

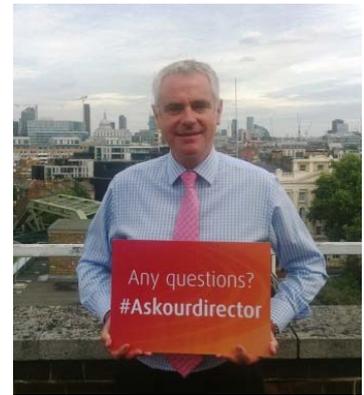
Q&A with our Customer Services Director, Matt Rudling

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

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



@UKPowerNetworks



Q: @Ro_cece: What's more important fixing a problem quickly, or fixing it permanently?

#askourdirector

A: Matt: Hi @Ro_cece Both. We want to get your lights back on quickly but ensure they stay on. It's not always easy to fix 1st time, but we do try.

Q: @totalbullseye: y r we still having powercuts in birchington 2 months after the originals fault? Y hasn't it been fixed yet?

Q: @totalbullseye: also y is it always a Saturday that it helps.

A: Matt: Hi @totalbullseye Really sorry to hear about this. Repeat faults can be difficult to find. Leave this with me and I'll get back to you. Matt

A: Matt: Hi @totalbullseye I am very sorry I assure you this is not intentional. I'll come back to you shortly with some more info.

Update - Matt: Hi @totalbullseye the good news is we have found the fault & will now be carrying out repairs. Hopefully this will fix the problem. Matt

Q: @KenWChapman: I live in Ickleford in SG5. We have had several very short but noticeable breaks in our supply today. Do you know why?

A: Matt: Sorry to hear you've been having outages today. Could you DM your full address and I'll have a look in to this? Matt

Q: @Tmckinnin: there was a power cut in the glasgow city area why

A: Matt: Hi @Tmckinnin As beautiful a city as Glasgow is, I'm afraid we don't look after the distribution there. Try @sp_energypeople #askourdirector

Q: @Pammy1987Pam: why are the power cuts in Birchington always a Saturday? Surly that indicates that you know they are going to happen?

A: Matt: Hi @Pammy1987Pam the timing has been pure bad luck I'm afraid. We'll be making repairs which should stop this. I'm sorry you were affected.

Q: @Pammy1987Pam: also I logged a complaint with the complaints department and still haven't heard anything!! Poor customer service!

A: Matt: Very sorry to hear this @Pammy1987Pam I'll most certainly follow this up. Could you DM me your address please? #askourdirector

Update: @Pammy1987Pam just had a phone call from the customer service department! Thank you for getting back to me... and for resolving the issue

Q: hollydolly555: Hi, I'm looking for a new job, have u got any vacancies? #askourdirector

A: Matt: Hi @hollydolly555 We're always looking for good people. All of our vacancies can be found on our website: <http://bit.ly/X9GHDu> . Good luck.

Q: @StuLittle1972: Matt, thanks for all your teams help over a busy summer of faults on customer sites. #askourdirector

A: Matt: Hi @StuLittle1972. Great, thanks. We're always happy to help. #askourdirector

Q: @davidmclean100: Why can't you underground all cables? #askourdirector

A: Matt: Hi @davidmclean100. Undergrounding is more expensive which we as customers have to pay for. #askourdirector

Q: @PEJulz: Recently there have been more and more power cuts in the DA2 Bean area. Is this likely to continue.

A: Matt: Hi @PEJulz Sorry to hear you've been having more regular power cuts. If you can DM me your address, I'll investigate. Matt

Q: @SteveWortley #askourdirector Any timescales to sink the pylons across EN11. We're under the impression it was 2007. Many thanks.

A: Matt: Hi @SteveWortley. 6 years! Wow! I'm afraid I don't know the answer right now but I'll find out and get back to you. Matt #askourdirector

Q: @micksparky Hi there, are there any opportunities and careers for electricians looking to get into this field #askourdirector

A: Matt: Hi @micksparky Yes definitely. We're always looking for more linesmen & jointers. See all of our vacancies here: <http://bitly/X9GHDu>. Matt

Q: @DigitalGerry: we've had 12+ power cuts. Some in fast succession it's blown 2 ASDL routers one needing replacing will this keep happening

A: Matt: Hi @DigitalGerry 12 cuts is definitely not good enough. Can you DM me a number & our customer care team will call straight away? Matt

Q: @DigitalGerry have spoken to them and next day we lost power again. Markyate area getting lots of outages. 2000+ affected.

A: Matt: I've investigated further & can see how many outages there have been. I will follow this up with my operational colleagues.

Q: @neselec: Evening, what's your definition of a Qualified Electrician and can it be taught in a number of weeks?

A: Matt: Hi @neselec Engineering is a highly skilled role which can't be taught in weeks. We pride ourselves on our high safety & quality standards.

Q: @cybergibbons: what do you expect will be the biggest challenges over the next 10, 50 and 100 years for your company?

A: Matt: Hi @cybergibbons 10 years is transitioning to allow low carbon technologies. Such as electric vehicles & micro generation....

A: Matt: And 50 years @cybergibbons is an interruption free network i.e. no power cuts for anyone, ever. #askourdirector

A: Matt: And @cybergibbons in 100 years? Wow! I wish I could foresee what the world would look like! Thanks for the great question, Matt.

Q: 'What are you doing to improve the reliability of the network? We have had at least 5 power cuts in the last 12 months!' Ursula (phone)

A: Matt: Hi Ursula. I agree 5 is not good. We're investing £360m this year & by 2023 we will reduce the number of power cuts by more than 10%. Matt

Q: @NarboroughL: do you own any power stations? I did once read that you own/owned greenwich gas fired power station #askourdirector

A: Matt: Hi @NarboroughL we're a distributor, not a generator. We used to own Greenwich but we don't any more. Good question, Matt. #askourdirector

Q: @NarboroughL: many thanks I knew you were distributor but just wondered if you owned greenwich power station Btw who owns greenwich now?

A: Matt: Sorry @NarboroughL I can't share that information as we're not the owners. Matt #askourdirector

Q: @liverpool1983: what color pants you wearing

A: Matt @UKPowerNetworks: Well @liverpool1983 I did say I'd answer every question so....black boxies! Matt #askourdirector

Q: @KLFM967: We've been told that West Norfolk is "ideal" for generation. But the lack of grid connectivity...

@KLFM967: ..is holding it back. Do you look at generation when upgrading areas, or demand? Any plans for our area? #askourdirector 2/2

A: Matt: Hi @KLFM967 Yes we do. We plan to invest £57m in the area over the next 10 yrs. Reinforcement work is taking place now at Gaywood Bridge.

Q: @h2005__uk there have been regular powercuts recently in CM3 area. Contacted UKPN before but problem remains. Can you pls investigate?

A: Matt: Absolutely @h2005__uk leave it with me. Matt #askourdirector

Q: @h2005__uk Thanks! There've been 10 cuts this summer, 3 of them in last week. Maybe due to tree branches but think it's more than that

A: Matt: Hi @h2005__uk I agree 10 cuts is completely unacceptable. Would you be happy to DM a number & I'll get one of our customer care team to call

Q: @fantasticpru: Not a question but a massive big up for your team on here. Really helpful when we had powercut earlier this year :-)

A: Matt: Hi @fantasticpru Great that you think that, I'm really proud of them too! Matt #askourdirector

Q: @SimonYapp: I've noticed that you are adding auto 11Kv radio switches to rural lines. How many years until all lines have this?

A: Matt: Hi @SimonYapp. Though I can't give you a timescale, we're investing heavily in the network, prioritising areas which will get the most benefit.

Q: @neselec: How much is spent each year upgrading & maintaining the Victorian system that is in use?

A: Matt: Good question @neselec we're investing £306m this year in our network. #askourdirector

Q: 'I live in an area with lots of elderly people who live alone. What are you doing to improve the support to us in power cuts?' Alice (phone)

A: Matt: Hi Alice. We offer support through the Red Cross & can give you a priority phone number. Apply here: <http://bit.ly/14DvFLc>

Q: @willendintears: #askourdirector agreed, the Twitter team are great and update faster than the text alerts #ahem #wegetalotofpowercuts

A: Matt: Hi @willendintears I'm glad you find this a useful service. Sorry to hear you have a lot of issues in your area. Matt

Q: @Davyskate: Hi @UKPowerNetworks my kite has got stuck up a pylon and I can't quite seem to reach it. Should I get out of the 70's and stop flying kites?

A: Matt: Hi @Davyskate Safety is a top priority for us so please stay safe near electricity. Matt #askourdirector

Q: @cybergibbons: How do you feel smart meters are doing? Do you ever see load shedding being used here?

A: Hi @cybergibbons what's key is we become smart about the way we use our network. Smart metering will help enable that. Matt #askourdirector

Q: @totalbullseye: wot r u having 4 dinner 2nite #askourdirector

A: Matt: Funny @totalbullseye I was just think that myself, landed on Mexican! Matt #askourdirector

Q: @Chris_Lamb: #askourdirector the UK promotes expertise & exports generation but NR16 gets more power cuts than Iraq,Iran,Bahrain - why?

A: Matt: @Chris_Lamb Quality of supply has improved in the East but it's clear you're having problems. Pls DM your number & we'll give you a call.

Q: @moldster101: I have lost my Frisbee in a sub station. What should I do. I know I mustn't stand in water... Good work by the way ;)

A: Matt: Hi @moldster101 If this should happen to you, you can call our team 24/7 on 08007838838. Thanks, Matt. #askourdirector

Q: @SteveWortley: #askourdirector We invested in Solar Panels and financially benefiting. What's your view on the slashing of FIT rates?

A: Matt: Hi @SteveWortley. They were there to incentivise but it couldn't last forever. It's still good to invest. Glad yours is working out.

Q: @ashcmt: what's your relationship like with National Grid? #askourdirector

A: Matt: Hi @ashcmt We have a strong relationship with them and work together on a daily basis. #askourdirector

Q: @NickJohnson62: #askourdirector when are you going to run some tv advertising to tell your public about the vital work you do

A: Matt: Hi @NickJohnson62 We're looking at the best ways to target our promotions to get the max benefits. It won't be TV though :) #askourdirector

Q: @AGDH57: #askourdirector. Do people with smart meters save much money?

A: Matt: Hi @AGDH57 An in home display will save you money as it allows you to understand your power usage. The smart meter alone won't save money.

Q: @goitsagch do you prefer ale or lager? (Not at work, obviously!)

A: Matt: Nice simple one @goitsagch -Ale. #Adnams Matt. #askourdirector

Q: @Charleyzard: Would you say that absolute power corrupts absolutely? #askourdirector

A: Matt: Hi @Charleyzard. It's possible. Matt #askourdirector

Q: @moldster101: is the green scheme value for money? Where we pay back on our bills no more than the saving we've made? The gov'ts idea?

A: Matt: Hi @moldster101 Each case will be different. My advice is to speak to several companies to find out what's best for you. In general, yes.

Q: @_Leggatt: what do you define as a 'competant person' I.e. can a qualified electrician remove the main service fuse from cutout

A: Matt: Hi @_Leggatt I'm afraid not. This requires specific qualification and authorisation. Matt #askourdirector

Q: @_Leggatt: so your saying all members of @officialNICEIC and #eca are not competent to pull one fuse!

A: Hi @_Leggatt @officialNICEIC it's certainly not a matter of competency. Simply the authorisation level needed. Matt

Q: @Peacehavenowner: Why after a surge created on your hv side which passes to domestic lv customers,can't they claim for repairs as a result?

A: Matt: Hi @Peacehavenowner the network is designed to not have power surges, consumer equipment can sometimes fail. If any of your equipment (1/2)

A: Matt: @Peacehavenowner (1/2) has failed. DM me your details and I'll get someone to follow up. Matt #askourdirector

Q: @neselec What other committees do you sit on Matt? #askourdirector

A: Matt: Hi @neselec nothing specific. Local village hall! Matt #askourdirector

Q: @moldster101: #askourdirector serious about spending thousands on green energy. Live south facing Kent coast. Is it worth investment?

A: Matt: Hi @moldster101 again I would speak to several companies to find out what's best for you. I wish you luck with it. Matt #askourdirector

Q: @MilesPerLitre: as wind and sunlight is free, why does renewable energy keep going up in price? #askourdirector

A: Matt: Hi @MilesPerLitre I'm afraid I can't control the prices, that's down to your supplier. #Askourdirector

Q: 'Why does it take so long to get a site visit on a connections project? We have tenants lined up & are losing money waiting' Dan (phone)

A: Matt: Hi Dan. It shouldn't take a long time. We're always striving to improve our service. If you need me to follow up let me know. Matt



UK Power Networks

James: New connections process takes too long 2) poor communication 3)payment processing team take too long to hand jobs back one paid for... I can think of others.

Matt: Hi James. I agree this is unacceptable and I agree that in the past our processes have simply not been good enough. However, we are investing heavily now in new systems and training for our people. Already, we are seeing some of the benefits of this coming through. Our aim is to deliver the service to you, at times scales that suit you and at a time that suits you. If you have a specific case you wish to discuss PM me the details and I will follow up. Thanks Matt.