



Direct dial: 0191 2294147

Reference number: 171110-001820

www.northernpowergrid.com

Date: 17 November 2017

Mr Michael Wright
Manor House
Creswell
NE61 5LE

Dear Mr Wright

Thank you for contacting us on 10 November 2017 regarding the power cuts you have experienced.

I can appreciate why you have brought this to our attention. I realise why this would cause you frustration.

You have asked us to provide you with an up to date list of the all the power cuts that have affected your property and surrounding area in the last 12 months. I have summarised the power cuts in a table on a separate page for you. I have also included a column with the cause of the interruption on the right hand side.

We do our best to prevent long power cuts by protecting the overhead cables with an automatic system called an 'auto recloser'.

This is a safety device that shuts off the power when any issue occurs. It then restores the power automatically once the issues has cleared, keeping the power cut very brief and it was this device which was activating that day.

Windborne debris, bird strikes and extreme weather can cause this device to operate and the power cuts are normally short. We realise this is annoying, but it means our engineers do not need to manually inspect the line, when the issue has already cleared, minimising disruption.

However if this keeps happening, or the device does not bring the power back on, we will inspect the overhead line at each pole position to find the cause.

I have passed on your concerns to the repairs manager for your area and he has confirmed that due to the number of short power cuts this year the feeder has been patrolled on several separate occasions but unfortunately, nothing has been found. In addition to the patrols, there is a programme of works currently underway to install automation at various points along the network in your area this is designed to restore power quickly should a fault occur.

Due to the size of the area, I am unable to provide you with any further information at this time. If anything is found and repairs are carried out, or if any remedial problems are identified I will write back with an update.

NORTHERN POWERGRID

is the trading name of Northern Powergrid (Northeast) Ltd (Registered No: 2906593) and Northern Powergrid (Yorkshire) plc (Registered No: 4112320)

Registered Office: Lloyds Court, 78 Grey Street, Newcastle upon Tyne NE1 6AF. Registered in England and Wales.

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With regards to your enquiry as to how often we carry out inspections of our overhead lines I can confirm a high-speed helicopter patrol is carried out every 2 years on the high voltage network. Foot patrols are carried out every 10 years on both the High and low voltage networks, however this is our minimum level of maintenance, if a high number of power cuts are identified in any particular area we take the necessary action to try to resolve the issue as it occurs. We continually liaise with other parts of our business to exchange information that may help identify a problem and carry out any necessary repairs as they are identified.

In addition to the above we carry out vegetation management patrols on a three yearly cycle this largely involves tree trimming to ensure the trees are clear of our overhead line network.

I have also enclosed a copy of a letter sent to residents of your area that explains the investment that has been made in the area.

I hope that you find this information helpful and thank you for your patience whilst we work hard to resolve matters swiftly for our customers. If you would rather speak to me personally about this matter, do not hesitate to call me on the telephone number above, where I will be happy to help.

Yours sincerely



Kevin Parkin
Customer Liaison Officer

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Power Cut History

DATE	TIME OFF	TIME ON	TOTAL TIME OFF	CAUSE
10 November 2017	08:31hrs	09:09hrs	1 hr 18 minutes	Road traffic accident caused damage to an HV Pole. Snab point sub isolated until 15:06hrs
06 August 2017	10:38hrs	11:30hrs	1 hr 32 minutes	Transient Fault feeder tripped out
13 July 2017	17:27hrs	17:29hrs	2 minutes	Transient Fault feeder tripped out
05 July 2017	16:28hrs	17:41hrs	1hr 13 minutes	Transient Fault feeder tripped out
01 July 2017	06:36hrs	06:44hrs	8 minutes	Transient Fault feeder tripped out
19 June 2017	06:48hrs	07:36hrs	1 hr 28 minutes	Transient Fault feeder tripped out
28 May 2017	14:56hrs	15:59hrs	1hr 3 minutes	Transient Fault feeder tripped out

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15 November 2012

Dear

I am writing to provide an update on the network refurbishment scheme which is due to commence in the Cresswell area.

You may be aware that we have recently held a meeting with your parish council, where we provided an outline of the work planned, which we hope to start in December 2012. This will be confirmed once all required consents are in place.

The scheme will be delivered in two stages. The outline of the work involved in each stage is as follows:

Stage 1

- Transfer Cresswell West Lodge Substation From at risk Overhead Line
- Install 500m of high voltage underground cable from adjacent underground supply
- Install new uprated transformer
- Remove approximately 300m of high voltage overhead line
- Work proposed to start on site December 2012 and is proposed to take around 20 days.
- Cost £50,000

Stage 2

- Install approximately 4kM of high voltage underground cable from caravan park to Hemscott Hill (via Blakemoor House)
- Rebuild remaining high voltage overhead line with covered conductor
- Uprate protection on overhead line
- Install new transformers to Blakemoor House and Hemscott Hill.
- Rebuild low voltage overhead lines with covered conductor
- Install new low voltage underground cable to kennels Cottage
- Dismantle approximately 4kM of high voltage overhead line
- Proposed start 2013
- Cost £456,000

One of the key elements of the refurbishment will be the installation of covered conductors. These are proven to be much more reliable than the traditional, bare conductors since the plastic covering prevents unplanned interruptions due to collisions or momentary contact with a foreign object. Due to its coating, faults caused by snow and ice falling from trees can be almost completely eliminated.

There are also a number of customer service initiatives currently being employed, which should improve the way in which we interact with and provide information to our customers. These initiatives include:

- Improved working alongside "Support Agencies" to help support customers during wide area or long duration faults.
- Improved interaction with customers both during and after system outages.
- Initiatives in place to improve speed of response when answering customer's loss of supply telephone calls.
- Dedicated emergency contact telephone number for parish council members during major incidents

I hope that outline provided here, demonstrates our ongoing commitment to improving the supply in your area. I am happy to meet with you in order to discuss the details of the scheme, or address any other concerns that you may have. If you would like to arrange a meeting, please do not hesitate to contact me on the number provided.

Yours sincerely

Kevin Parkin
Customer Liaison Officer