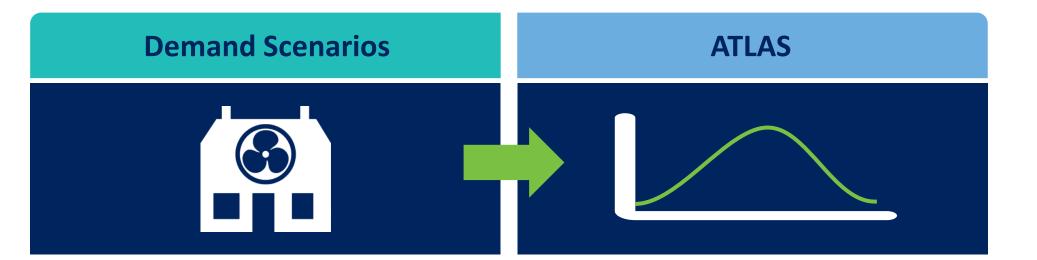


Demand Scenarios with Electric Heat and Commercial Capacity Options ATLAS (Architecture of Tools for Load Scenarios)



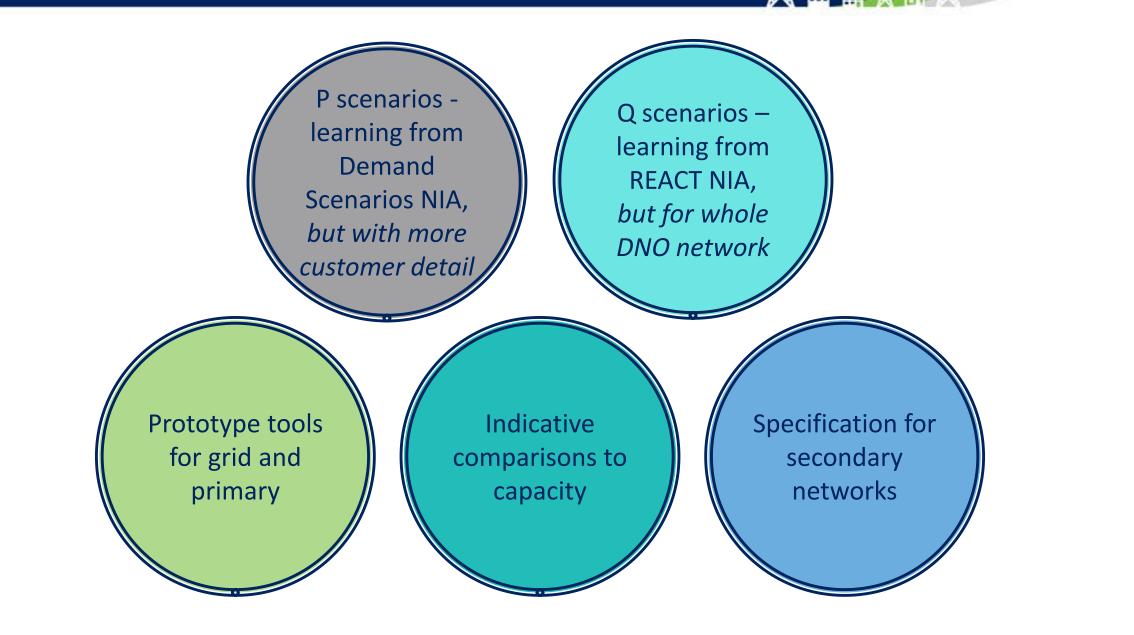
Winter / summer peak load April 2015 - October 2016

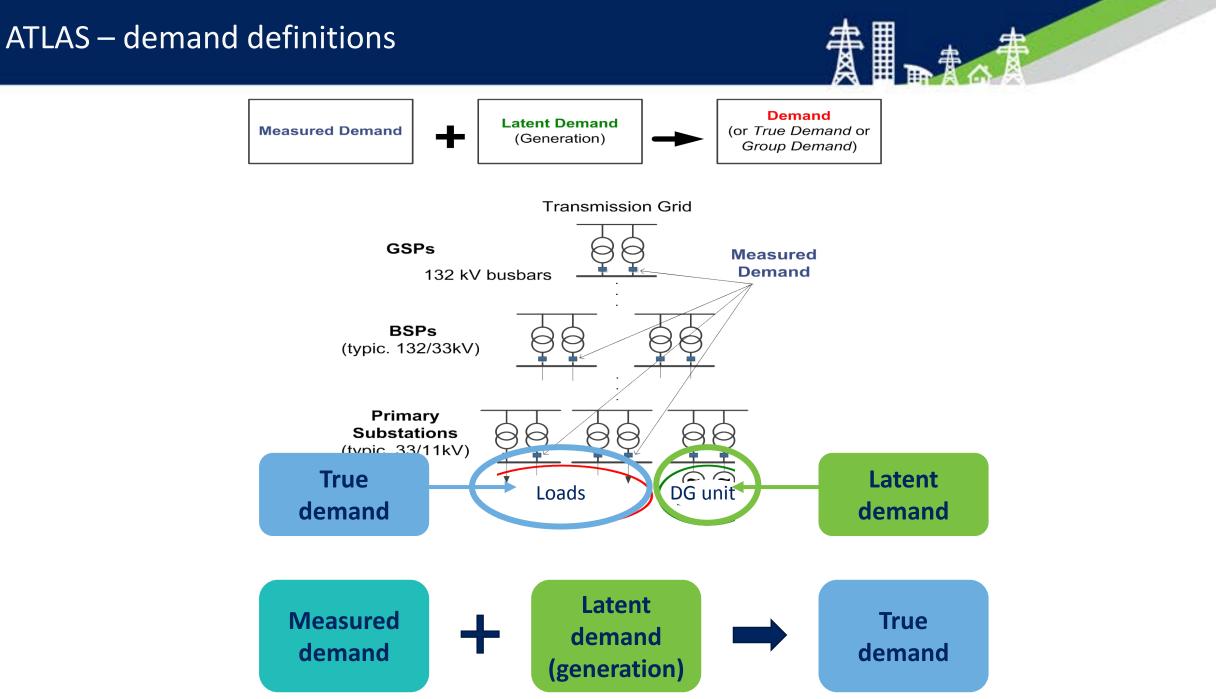
Expanded scope November 2015 – December 2017

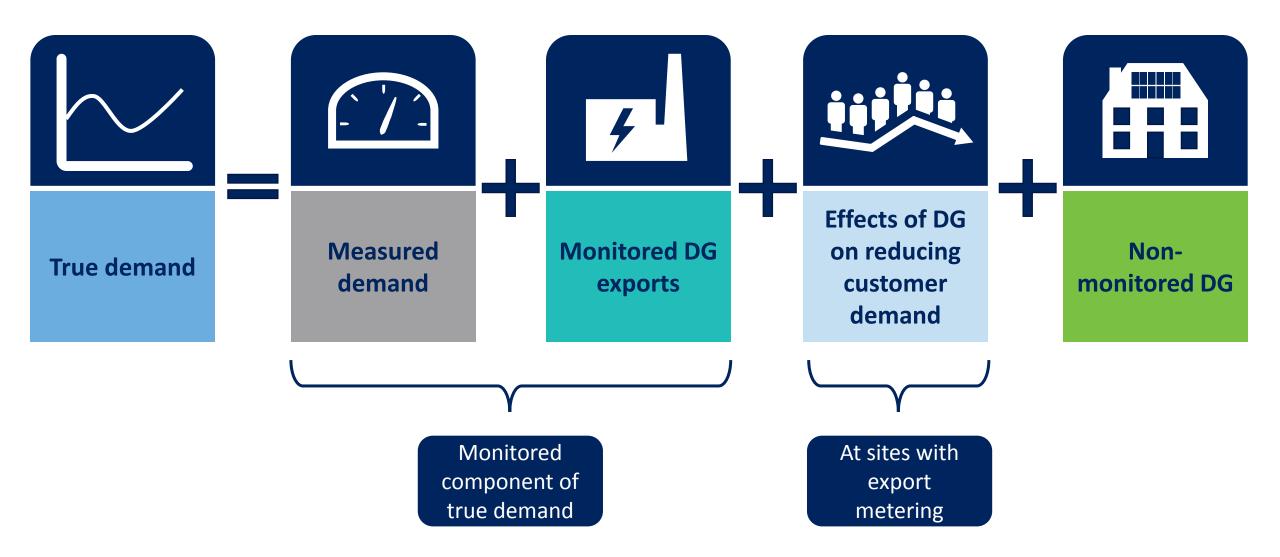


Based on domestic v. non-domestic and differences by local authority
Heat pumps and air conditioning – affecting winter and summer peaks
Efficient investment in peak capacity – the Real Options CBA model Half-hourly through year Monthly peak, average, minimum True demand and generation More detailed load model P and Q, then S and load factor

Expanding scope for ATLAS



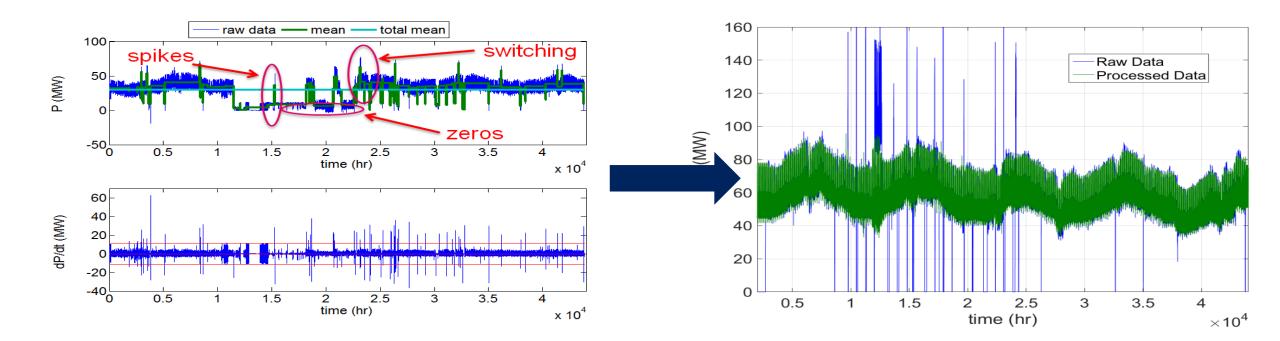




Identification of data problems

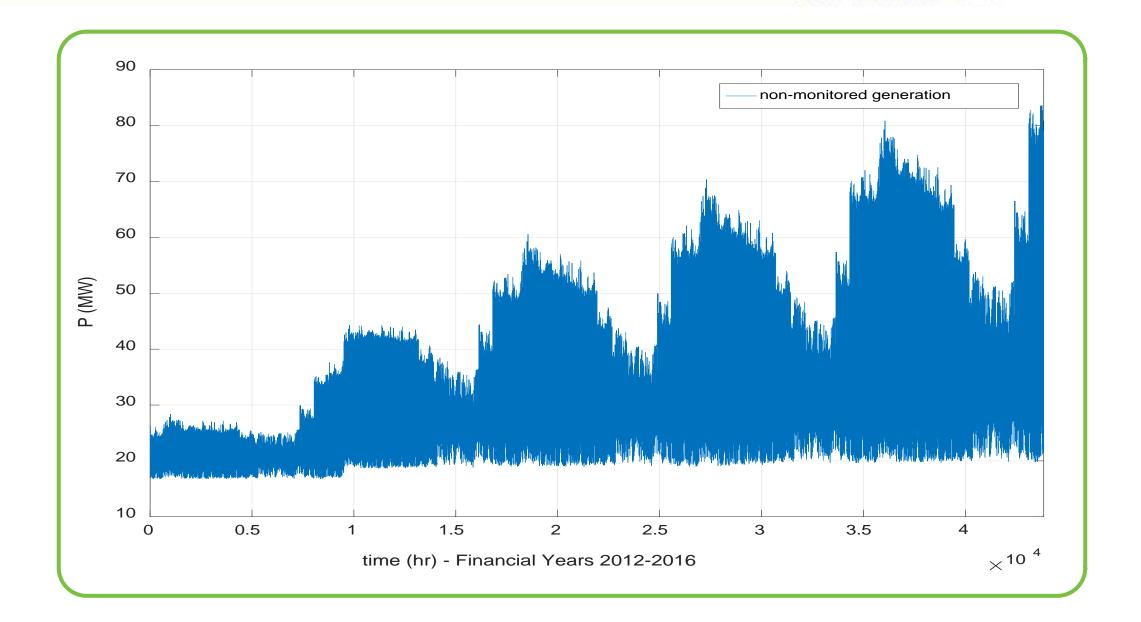


Data corrections (half-hourly & daily analyses)

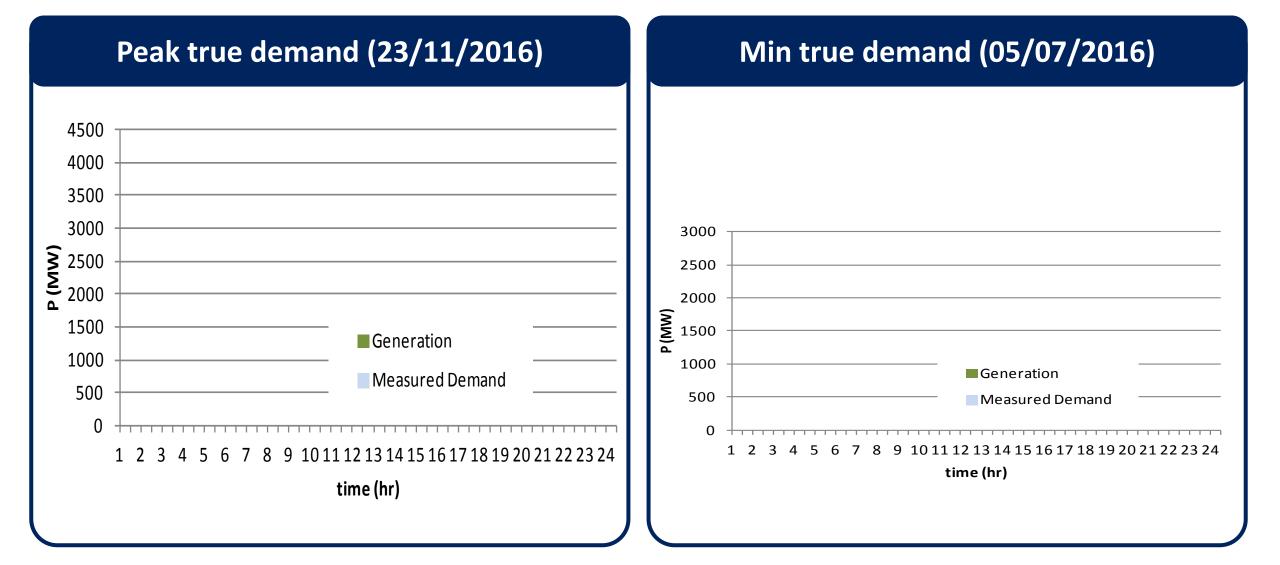


See detailed methodology at www.enwl.co.uk/atlas

Estimation of non-monitored generation - – early draft





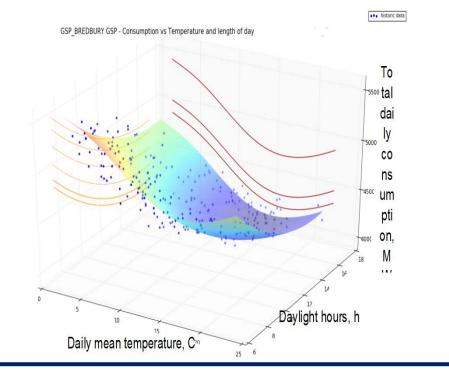


Substation-specific weather correction

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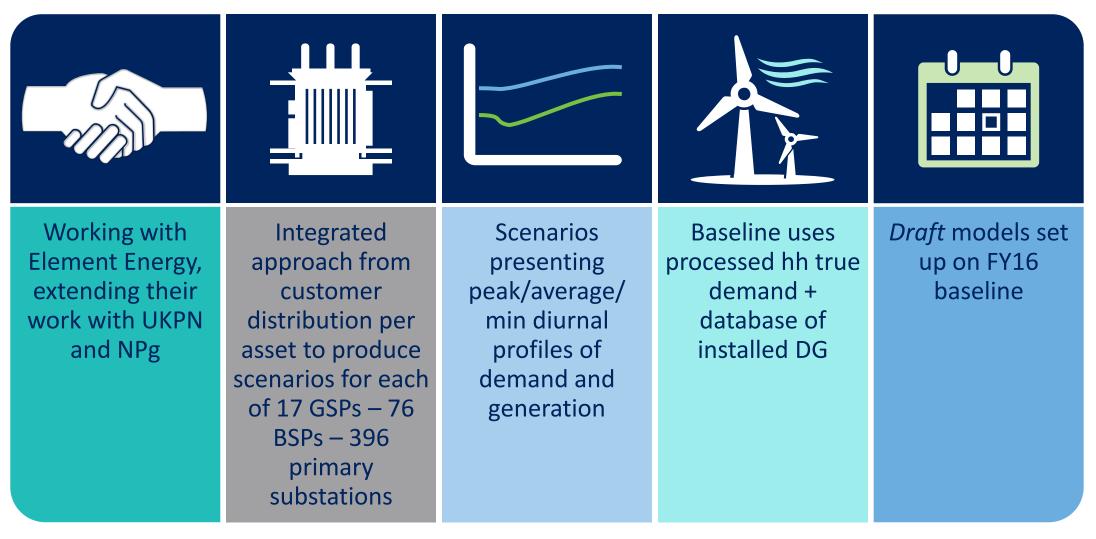
Daily demand over five years correlated with daily temperature and daylight hours

Next, the total daily consumption is plotted against temperature and daylight:



Half-hourly true demand scaled to the mean temperature range of that month based on 30-year regional weather history

elementenergy



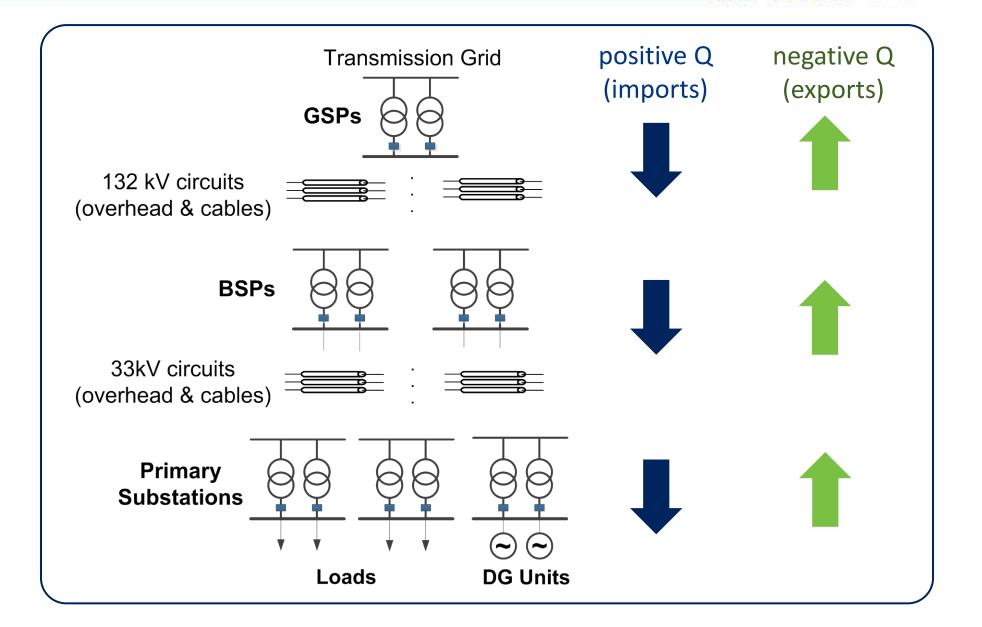
elementenergy



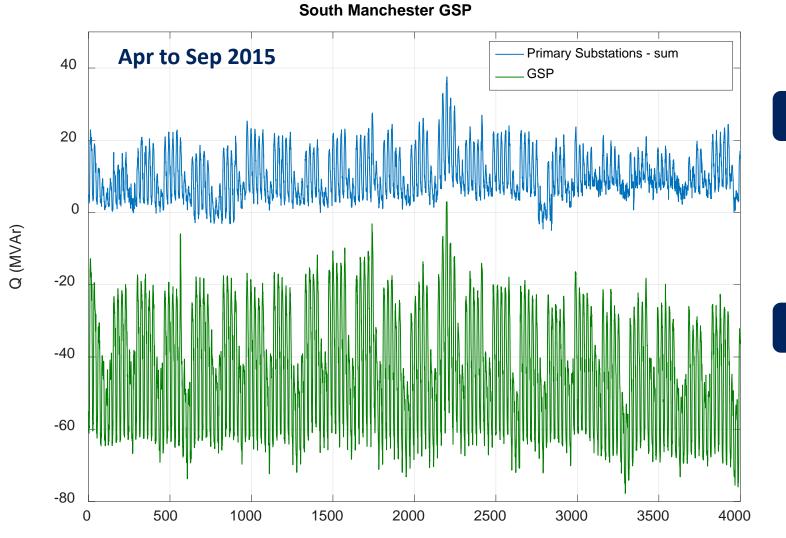
Underlying demand based on 35 customer archetypes matched to substations

Demand Technologies	Generation Technologies	Energy Storage Technologies	
Electric vehicles	Solar PV	Domestic storage (with solar PV)	
Heat pumps (domestic and I&C)	Wind	I&C storage behind the meter	
Air conditioning (domestic and I&C)	Micro and larger CHP	Frequency response	
	Flexible generation		
	Other generation		

elementenergy



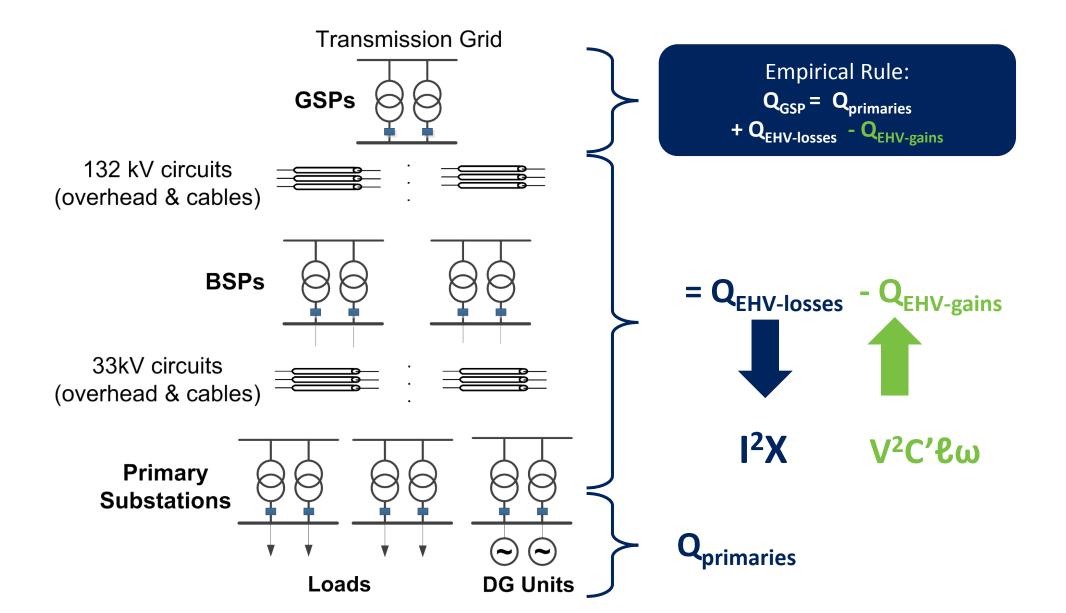
Q demand at GSP v. primaries



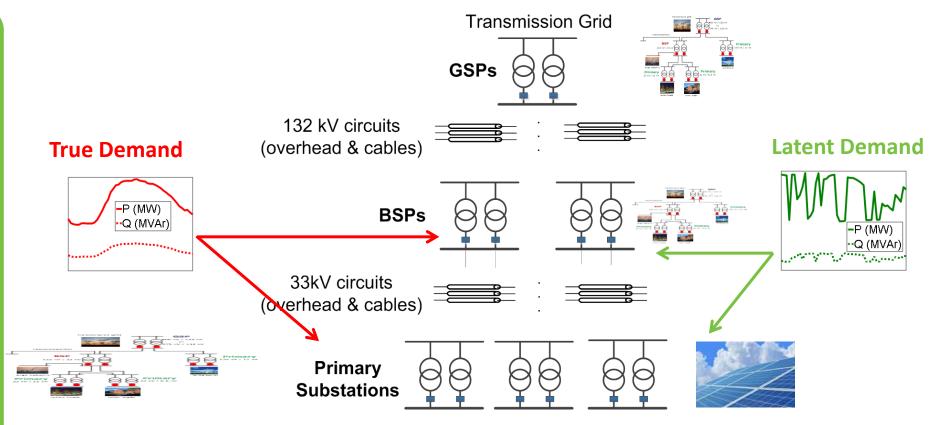
Aggregate of primary Q

EHV networks affect Q at GSPs

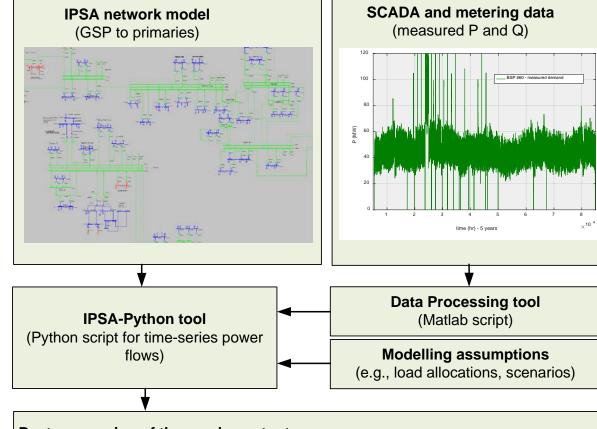
Simplified view of Q flows



Network Modelling Time-series analyses (ie daily simulation using operational aspects) **REACT** approach... but with enhanced inputs P and Q profiles at primaries (and BSPs for large customers)



EHV Q forecast – prototype tool



Post-processing of time-series outputs:

(Matlab script – automatic assessments)

- per scenario future Q profiles (from GSPs to primaries)
- loss profiles per asset and for whole network
- load factors (from GSPs to primaries)
- voltage and tap headroom profiles (132 to 11kV buses)
- half-hourly flagging of thermal and voltage issues per asset

Secondary networks – load analysis

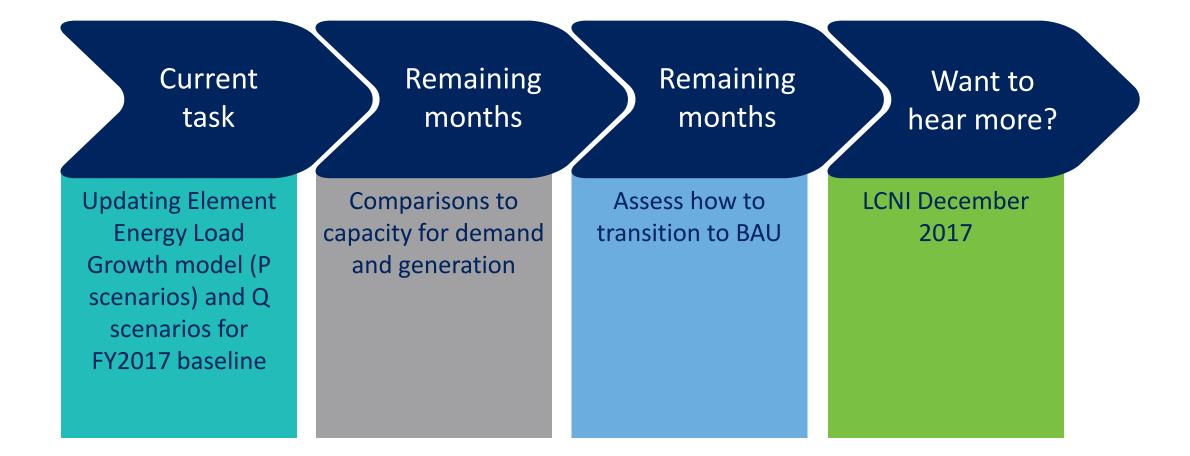
Existing system Load Allocation/ Future Capacity Headroom model Estimates hh load and peak load (utilisation) in FY23, FY31, FY51 for every asset based on HV metering and customers served

New baseline

In 2018, new improved load estimate as part of new network management system ATLAS will ...

Specify the new 'Future Capacity Headroom' model to use this





Oil Regeneration

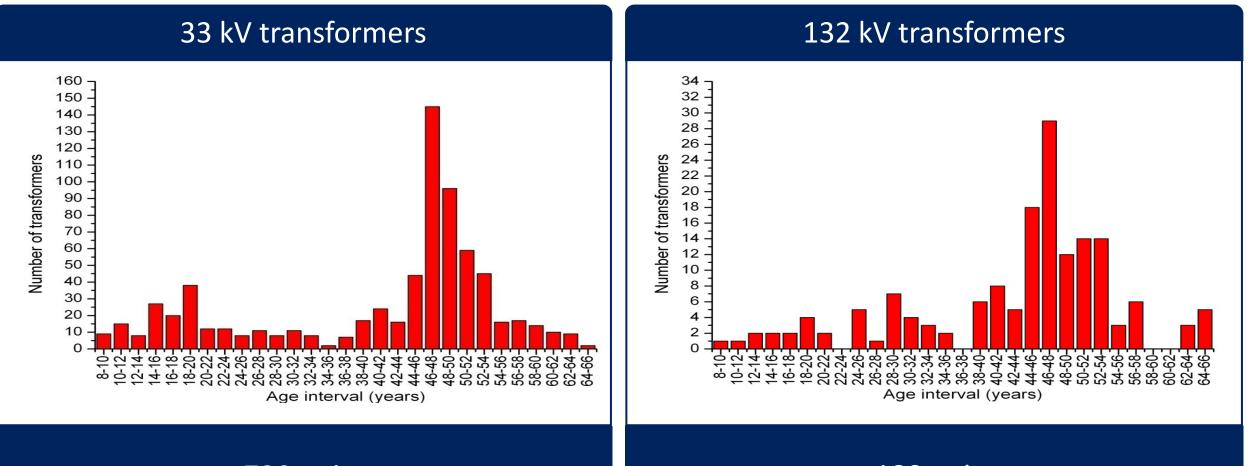
Dr Geraldine Bryson Innovation Engineer

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720 units 345 predicted end of life by 2023

180 units 45 predicted end of life by 2023

Ageing of oil-paper insulation system



Transformer's lifetime depends on mechanical strength of paper – the degree of polymerisation Ageing and degradation of insulation is complex Influenced by thermal, electrical, mechanical and chemical stress

Three parameters dominates ageing rate of oil and paper: temperature, water and acids



New modular oil regeneration unit



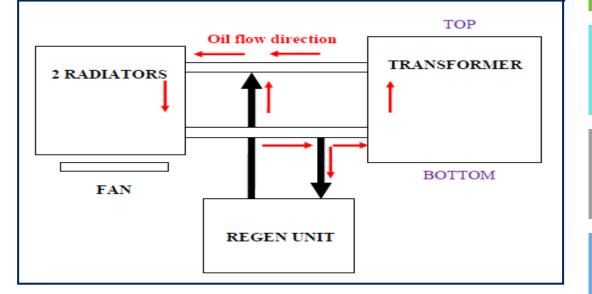


Heating & coarse filtering – regeneration – fine filtering – drying and degassing

Trial on a 132kV transformer at Bredbury GT3



Oil regeneration process and oil flow direction during transformer on-load





The oil circuit is broken between the transformer and the radiator

'Old oil' removed from the bottom

'Reprocessed oil' fed back at the top

Became apparent during the process that the transformer had to be 'on-load'

Oil regeneration unit had to account for hot oil flowing out from the top more quickly than cold oil flowing back into the bottom

Parameter	Before oil re- generation	2 months after oil re-generation	8 months after oil re-generation	4 Years after oil re- generation
Acids (mg KOH/g)	0.2	0.01	0.02	0.02
Water (ppm)	20	13	13	14
Furans (ppm)	0.09	0.09	0.1	0.12
Breakdown voltage (kV)	32	60	60	60
Hydrogen (ppm)	11	0	17	12
Methane (ppm)	6.8	3.1	6	6
Ethane (ppm)	2.9	0	0	5
Ethylene (ppm)	3	4.2	6	5.8
Acetylene (ppm)	2.1	0	2	4
Carbon monoxide (ppm)	370	60	230	371
Carbon dioxide (ppm)	3010	530	1070	2782

Learning

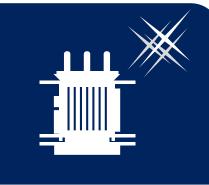












Optimum window to carry out oil regeneration Too early not cost effective Too late limited

benefit

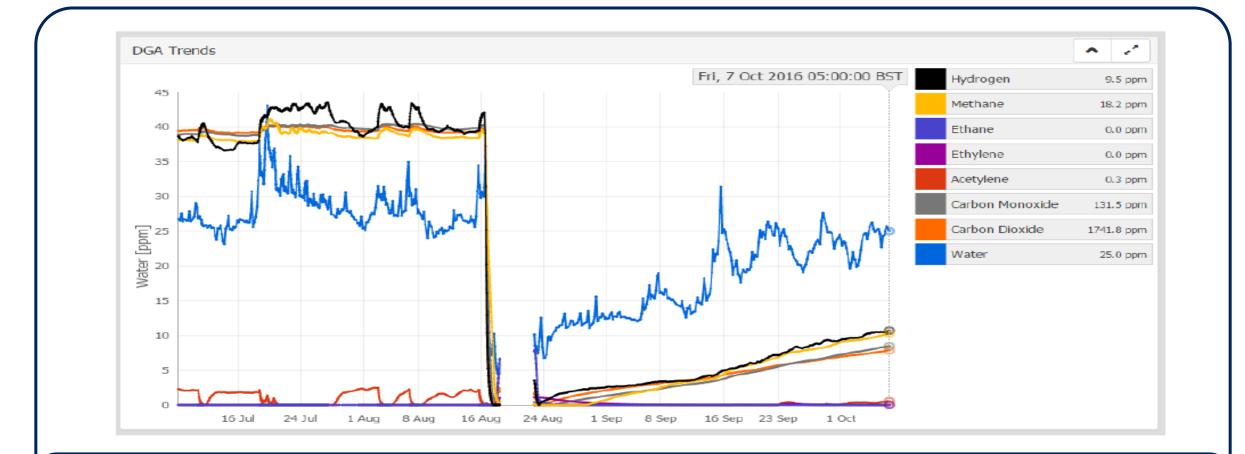
Stage 1 traditional oil cleaning process Water and

sludge in papers can migrate back into the oil We will apply a second stage process to clean papers 95% of moisture in the papers High temperature required -65/85°C

Accelerate natural migration of water and sludge back into oil Carry out second stage for 7 to 10 days

> 'cleans the papers' in the transformer

Trial of Stage 2 - Barton dock

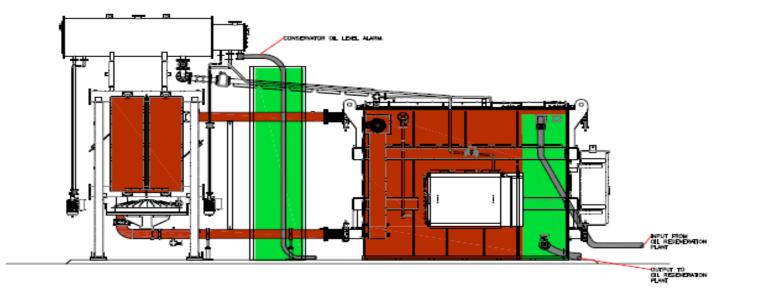


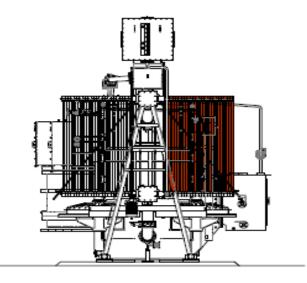
Not getting core hot enough yet - Ideally 65 to 85 Deg C

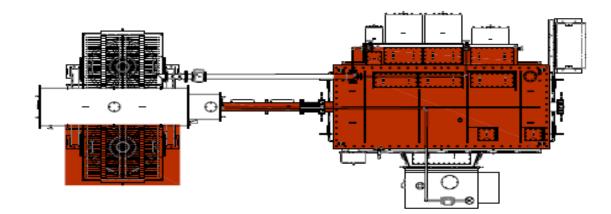
Barton dock was first attempt ran over a few days

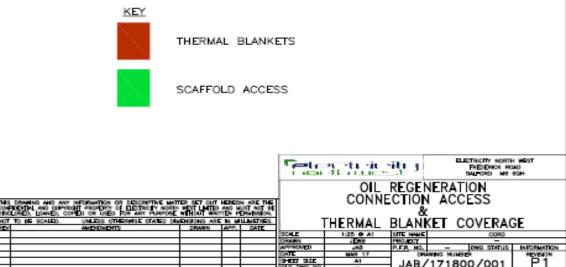
Moisture has returned to pre-regeneration levels

Improved acidity and breakdown strength







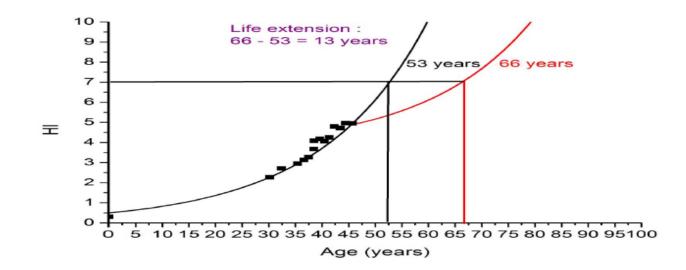


OT TO BE SCALED

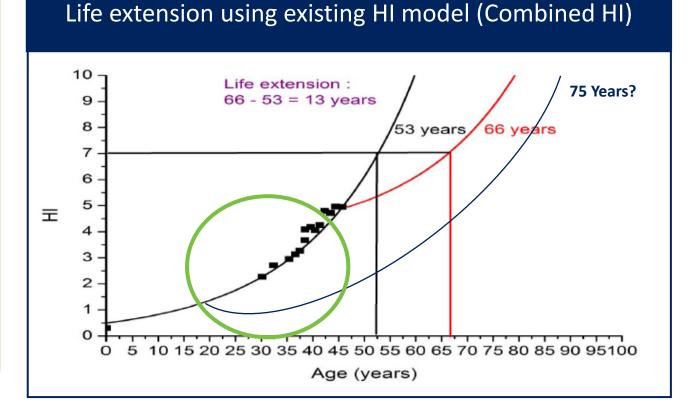


Life estimation of a regenerated transformer Key is how it impacts on the CBRM health index

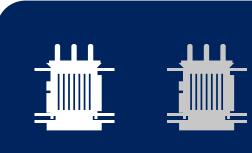
Life extension using existing HI model (Combined HI)

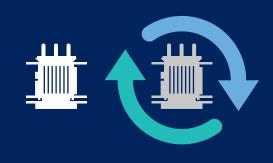


Before oil regen has 7 years left (HI reaches 7.0 @ 53 yrs) After oil regen has 20 years left (HI reaches 7.0 @ 66 yrs) Traditional life extension is normally at end of the assets life



What if we intervened earlier could we extended the asset life even further?









'Sister' transformers at various stages of design life have been identified Only one transformer per site will undergo oil regeneration Monitoring to compare oil condition and determine life extension Optimum point that oil regeneration can be applied to gain maximum benefit?

RIIO transformer management strategy

Transformer management	Oil regeneration	Replacement & refurbishment		
CBRM health index driven	Major contributing factor to CBRM health index	CBRM health index and inspection driven		
Cost effective intervention strategy	The timing of an intervention is critical to maximise the potential life extension	The chosen intervention(s) must be appropriate to manage the HI within unit cost		
Safe and reliable management of ENW's transformer fleet	Online condition monitoring	Online condition monitoring		

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Customer engagement challenges

5 July 2017 Impact Utilities

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Capacity to Customers





Accuracy of existing I&C contact information

Finding the most appropriate person to speak to

Range of senior decision makers involved (finance/ ops)

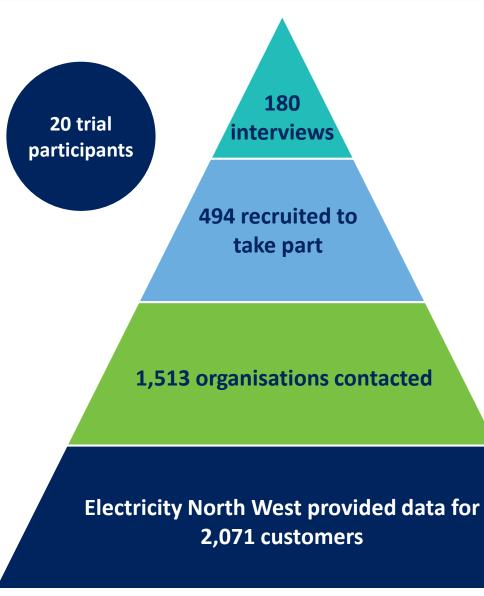
Lessons learned

An engaged customer panel is the most effective way of testing and refining customer communication materials

Incentives enhance response rates; online vouchers if completed within a certain timeframe and charitable donations

The majority of I&C customers prefer to take part in an online self-completion format

Customers respond better if approached by a contact at their respective DNO, rather than a third party aggregator



Respond





A niche I&C universe

Risk vs. reward

Contracts already in place (STOR)

Lessons learned

Produce a range of communication materials with a breadth of technical complexity to satisfy varying stakeholder needs

Increasing the incentive to encourage early survey completion is an effective strategy

Consider recruiting an appropriate cross section of respondents, able to effectively represent their organisation

It is important to clarify key units of measurement and terminology used with the survey

0 trial participants to date 303 identified to complete electronic survey Telephone screened to ensure the organisation met key criteria to provide an FCL service

91

Electricity North West provided data for 1,639 customers

Power Saver Challenge



4 surveys 250 home energy visits completed 335 households signed up

1,639 households in the Heaton Moor and Heaton Norris areas

The challenges

Doubting that behaviour change would stimulate reductions in bill prices, perceiving there to be no need for energy saving advice and/or it not being a convenient time to dedicate full attention to the challenge.

Lessons learned

Similar challenges should be launched in the spring to allow sufficient time for recruitment

Link the project to trusted local groups (eg local authority) to overcome lack of DNO awareness – distinction vs suppliers

Use appropriate recruitment approaches for different customer groups (door knocking, telephone, f2f events)

Opportunity to win a prize was not an important aspect of the project, saving money through reducing bills was

Value of Lost Load





Customers have limited understanding of a DNO's responsibility and require education

Customers find it extremely difficult to imagine, or are unwilling to accept, future scenarios around electricity demand

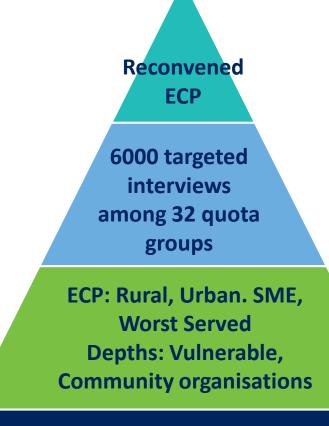
A large number of attributes to include in a trade off exercise, requiring complex rotations

Lessons learned

A mixed methodology approach is beneficial, allowing flexibility in recruitment of niche respondents such as EV users

It is important to pilot a draft survey instruments with a range of customers who have no prior knowledge of the project

Keep explanatory text simple, non-repetitive and to a minimum to prevent the loss of important information Use annotated images to help explain things



c.60 million people (2011 census)

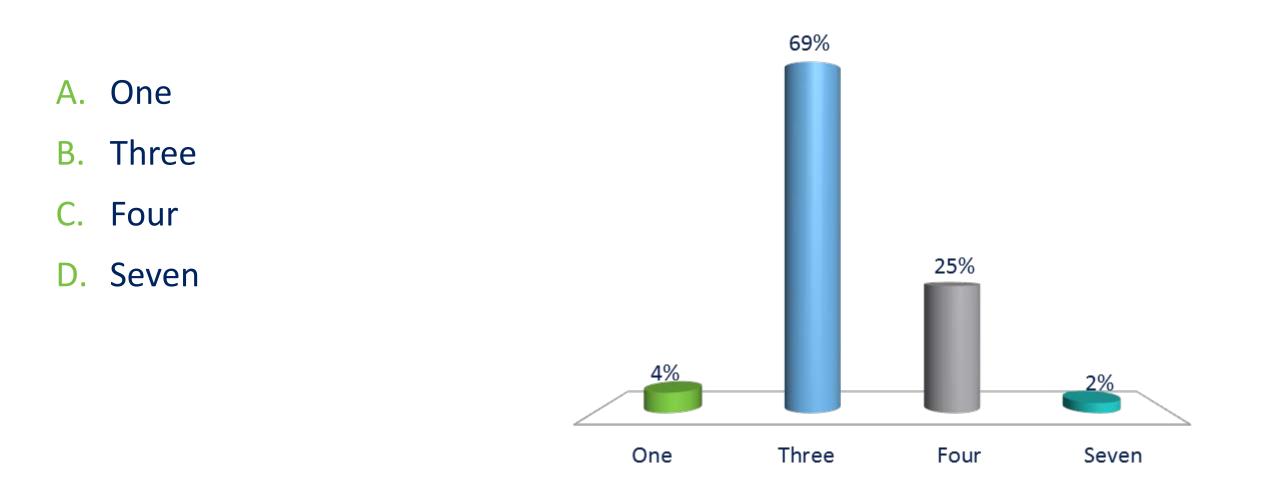
Quiz

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How many fault current limiting techniques are part of the Respond project?



1954

1960

1965

1970

Α.

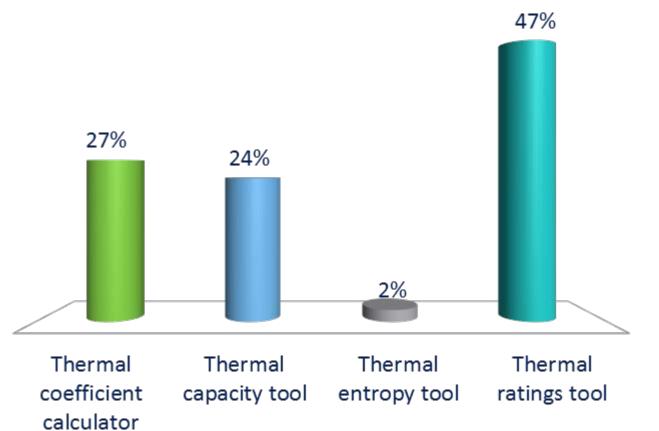
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64% 18% 10% 8% 1965 1954 1960 1970

- A. Thermal coefficient calculator
- B. Thermal capacity tool
- C. Thermal entropy tool
- D. Thermal ratings tool

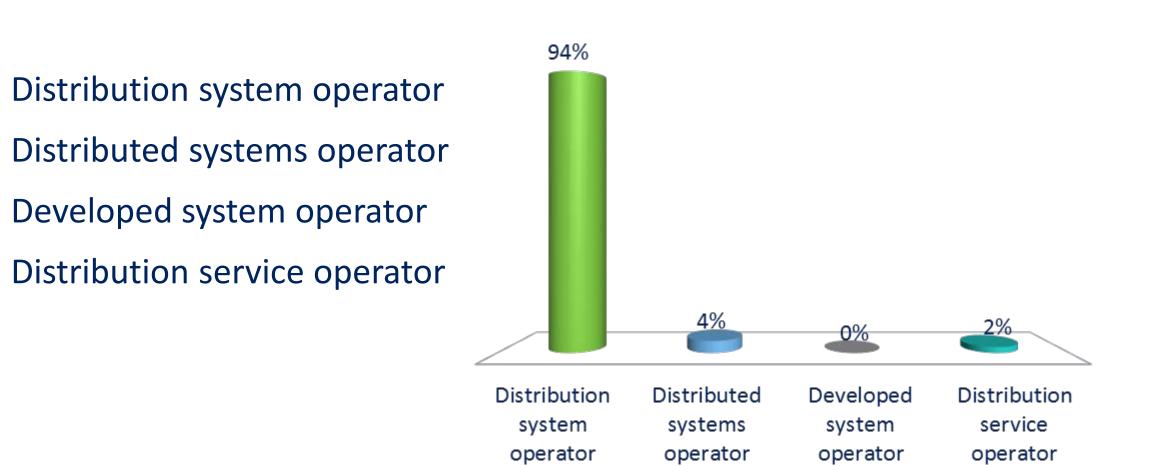


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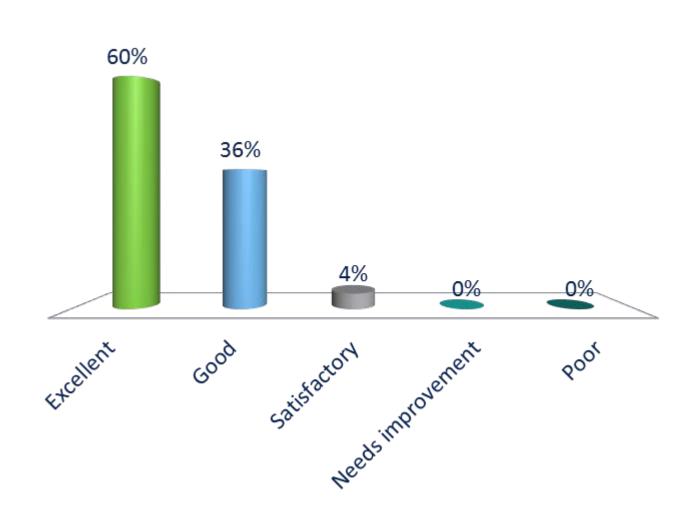
Feedback

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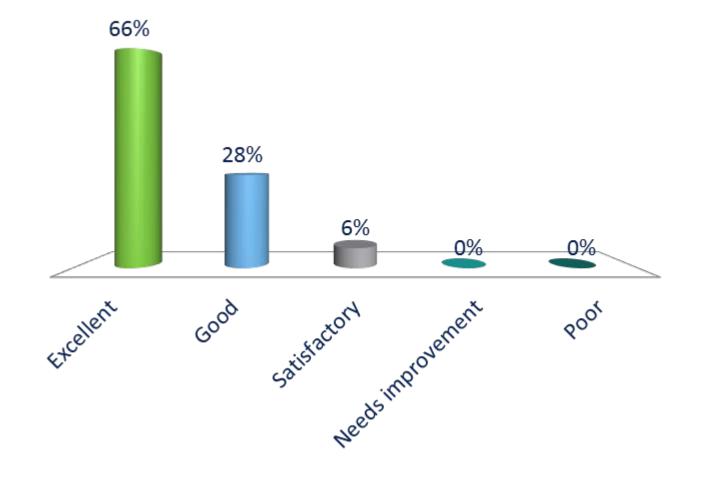
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- A. Excellent
- B. Good
- C. Satisfactory
- D. Needs improvement
- E. Poor



How do you rate the event 's format ie large presentations, partner networking and breakout sessions?

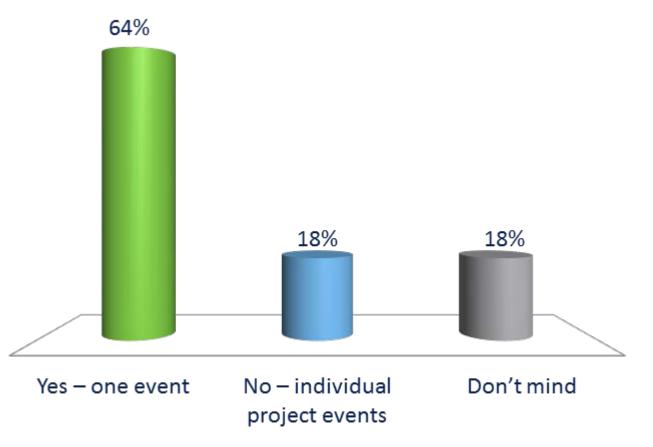
- A. Excellent
- B. Good
- C. Satisfactory
- D. Needs improvement
- E. Poor



Do you prefer to have one annual learning event rather than several project-focused events?

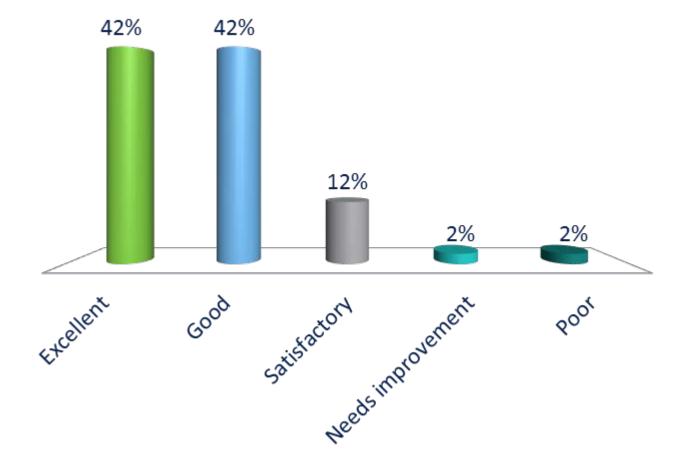


- A. Yes one event
- B. No individual project events
- C. Don't mind



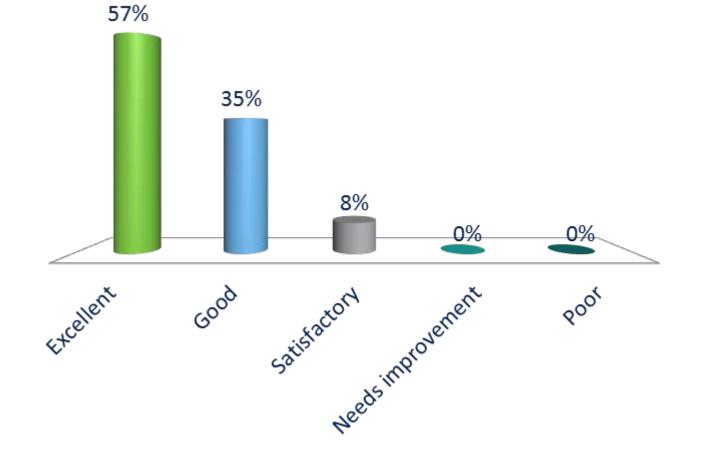
How do you rate the event for questions and networking opportunities?

- A. Excellent
- B. Good
- C. Satisfactory
- D. Needs improvement
- E. Poor



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- A. Excellent
- B. Good
- C. Satisfactory
- D. Needs improvement
- E. Poor



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Thank you for your time and attention