

Connections **update**

Issue 9 | Winter 2015

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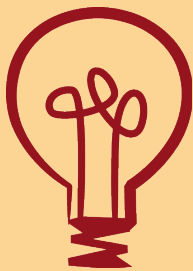
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Look out...

In December we will be publishing our latest Service Development 2015/16 ICE work-plan update.

This will be available on our website
ukpowernetworks.co.uk

Welcome to our final Connections newsletter of 2015.

I'd like to think 2015 has been another successful year for UK Power Networks' Connections business and take this opportunity to reflect on some of the commitments we have worked hard to deliver.

In May, we published our Incentive on Connections Engagement (ICE) 2015/16 looking forward report. Against this plan we have delivered a range of Stakeholder events, continued to provide an Account Management Service, which in our 2015 satisfaction survey you scored 87% and introduced Ask the Expert surgeries. You can see the full report of our progress on our website at ukpowernetworks.co.uk.

We have introduced more Flexible Distributed Generation (FDG) zones, which equates to three live FDG zones across our Eastern and Southern network areas, enabling the connection of over 100MW of additional low carbon generation. We have further FDG roll-outs planned for 2016.

Following the launch of our online self-service portal we have seen over 2000 customers raise Small Service work requests, managing their jobs on-line from cradle to grave. Work continues to develop this service and we plan to launch the next phase in 2016.

Further success' have been detailed in this newsletter and so all that remains is for me to wish you and yours a very Merry Christmas.

Mark Adolphus, Director of Connections



Competition in Connections **Code of Practice**

On October 30, a new Code of Practice (CoP) for Competition in Connections (CiC) came into force.

The new code of practice means that Independent Connection Providers (ICPs), must be able to complete customer connections with minimum involvement from the Distribution Network Operator (DNO). In addition, UK Power Networks and all other DNOs must work under a new licence condition called LC52.

To find out more please see our CiC CoP newsletter, which is available at ukpowernetworks.co.uk.



Winter safety Driving

UK Power Networks have had another excellent year in terms of safety. Our theme for the Winter months is driving safely as road traffic collisions are our biggest issue due to the size of our vehicle fleet. We want to make sure that you stay safe too!

Winter driving can bring testing conditions for all drivers. Adverse weather and longer periods of darkness makes driving more hazardous. Sometimes conditions can be extreme, as we have seen over recent winters, with prolonged periods of rain and snow. This means that we need to alter the way we drive.

Prepare your vehicle

- Lights are clean and working
- Battery is fully charged
- All windows are clean
- Wiper-blades are in good working order
- Tyre condition, tread depth and pressure (of all the tyres, including the spare)
- Fluids are kept topped up, especially windscreen wash (to the correct concentration to prevent it freezing), anti-freeze and oil

Prepare your journey

Listen to local/national weather broadcasts and travel bulletins to monitor conditions, which can change rapidly. By checking them regularly you can be prepared to change your plans if conditions worsen. If conditions are severe, and the emergency services recommend that people don't travel, avoid making your journey unless it is absolutely necessary.

BRAKE, the road safety charity, urges drivers to follow the **A, B, C** to stay safe in winter and bad weather conditions.

Avoid driving

If possible, avoid driving in snow and other treacherous conditions. Never set off when it's snowing heavily or if it's forecast to snow. Avoid driving if you possibly can in other bad conditions like fog, heavy rain and ice. Consider alternatives like public transport.

Be prepared

By ensuring your vehicle is well-maintained through an up-to-date MOT, regular service, and regular walk-round check, you will be prepared should weather conditions change during your journey.

Careful, cautious driving

If you do get caught in bad weather, follow these steps to minimise the dangers.

- **Slow right down** - if visibility is poor or the road is wet or icy, it will take you longer to react to hazards and you should reduce your speed accordingly.
- **Maintain a safe gap behind the vehicle in front** - Stopping distances are double in the wet and can be ten times greater in icy weather. Never rely on the car in-front's brake-lights.
- **Be extra vigilant for people and hazards** - Drive slowly and cautiously so you are able to stop in plenty of time and not put others in danger. Stay in control of your vehicle.
- **Use lights** - Put lights on when visibility is reduced.

Different weather conditions create different hazards throughout the Winter. A single journey may take us through a range of weather conditions, all of which we need to be prepared for.

- **Snow and ice** - Use a suitable gear to avoid wheel spin and brake gently to avoid locking the wheels.
- **Rain and floods** - Keep well back from the vehicle in front as the rain and spray makes it difficult to see and be seen. Steering can become unresponsive preventing the tyres from gripping, if this occurs, ease off the accelerator and gradually slow down.
- **In winter sun** - Dazzle from low winter sun can be dangerous. Keep a pair of sunglasses in the vehicle all year round (prescription if needed) and keep your windscreen clean.

...Drive safely

Connections Customer forum



Throughout October we hosted three Connections customer forums across our network areas. In total 83 customers attended and scored the events 88% overall in terms of how useful and engaging the sessions were.

The events had an informative agenda which included:

- **Connections projects;** economic growth and the changing marketplace
- **Project delivery;** typical issues and how to avoid them
- **Metering update:** Siemens and getting metering right first time
- **Low Carbon technologies:** the electrical infrastructure challenges of the Low Carbon Economy
- **Break out sessions:** improving the quote and enhancing our pre-application Ask the Expert service with surgery support

The presentation from the day can be found on our website ukpowernetworks.co.uk.

Customer feedback:

Feedback captured at these events helps us to shape future events and identify areas where we can make improvements.

"All of today's content was good and valuable..."

"It would be of use to see actual case studies of issues worked through."

"Very informative meeting. More time should be allocated to the table conversations as they were very informative"

Our next series of Connections customer forum dates will be published on ukpowernetworks.co.uk once the dates have been finalised. If you have any questions about our forums in the meantime, please contact our Account Management team via networkskeyaccounts@ukpowernetworks.co.uk.

New Low Voltage Earthing labels

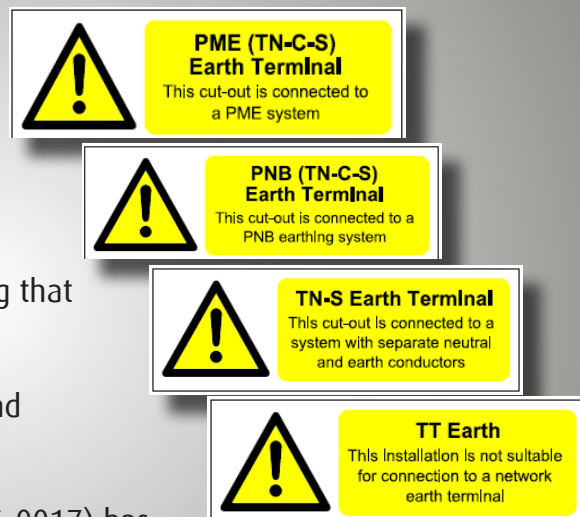
A new range of cut-out labels will be introduced at the end of 2015 for:

- PME – Protective Multiple Earthing
- PNB – Protective Neutral Bonding
- TN-S – Terra Neutral Separated
- TT – Terra Terra

These labels will help to identify the type of earthing that has been provided.

The label should be fitted by the person installing and connecting the cut-out.

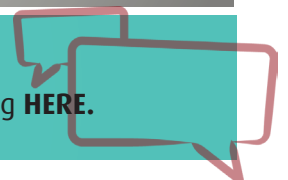
The Customer LV Installation Earthing Design (EDS 06-0017) has been updated to include the new labels and can be found along with all earthing design and construction standards on the UK Power Networks' technical library: <http://library.ukpowernetworks.co.uk/library/en/g81/>



Earthing standards update...

Have your say...

Please take a few moments to complete our Connections update newsletter survey by clicking **HERE**. The survey will close on the 31 December 2015.



Info at your fingertips

Our **Listening to our Connections customers** pages are packed with information relevant to you.

Keep up-to-date with our events, communications and reports including those issued under the Incentive on Connections Engagement.

Is there something else you would like to see on these pages? Let us know by emailing networkskeyaccounts@ukpowernetworks.co.uk.



Convertible quotes

Each task associated with a new electricity connection is deemed either:

- Contestable, meaning either UK Power Networks or a NERS-registered connection provider can undertake this scope of the work or;
- Non-contestable, meaning only UK Power Networks may undertake this scope.

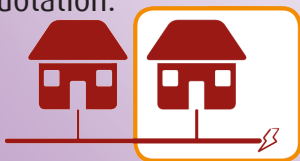
Since October, all quotations issued by UK Power Networks within what is deemed a competitive market segment have been 'convertible'.

A convertible quotation is our offer and provides all customers with multiple options for getting their work done. You will still get a scope and price for UK Power Networks undertaking all of the work but you will also see how much it might cost if we only undertook the non-contestable elements.

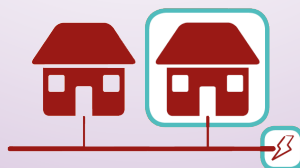
The benefit for you is that you will only have to complete one application and you will automatically receive three different options. You can accept any of these offers immediately.

The three different options are described below:

Option A is the scope and price for UK Power Networks to undertake all of the works associated with the electricity connection - a traditional section 16 quotation.



Option B is the provision by UK Power Networks of the closing joint in addition to the non-contestable works.



Option C represents the price for UK Power Networks to undertake only the non-contestable works.



We hope that providing you an Option B will allow you to get quotes from a wider range of competitors as in our experience is that many Independent Connection Providers (ICPs) and Independent Network Operators (IDNOs) prefer not to undertake the contestable closing joints (jointing directly to our existing network).

Did you know...