6 January 2015

Dear Customer

We’re working on the electricity network in your area
Smart Street Technology Installation

You may recall having recently received a leaflet from Electricity North West. This outlined the vital role we play in maintaining the electricity network, to provide homes and businesses in North West England with a safe and reliable supply of electricity.

It also explained our responsibility to plan for the future, to ensure our network is able to meet the expected increase in demand as the use of fossil fuels decline and we become much more reliant on electricity.

I enclose a further copy of this leaflet, which gives more information about the ‘Smart Street’ technology we will soon be trialling in your area. This technology will use our existing network in a smarter way, to cope with future growth in demand. This is one of a number of initiatives being trialled by Electricity North West to ensure that you and your neighbourhood continue to receive the power that you need in years to come.

How this affects you

The most suitable locations to connect this technology have been selected and we are writing to notify you that equipment will shortly be installed in a new cabinet, in the public footpath in your area.

We will start digging in the footpath within the next few weeks to connect this equipment and the work will take approximately 10 days to complete.

We do not envisage that there will be any need for access to your property. However, should this be required for any reason, we will contact you personally to make specific arrangements.

Your electricity supply will not be interrupted by the installation of this equipment.

If you would like to find out more about this work or the project in general, please call our Future Networks team on 0800 195 4141 and choose option 2 then option 4. Alternatively,
text the word Smart to 87070 and leave your name and a brief message. You can also visit our website at www.enwl.co.uk/smartstreet or write to us at:

Future Networks
Electricity North West
Technology House
Salford
Gt. Manchester
M6 6AP

Please be assured that we will do our very best to keep any disruption to a minimum. I would like to take this opportunity to apologise in advance for any inconvenience caused by this work and thank you for your patience.

Yours sincerely

Tracey Kennelly
On behalf of the Smart Street Project Team
Electricity North West

Call: 0800 195 4141 (24 hours)
Email: enquiries@enwl.co.uk
Tweet: @ElectricityNW