

The logo for Electricity North West, featuring the company name in a white, sans-serif font against a dark blue background. A thick green arrow points from the top right towards the center of the page, passing over the logo.

electricity  
north west

Bringing energy to your door



# Investing in Lancashire

## West Lancashire Stakeholder Overview

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# Who we are and what we do

Electricity North West Limited is one of the UK's 14 electricity Distribution Network Operators (DNOs). We are responsible for maintaining and upgrading over 56,000km of network and nearly 36,000 substations across the region. We supply electricity to the diverse communities in the North West which extends from Macclesfield all the way up to Carlisle. We are regulated by the Office of Gas and Electricity Markets (Ofgem) who provide DNOs with the licence to operate and ensures that we are providing the best service to our customers.

We're proud to power the lives of over five million customers in the North West including 1.2m in Lancashire and from 2015 - 2023 we're investing £1.8bn into the network to continue to deliver safe and reliable electricity in the North West.

This document highlights our investment work in Lancashire, including an overview of the reliability of our network in your area. All information is correct as of November 2018.

## Our Operational Area



We divide Lancashire into two areas - West Lancashire and East Lancashire. The figures included in this document relate to our operational definition of Lancashire.

East Lancashire



# Lancashire's electricity network

From National Grid into your home and communities, our network in Lancashire consists of overhead lines and underground cables that keep your life running everyday.

## How the network works

132 KiloVolts (kV)



The voltage of electricity we receive from National Grid.

33kV and 11kV

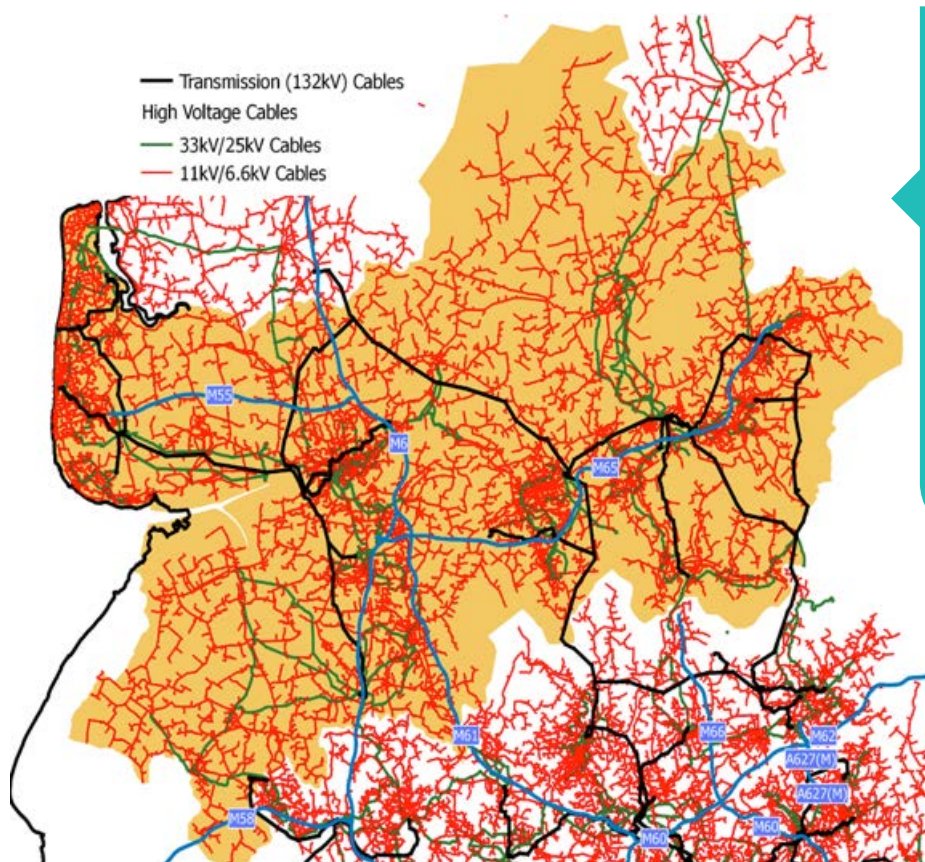


We reduce the 132kV down in our substations to feed our communities.

415/240 volt



This is further reduced to feed homes and business.

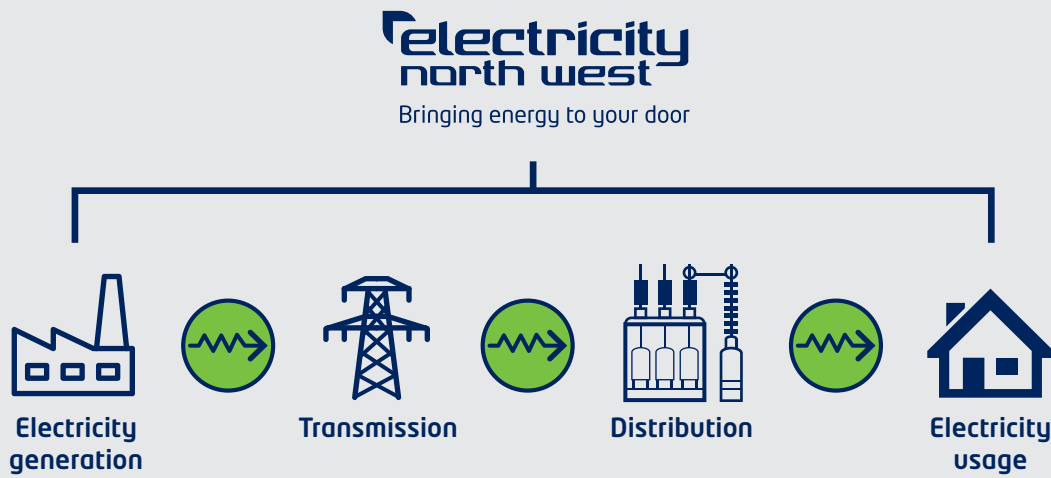


The map shows overhead lines and underground cables across the Lancashire network, highlighting densely populated areas such as towns and business parks- this is where most of our network is located to serve the demand for electricity.

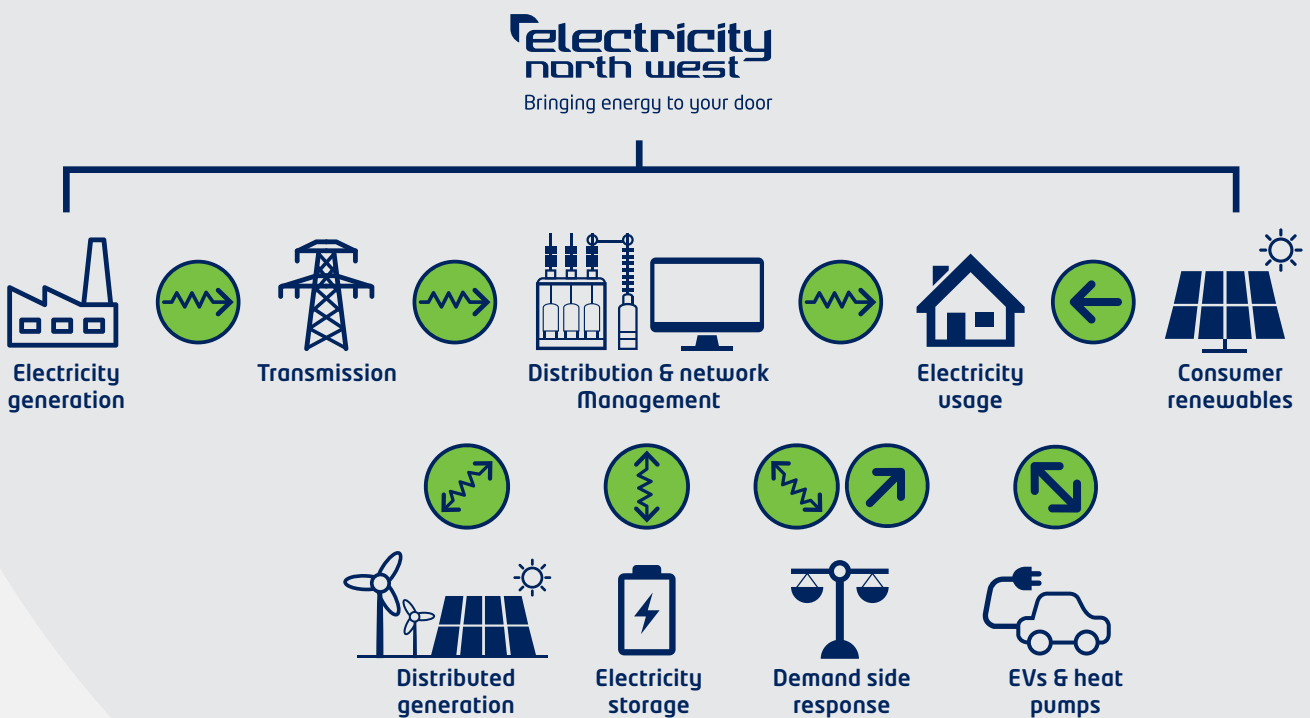
# Our role is changing...

The way households and businesses use electricity, and the way it is generated, transported and traded, is changing rapidly. These changes require us to be more proactive and adaptable in network management and develop new types of relationships with our stakeholders.

What was once simple and one directional...



.... is now more complex and multi-directional



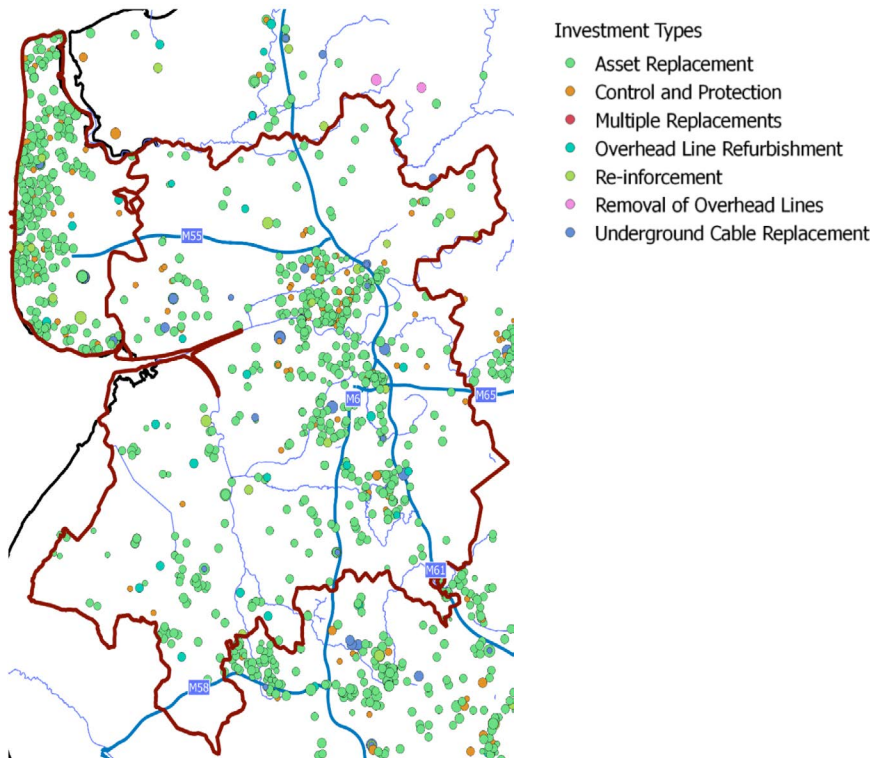
# Investing in your area

We are investing over £23m in West Lancashire from 2015-2023. This investment will deliver continued improvements and upgrades on the network to ensure we provide a safe and reliable network for years to come. So far, investments in West Lancashire include:



## Investment projects in West Lancashire

The investment pattern broadly aligns with the pattern of population, with clusters of investments in areas which have either seen, or are expected to see an increase in population over the coming years.



## Avenham Primary substation replacement work

The Avenham primary substation comprises of two primary transformers and two switchboards that were originally manufactured in 1963. Due to their condition, we have decided to replace all assets including, installing flood improvement measures at the substation to ensure a reliable and secure network.

Total spend  
**£1.7m**

Customers  
affected  
**Over  
3k**

Finish date  
**March  
2023**

## Ribble to Wrightington and Higher Walton high pressurised cable

Oil insulated cables are being replaced in these circuits due to their poor performance and potential risk to the environment. Cables of this type are now obsolete and are being replaced with solid, non-oil insulated cables which are environmentally safer and will provide power to local communities for years to come.

Total spend  
**£8.2m**

Customers  
affected  
**29k**

Finish date  
**March  
2021**

## Blackpool overhead line refurbishment

As part of the inspections on the 132kV circuit in Blackpool, it was found that 10 of the towers were showing corrosion and required refurbishment. These have now been refurbished with the additional replacement of a modern conductor.

Total spend  
**£900k**

Customers  
affected  
**Over  
8k**

Finish date  
**August  
2018**

# Reliability

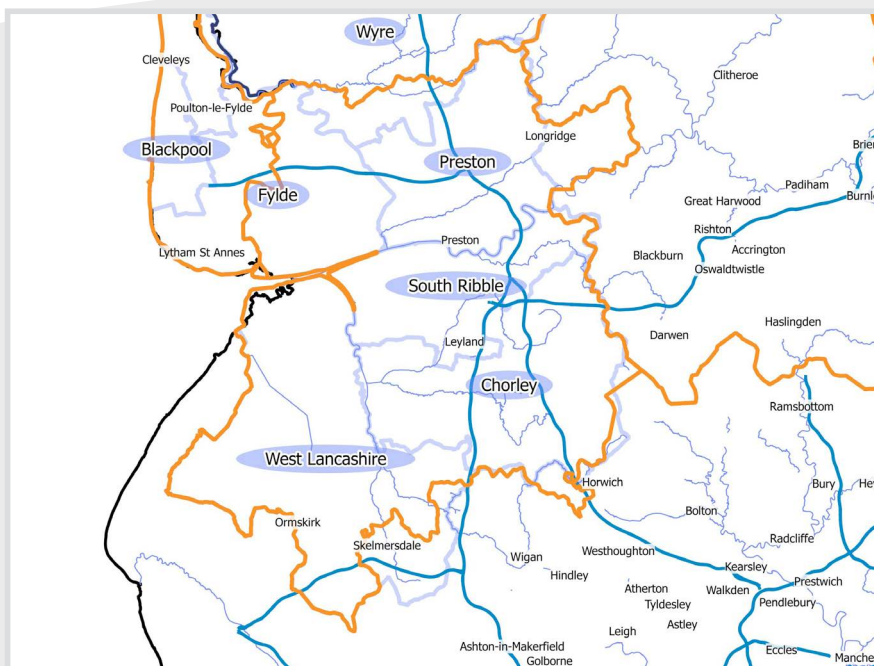
We can measure the reliability of our network by how long and how frequent faults occur on the network.

We recognise our responsibility to provide a reliable and safe network for our customers and when our customers do experience a loss of power due to planned investment, maintenance, or due to faults we try and restore power as quickly and safely as possible.

When your power goes out, it is our top priority to get you back on as quickly as possible. Power outages are influenced by factors such as:

- type of fault, e.g. underground or overhead
- location
- adverse weather- when it isn't safe for our engineers to work
- cause of fault

On average you may experience power cuts more frequently in certain areas. The information collected from each power cut is used to help inform our investment decisions to carry out reinforcement and replacement work on the network to reduce the frequency of power cuts.



## Average durations and average time between power cuts in West Lancashire

- Average duration you can expect to be off supply
- Average time between power cuts

Wyre

2 years

88mins

Blackpool

9 years

134mins

Fylde

5 years

106mins

Preston

4 years

95mins

South Ribble

3 years

102mins

Chorley

3 years

89mins

West Lancashire

1 year

79mins



# Customer service






We are committed to providing the highest quality of customer service for our region.

**Our Priority Services Register provides additional support to customers who may need extra assistance during a power cut. Our dedicated welfare team provide customers with regular updates and advice to keep them safe and comfortable until their power is restored.**

In West Lancashire we have over 130,000 customers on our Priority Services Register which accounts for 61% in Lancashire and 16% of all registered customers in our region.



## Our Priority Services Register is a free service and benefits include:

	<b>Regular updates</b>	Receive updates about the services we offer including if there is a power cut in your area
	<b>Welfare packs</b>	We can provide practical items such as warm blankets, hot flasks and torches to help support you during a power cut
	<b>Nominated contact</b>	Nominate a friend or family member for us to keep updated in the event of a power cut
	<b>Weather updates</b>	Receive text message weather alerts
	<b>Password sign up</b>	Register a unique password so if we ever need to visit you at home you feel safe knowing we are who we say we are

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

# Incentive on Connections Engagement

## Striving for excellence in engagement

We work hard to make sure that we fully understand the needs of our connections customers and stakeholders. Each year we set new targets and commitments to improve our customer service.

In 2015, Ofgem introduced a regulatory incentive scheme for Distribution Network Operators (DNOs), known as Incentive on Connections Engagement (ICE). The scheme was introduced to help improve our ongoing engagement with connections stakeholders and to ensure that we deliver our commitments.

Each year we work hand in hand with our connections stakeholders to deliver a calendar of engagement activity from newsletters to workshops, surgery sessions to webinars. Underpinned by regular update bulletins and quarterly briefings on the progress of our commitments, we make every effort to make sure our connections customers receive the best possible service.

Want to know more about ICE?

To find out more and get involved in our annual ICE programme, visit: [www.enwl.co.uk/ice](http://www.enwl.co.uk/ice) or email [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk)



# Contacts in your area

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Together we  
have the energy  
to transform our  
communities



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