



investing in the power of Kettlewell

Electricity network improvements update, Kettlewell

Dear Resident / Business Owner

Northern Powergrid is investing approximately £1 million to improve the electricity infrastructure of Kettlewell and the surrounding area. The work involves the reinforcement of the electrical assets in the area and this letter is to inform you of a planned power cut on Tuesday 18th June from 08.30am to 4.30pm.

Who is Northern Powergrid?

As the electricity distribution network operator for the northeast, Yorkshire and northern Lincolnshire, we're responsible for delivering electricity safely and reliably to around 8 million customers across 3.9 million homes and businesses and we deliver electricity to your home on behalf of your supplier.

Why do we need to improve the network?

These essential works are being undertaken to ensure the continuity of your electricity supply. The infrastructure currently providing electricity to the Yorkshire Dales has reached the end of its useful life and is now due for replacement.

Following a condition assessment, through detailed overhead line surveys and a high number of customer complaints, the main line from Skifare Bridge (Kinsley) to both Cam House and High Greenfield was identified for renovation (including refurbishment and rebuild).

The main line is rated at 11,000 volts (11kV), supplies 437 homes and businesses and spans 39,106m.

The next steps

On Tuesday 18th June 2013 there will be no electricity supply between the hours of 8.30am and 4pm in the area between Skifare Bridge (Kinsley) and Buckden/Oughtershaw. This is one of the many phases of this project and will see the Kettlewell section completed.

The reason for the outage is to rebuild a section of the 11kV overhead line that feeds this area. The work involves replacing older weaker poles with newer stronger ones to reduce the likelihood of future supply interruptions. We will also be undergrounding several large sections of overhead line. This helps to ensure the security of your electricity supply, in addition to improving the visual amenity of the area.

Throughout the project we have coordinated with local councils and other groups and, following their feedback, we have made several changes to the intended route of our line. The area we are working in is also a SSSI site (a site of special scientific interest) and we have worked very closely with the relevant authorities with regards to our working methods.

Kettlewell is an area prone to faults and this outage is part of a much larger reinforcement program for the area. The outage itself will allow us a day to switch from using the old line to the newly constructed one.

We are taking this opportunity to inform local residents and businesses of the works that will soon be carried out in your area. Now that the route has been agreed with the council, we would like to present our plans to local residents and give them an opportunity to ask any questions they may have.

We will be holding the information event on Wednesday 5th June 2013 from 6.00pm to 7.30pm at the Kettlewell Village Hall, Kettlewell, Skipton, North Yorkshire, BD23 5QZ. This will be a chance for us to provide you with details of our £1 Million investment, the cable routes, the potential impacts on the Yorkshire Dales and what the benefits of the scheme are in the long run.

The event will be open to everyone and we would be delighted if you could attend. We look forward to welcoming you and discussing our plans further.

Who will be affected?

On Tuesday 18th June 2013 there will be no electricity supply between the hours of 8.30am and 4pm in the area between Skirfare Bridge (Kinsley) and Buckden/Oughtershaw. 437 properties will be affected in total.

We would also like to take this opportunity to tell you about a number of customer service initiatives we currently employ, all of which aim to improve the way in which we interact with, and provide information to our customers. These initiatives include:

- Working more closely with 'Support Agencies' such as the Red Cross to help support customers during wide area or long duration faults.
- Improved interaction with customers both during and after power cuts.
- Initiatives in place to improve the speed of response when answering customers' loss of supply telephone calls.
- A dedicated emergency contact telephone number for parish council members during major incidents.

How we will keep you updated

We are committed to keeping you up to date with the progress of the work and there are several ways we will be doing this such as door drop letters, local radio, and local newspapers.

You'll also see courtesy signage at the locations where work is being carried out, providing contact details if you would like information. We will continue to liaise with local businesses throughout the project.

How to contact us

If you have any questions regarding the improvement scheme, please contact our Customer Care Team on **0800 298 7769** or pop along to the public information event on Wednesday 5th June. To report a loss of electricity supply, or if you are concerned about the safety of our equipment, call our 24 hour emergency number on 0800 375 675 or 0330 123 0675.

If you have a complaint, you can contact us by telephone free on **0800 781 8848**.

If you are a carer for a vulnerable person or you are electricity dependent, and you are not already on our priority services register, then please register with us by calling **0800 169 2996** or visit our website:

www.northernpowergrid.com

Customers directly affected by the works will receive further communications as the scheme progresses.

Yours sincerely



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Northern Powergrid

