



## WELCOME



Welcome to our first newsletter to keep you up to date with developments that are taking place within UK Power Networks, the company which delivers electricity to your home or business.

Our teams work hard, usually behind the scenes, to keep the lights on and fix any problems if and when they happen, regardless of who you pay your electricity bill to.

It's impossible to predict the year ahead but two things remain central to us at UK Power Networks in 2017: keeping the public and our staff safe and maintaining and improving customer satisfaction levels.

In surveys, 86% of people were satisfied or highly satisfied with the service that they received – and that's often after they've been inconvenienced by a power cut. In addition, we were the lowest cost Distribution Network Operator (DNO) in Britain, which means we operate for an average annual cost per domestic customer of £75 - 13% below the industry average.

This does not mean that we can afford to be complacent. We are always seeking to improve our performance and the feedback we receive from stakeholders like you helps us shape our plans and priorities so we can better meet your expectations. You can find more information about the different ways we engage with stakeholders in this newsletter.

We hope that you find the newsletter both informative and interesting, and please do take a couple of minutes to reply to the questions in the covering email to let us know how you would like us to stay in touch with you.

Basil Scarsella, Chief Executive Officer

*"UK Power Networks provides power to over 20m people in 8.2m homes and businesses across London, the East and South East of England."*

*"We deliver a safe, reliable network for our customers. Our costs will remain broadly flat in the coming years and will actually decrease in 2018/19."*

*"We employ over 6,000 people, have an industry-leading apprenticeship programme and provide opportunities for ex-military personnel."*

## ELECTRIC VEHICLES



Electric vehicles are expected to play an important role in achieving the UK's targets for improving air quality and reducing carbon emissions. Just five years ago there were only 2,500 electric vehicles in the UK – now

there are almost 80,000 and that number is predicted to rise to more than 7m in the next 30 years.

In a trial project, we recently converted some street lights, connected to our electricity network in Kensington and Chelsea, into charge points for electric vehicles – a first for central London.

Local authorities that are relatively advanced in their plans and ready to submit an application for EV charging stations, can meet one of our expert engineers before they request the necessary electrical work to connect new facilities to our electricity network. At this stage many organisations have questions and would appreciate an outline of the work and timescales involved, which we can provide.

## STAKEHOLDER ENGAGEMENT

Understanding your views is important to us and there are a number of ways you can join in discussions:

- ➔ Community roadshows: Larger meetings provide information about UK Power Networks and feedback on specific projects
- ➔ Critical Friends Panels: Small meetings in each of our regions help us prioritise our projects and plans
- ➔ CEO Panel: Senior leaders from consumer groups, business and charities contribute to our strategic plans
- ➔ Forums: Subject-specific meetings, where organisations and individuals with similar interests or expertise work with UK Power Networks to co-design services
- ➔ Focus Groups: Small meetings of selected stakeholders help us increase our understanding of a specific issue
- ➔ Newsletters: Providing regular updates on our work.

If you would like to be involved in any of our engagement events, please reply to the covering email.

## HELPING YOUNG LONDONERS GAIN WORK EXPERIENCE AND SKILLS

UK Power Networks is leading the London Youth Engagement Programme which aims to support young people Not in Education, Employment or Training (NEETs) into practical, valuable and relevant work experience.

Whilst the UK has unprecedented youth unemployment, the energy and utilities sector has an ageing workforce and will increasingly need to recruit competent, skilled and work ready individuals.

This focused programme removes any recruitment barriers at London's energy and utility companies, to offer young people quality work placements in real working environments, as well as mentoring and coaching, so they are prepared for the workplace through guided training programmes.

We are keen to engage with a diverse range of young people outside our usual audience. We have been successfully running this programme in London and are now looking to roll it out across our networks in the East and South East of England.

We are also in the early stages of mirroring the format of this programme to develop a work experience initiative for Services

personnel looking to leave the Armed Forces and begin the next chapter of their careers in the commercial world. We hope to see the first intake of this new programme in late 2017.



Former recruits to the London Youth Engagement Programme along with trainer, Lee Perkins (left) and recruitment specialist, Emma Barbour (centre).

## TAKING CARE OF VULNERABLE CUSTOMERS DURING A STORM



On February 23, the high winds and rain of Storm Doris battered the UK. The storm severely damaged our network in the East of England and our staff worked incredibly hard to get nearly everyone affected reconnected the next day.

Based on feedback from stakeholders and customers we were aware that vulnerable customers, in particular, were often unprepared for power cuts caused by big storms.

That's why in the 24 hours leading up to Storm Doris we ran a proactive alert campaign, texting 65,614 customers on our priority services register about the timing and possible impact of the storm, reassuring them that we had extra staff on hand and telling them where they could get more information. We also called 34,000 customers with the same information, reminding them to charge their phone and keep a torch to hand.

After the storm, we convened a focus group of customers on the Priority Services Register. The focus group told us that they'd appreciated the proactive contact and praised the work of our staff in response to the storm damage.

### Joining the Priority Services Register

If you know someone in your local community that you think might need extra support in a power cut you can find information about how they can apply to join our Priority Services Register either by visiting our website

[www.ukpowernetworks.co.uk/help](http://www.ukpowernetworks.co.uk/help)

or email [psr@ukpowernetworks.co.uk](mailto:psr@ukpowernetworks.co.uk)

or call (free) on 0800 169 9970