

Q&A with our Customer Services Director, Matt Rudling

On Thursday 28 August our Customer Services Director, Matt Rudling answered all your questions live on Twitter.

Don't worry if you missed it because we have included all of the questions and answers below.

Q: When are you going to invest in rural villages like Tasburgh which have had more outages than most?

A: @Mr_Ts_Catering I know the area well. My kids do football training there. Please DM me the specific postcode and I will fully investigate. M



Q: @UKPowerNetworks #askourdirector since being sold by EDF is it harder for the network to cope with large scale outages?

A: @P2thej66 Over the last 4 years we've seen improvements of 40% in the no. of outages & 30% reduction in the amount of time the power's out.M

Q: @UKPowerNetworks Hi Matt, I'd like to know - what are the main causes of power cuts? #askourdirector

A: @olliegandy Any number of reasons such as severe weather or 3rd parties digging in the street. Rarely does the asset fail on its own. Matt

Q: @UKPowerNetworks If I'm away from home – how will I know if I've got a power cut? #askourdirector

A: @forbesdm Check our live map to see if we're aware of a power cut & when we estimate your power will be back on: <http://bit.ly/1cRguxM> . ^M

Q: @UKPowerNetworks #AskOurDirector who would win in a duel - Gandalf or Dumbledore?

A: @MattHewens1 I'm a LOTR man myself so I'll have to go with Gandalf! #askourdirector. Thanks for the question. Matt

Q: @UKPowerNetworks #ask director, how comes getting maps of 132/66/33/22/11kv network do difficult? Very easy with ssepd!

A: @keithward329 It's not an issue I'm aware of and it shouldn't be difficult. Let me talk to the team tomorrow & get back to you.

Q: @UKPowerNetworks thanks for being content to just leave us with this situation for 5 months. Great service.



A: @gavla2011 Really sorry. Could you DM me your contact details and I'll get it followed up straight away? Thanks, Matt

Q: @UKPowerNetworks do you know the level of contracting staff you will need to deliver your plans for RIIO #askourdirector

A: @UKPowerNetworks @LevenEnergy We will be resourced to deliver on our plan which will involve a mix of our own staff and contractors. #askourdirector Matt

Q: Hi Matt I was without power from 25th December until just before New Yr 2013 will I get compensation #askourdirector

A: Hi Alex, could you DM me your full address and postcode so I can look into why you haven't received your payment? Thanks Matt

Q: @UKPowerNetworks #AskOurDirector Has there been any close calls of widespread outages due to frequency "inbalances" in the Grid?

A: @DominicCobley Hi Dominic. The good news is no, but be assured that this is monitored closely by National Grid. - Thanks, Matt

Q: @CuxtonPC @The_Monck@UKPowerNetworks Still waiting for your representative to meet @CuxtonPC to discuss why so many powercuts to #Cuxton - when? #askourdirector

A: @The_Monck @CuxtonPC Has an appointment been made and if so who with? I will follow this up for you. Sorry about the outages. – Matt

R: Cllr Paul Monck @The_Monck @UKPNnews There was talk with Josh back in February, never materialized much further than that. Contact @CuxtonPC clerk and book a date?

R: @The_Monck @CuxtonPC We will certainly do this & welcome the opportunity to discuss any other concerns. We'll call in the next few days.

Q: @SeasideSouthend #askourdirector @UKPowerNetworks , why is it so complicated to get a price quote for a new commercial connection?

A: @SeasideSouthend Good question, it really shouldn't be. We are currently reviewing all of our processes to ensure we deliver what you need.>

A:@SeasideSouthend > It's essential we are flexible to meet what's required and expected by our customers. – Matt

R: @SeasideSouthend @UKPowerNetworks please do it sooner rather than later, tearing my hair out at present!

R: @UKPowerNetworks small businesses wishing to develop cannot afford expensive consultants!

R: @SeasideSouthend If you have any specific concerns please DM your details & I will follow this up tomorrow & get in touch. Thanks, Matt

Q: It's not clear when the next application window closes grant @UKPNnews

<http://t.co/oxIWoeSLOf> Can you advise latest date for submissions?

A: @ChrisBulow Hi Chris, I believe this closes in November. Good luck with your submission. Matt #askourdirector

Q: @UKPowerNetworks when will you be appointing new Jointers in London? #askourdirector

A: We're always looking for new recruits, particularly in Central London. See **this** link for more info <http://t.co/8thTf4wLvX> Matt

Q: Matt,1of3,new startup, derelict prop to new restaurant, consultants want £4k plus estimated £12k for supply, your website says approx £1400

Matt 2of3, to complete your form i need to give all usage details, but these are unknown, your website says distance etc may alter price

3/3 y're website does'tt let me enter distance. Need 3ph & asap, exact usage can't be known til nearer opening- going round in circles

A: @Seasidesouthend Sorry to hear you're having such difficulty with this. I'd like one of my connections team to give you a call if you could send your number?

R: @ukpowernetworks Matt, 07*****, in Southend on Sea, office@*****

R:Seasidesouthend Thanks for that. You can expect a call from Gemma in our connections team shortly. Matt

Q: 1/3 @UKPowerNetworks Matt Rudling, maybe you can answer why your staff failed to attend today at pre booked appointment? Booked 2 weks

2/3 @UKPowerNetworks Matt Rudlung and maybe you can explain why no one has called to explain the delay, or apologise

3/3 @UKPowerNetworks Matt Rudling and maybe you can explain why no one can locate YOUR own reference number, large social media team

@UKPowerNetworks #askourdirector Yes, Matt would love a response from someone here? 13 staff on your website for social media

@UKPowerNetworks any response to my 5 tweets?

A: @EllroyJWhite Hi, we apologise we attended after your appointment today can you please DM me your mobile number so we can call you now? Matt

R: @UKPowerNetworks @EllroyJWhite full list of my messages to you
pic.twitter.com/DPI4zUCcAB

R: @UKPowerNetworks@EllroyJWhite I think that's a bit of a fib Matt. You guys were booked at 8-1, they arrived at 4.30.

R: @EllroyJWhite Don't worry I've seen all of your messages and someone is going to call you in a moment as promised. Matt

Q: @dan__royce Still love @UKPowerNetworks #askourdirector #genius idea - are there plans for other directors get involved? #hotseat

A: @dan__royce Always an option Dan, do you have one in mind? Matt

R: @UKPowerNetworks this being possibly the only forum you could ask the colour of their underwear and get away with it?! Hmmm #toughchoice :-)

R: @dan__royce it was today!

Q: @UKPowerNetworks I'm struggling to pay for my holiday and am saving for the new iPhone. Any chance you could knock £50 off my next bill?

A: @drahcirso I'm afraid that's a question for your supplier as you don't pay the bills to us. This may help explain: <http://bit.ly/YgGtaa> ^M

Q: @UKPowerNetworks yr teams r always at the #tuckinn #A2 ME9 #hartlip .R there alot of problems there or do they like the gutbuster brekkie?

A: @drahcirso The brekkie sounds good! Point noted, thanks for the feedback. Matt
#askourdirector

Q: @UKPowerNetworks what made you decide to work in energy/power ?

A: @andrewfgordon I couldn't sing & energy's the next best thing! It's a great industry serving customers with what we all rely on so much ^M

Q: @UKPowerNetworks good comms this morning over power cut in co10, but we never get told anything about the root cause which would be helpful

A: @HennyStDave I'd like to look in to this for you Dave, if you could DM your full postcode I can find out the cause. – Matt

R: @UKPowerNetworks thx but it was a general Point for #askourdirector

R: @HennyStDave There was a fault on the overhead cables, specifically an issue with 2 conductors, between Grove Farm Gt Henny & Stocks Farm Little Cornard.

R: We knew there was an issue & it was planned to be fixed today, unfortunately the cable faulted before we could carry out the work. – Matt

Q: @UKPowerNetworks do you have any plans to allow ICP's carry out linking and fusing on your interconnected network in LPN? Thank you...

A: @simonhobbs Much has changed in competition. We currently provide the service, but if changing enables more comp then it can be looked at. –M

R: @UKPowerNetworks Thanks for looking Matt, think it might help a lot...

Q: @UKPowerNetworks Thanks. how do you like your eggs?

A: @drahcirso fresh from my chickens in my back garden. Matt

R: @UKPowerNetworks oh cluck. Good night. Thanks for the fun responses

Q: @UKPowerNetworks Hi Matt, Hope you're well. What are they key DNO challenges in a world with millions of #EVs? Rgds, Mark #askourdirector

A: @ElectricBowman The challenge is designing our networks to facilitate the potential peak demand as we arrive home wanting to charge up..!!

Q: UKPowerNetworks I have one, would he prefer to eat a mouldy tomato or a mouldy apple? Has to choose one!

A: Thanks for this one Scott, apple crumble all the way. Matt

Q: @lilacstranger @UKPowerNetworks we don't have gas here so a powercut is dreadful - hot drinks ?

A: @lilacstranger We work closely with the British Red Cross to provide extra help and support to vulnerable customers. (1/2)

(2/2) @lilacstranger I'd also recommend you always call in to the customer service team if power goes off as they will also help with this. Matt

Q: Power cut in rh20 3pr

A: Hi Dan, sorry you're power's off this evening. We are aware of the issue there. Happy to send you free text update if you'd like?

Q: hi, power us back up now, do you know the cause? Thank you

A: Looks to be due to a possible cable fault on the high voltage network there. We've diverted power around the issue remotely.

Q: @UKPowerNetworks Hi there. Please could you follow me & drop a quick DM as I have a grid based security concern / question. Thanks.

A: CommunityQuests Now following. Feel free to DM us with your concern/question. Thanks, Matt

Q: Did you know we provide extra help to vulnerable customers during a power cut? What services do you think we should offer? #askourdirector

A: @Purplepetal: @UKPowerNetworks you should help deaf customers like me with the credit meters. A flashing box will be infinitely more useful than beeps!

R: Hi Jenny, good idea. This is certainly something that could be raised with the energy supplier – Matt

R: @UKPowerNetworks it's a tennis game tbh the suppliers say you guys and you guys say the

suppliers in the meantime I'm stuck in the middle

R: surely it's time to get proactive, it's an issue for all deaf/hard of hearing customers.

R: @Purplepetal: I completely understand Jenny, and something like that would be great. For the electricity meter specifically the idea...

@Purplepetal ...would need to be put to supply companies as they own that piece of equipment.

R: @UKPowerNetworks I shall try them again then. It seems that nobody actually wants to help out though, very sad.

R: @Purplepetal Sorry Jenny - we always try to make contacting us and all our processes easy as possible, I'm afraid we can't help with meters.

R: @UKPowerNetworks it's ok, you guys do a fab job when I've needed your help

R: Purplepetal I'm glad you're happy Jenny, and thank you. If ever you would like any help please do let us know! Enjoy your evening. Rob

Q: @UKPowerNetworks also when is the generator going as have seen no workmen all day and its a loud noise droning noise hear in my house alday

A: Hi Sam, sorry to hear you're experiencing further issues. Could you DM a contact number so we can call you to address this? – M

R: @UKPowerNetworks and why no sign of workmen today ??

R: @sabbot2012 Thanks Sam, we'll call in a few moments. Matt

R: @UKPowerNetworks no phone call about to settle and eat dinner so don't worry about ringing I've already told you my concerns.

Q: @UKPowerNetworks why is the power off in White Colne Colchester please?

A: @al_morrell Hi, the power is currently off due to a high voltage cable fault. Engineers on site investigating, and will restore power ASAP

R: Please can you post an update when known?

R: al_morrell If you could DM a number, I can get you set up to receive texts with updates as soon as they come through? Matt@UKPowerNetworks Thank you.

Q: @ukpowernetworks please? 'I'm looking for a new job. Have you got any vacancies?

A: @hollydolly555 Hi Holly, you can find all our current vacancies here: <http://bit.ly/18pJ1tJ> . Good luck! Matt

Compliments

@EmsFabricStudio: @UKPowerNetworks I don't have anything to ask but wanted to say what great service you gave via Twitter during the xmas power cuts!

@UKPowerNetworks Not really a question but more of a thank you to all the dedicated staff who help #sudbury have power during the storm

R: @JusSudbury Thanks for the feedback. The storms certainly were a challenge for all our customers. - Matt

@simonhobb: @UKPowerNetworks As usual your CS and liason is first rate. Keep it up light year's ahead of other DNO's

