



Power for life 2018

Our handy guide for electricity customers

**WESTERN POWER
DISTRIBUTION** 

Serving the Midlands, South West and Wales

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We're delivering electricity to you for just **27p a day** and investing around **£1billion** on our network every year

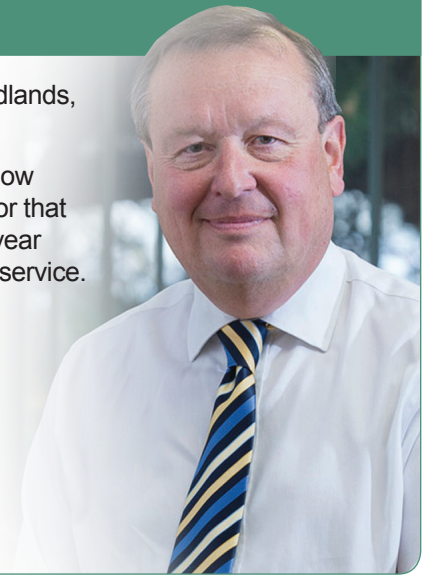
Who we are

Western Power Distribution (WPD) is the electricity distribution network operator for the Midlands, South West England and South Wales, serving 7.9 million customers.

We are regulated by the Office of Gas and Electricity Markets (Ofgem) which establishes how much money distribution companies like ours are entitled to, and what we have to deliver for that money. Currently, around 16% of a typical household electricity bill, approximately £100 a year comes to us to distribute power. This means the average customer pays 27p a day for our service.

In this publication we outline some of our business responsibilities, highlight our performance and provide our contact information to enable you to get in touch with us if you are ever affected by a power cut. We also explain our free priority services for customers who may need extra support.

Robert Symons
Chief Executive



Building a power network that stands the test of time

How our role is changing

As a distribution business WPD doesn't sell electricity – that's the job of supply companies. We ensure the power network of poles and pylons, cables, wires and substations delivers electricity to homes and businesses around the clock.

But there are new challenges ahead. The Government has set objectives for decarbonising energy, which will see more solar panels being installed, electric vehicles replacing new petrol and diesel engines by 2040, and increased use of electricity storage.

The energy landscape is changing rapidly. Already, the traditional network design of transferring electricity from large central power stations to homes and businesses using transmission and distribution networks is evolving into a flexible system that can cope with a range of new demands. Over the last year we have begun building the foundations to meet them.

We have published a fully-costed strategy, involving stakeholder engagement, and worked on equipment analysis, trials and flexibility services in close liaison with others from across our industry.

We are also helping community groups that want to embrace energy efficiency, low carbon technologies or set up electric vehicle charging points for streets without off-road parking. You will find case studies and advice from previous projects on our website at:

www.westernpower.co.uk/Community-Energy

What this all means is that we are establishing a smarter, more cost-effective network capable of providing even greater flexibility for our customers who depend upon it.

Visit our website at:

www.westernpower.co.uk/DSO-Transition-Strategy to see how we are managing this evolution in our industry.

Meeting the smart meter challenge

The Government wants energy suppliers to install smart meters in every UK home by 2020.

While WPD will not be installing or owning the meters, we will be able to use information about how much electricity is being consumed to better identify the parts of our network that need to be upgraded or replaced. We will be combining half-hourly meter readings from individual smart meters to build up a picture of energy consumption across a particular area. This will help us to improve our electricity distribution network and make it even more safe and efficient.

We will not use consumption data to contact you with adverts, offers or promotions, nor will information be sold or provided to third parties for marketing purposes.

A privacy protocol has been approved by Ofgem, our industry regulator. It describes the systems, policies and procedures we will be using to safeguard customers' smart meter data. For more details about its use visit **www.westernpower.co.uk/smart-meter-data** or contact us on **info@westernpower.co.uk** if you have an enquiry.

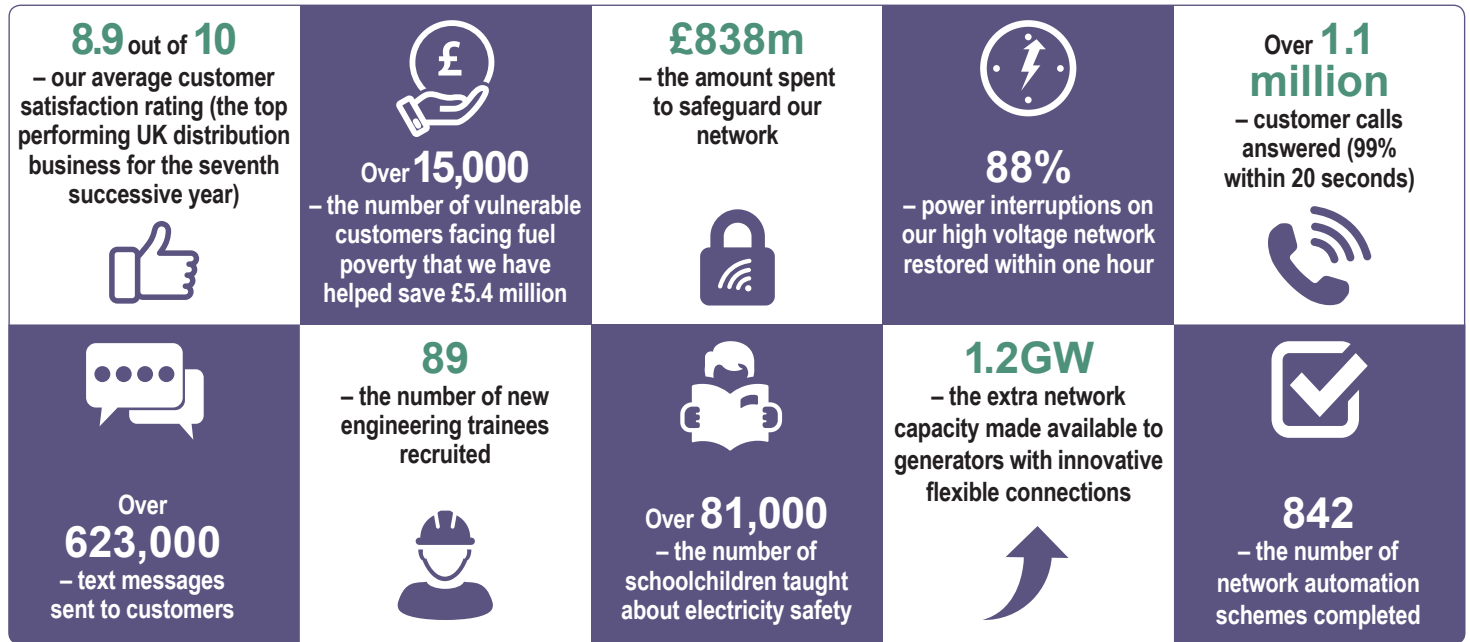
Data protection review

Earlier this year, UK laws around data protection were updated by the General Data Protection Regulations (GDPR), and WPD, like all businesses, undertook a review of how and with whom it shares personal data.

For more information on how we process personal information in line with our statutory duties visit our website at **www.westernpower.co.uk/Privacy-Policy**

We're delivering electricity to you for just 27p a day and investing around £1billion on our network every year

We have over 6,500 highly-trained staff who are committed to working efficiently to manage and maintain our network, and to restore power supplies quickly and safely when they are disrupted. Here's a brief glimpse of how we have performed in the last year:



Come and have your say



We believe regular communication with stakeholders is vital, which is why we encourage our customers to have their say on our plans for the future.

If you would like to register an interest in taking part in our stakeholder consultations or if you have any questions regarding the work we do, please get in touch:

Tel: 0800 121 4909 **Email:** info@westernpower.co.uk

You'll also find more information on our website at www.westernpower.co.uk under 'About Us' and 'Stakeholder Information'.

How to contact us

Phone: 105 or 0800 6783 105.

Text Relay and NGT Lite: (if you are deaf or hard of hearing) for text relay dial 18001 first using your textphone.

For NGT Lite dial 18001 02920 535 636.

Webchat: www.westernpower.co.uk

Twitter: @wpduk 

Facebook: Western Power Distribution 

Download our **Power Cut Reporter App** from the App Store or Google Play to a mobile phone or another device that has cellular data.

General enquiries: please dial 0800 096 3080.



Help us to help you

And you could WIN shopping vouchers PLUS £500 for your chosen charity

We're committed to providing the best service to you. If you provide us with your contact details, should you ever have to call us about a power cut, we can quickly pinpoint you on our network and give you the most up-to-date information.

Please visit www.westernpower.co.uk and complete the 'Help us to help you' form on the home page. If you do so before Friday November 9, 2018, you will also be entered into our prize draw for a chance to win £500 worth of shopping vouchers plus £500 for your chosen charity.

Please note: Your information will not be passed on to any third parties and we will not call to sell you anything.



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Keeping the lights on is our top priority

**POWER CUT?
CALL 105**

What to do if you have a power cut

Power cuts do happen from time to time, and are often due to circumstances beyond our control, but there are a number of ways you can prepare:



- 1 Check you have an old style phone available that plugs straight into the wall. It will work in a power cut – digital or cordless ones may not.



- 2 Keep a battery/solar charger handy so that you can recharge your smart phone (with 3G and 4G connectivity or devices with SIM cards) and follow updates on social media and our online power cut map.



- 3 Keep our telephone number handy or save it into your mobile phone (105 or 0800 6783 105) so that you can report a power cut or call for information and advice.



- 4 Have a torch ready (it's best not to use candles or paraffin lights).



- 5 Protect sensitive electrical equipment such as computers with a surge protector plug.



- 6 Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.



- 7 If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return it safely to the ground level if it stops working.

Power cut map

You can check if we are aware you have a power cut by visiting our online power cut map.

You can reach the map by using any battery operated computer, smart phone or tablet (with 3G and 4G connectivity or devices with SIM cards).

Go to **www.westernpower.co.uk** and click on 'Power cuts' and 'Power cuts in your area'.

You can either enter your post code or click to view a map showing known power cut incidents in the region. If we are already aware of a power cut, it will provide an estimated time of restoration.

Please contact us on **105** or **0800 6783 105** if we're not aware of a power cut, or if you'd like to log a call or report any network damage.



Do you know someone that needs priority assistance in a power cut? Let us know.

If you rely on electricity for medical equipment or are elderly, very ill or disabled, you may need extra support during a power cut. To join our confidential, free Priority Services Register (PSR) simply call **0800 096 3080** or visit **www.westernpower.co.uk/PSR**



What can we provide?

- A dedicated PSR telephone number enabling you to get straight through to us during a power cut;
- Support, including warm meals and drinks during prolonged power cuts;
- A password scheme to help you feel secure. You can check that visitors to your property are legitimate WPD employees;
- Personal contact ahead of any planned power cuts;
- Contact every two years to check your details and give you power cut advice;
- We will endeavour to call medically dependent customers within three hours of an unplanned power cut;
- We will seek to call all PSR customers affected during prolonged power cuts and major incidents.

Who is eligible?

- Customers with medical dependencies on electricity - like kidney dialysis, ventilator or oxygen concentrator users;
- The elderly, disabled or chronically sick;
- Customers who depend upon electrical equipment like stair lifts or bath hoists;
- If you have a communication need because you are blind, deaf, partially sighted, hearing or speech impaired or your first language is not English;
- Or if you have temporary vulnerabilities like recent hospital leavers or households with new-born babies.

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