



electricity
north west

Bringing energy to your door

Important
information from
your local electricity
network operator

Help us meet the electricity needs of the future

and earn cash rewards



CLASS

Customer Load Active System Services



**Hello. We are
Electricity North
West and we
are proud to
operate your
local electricity
network.**



It's our job to deliver a safe, reliable supply of electricity from the national grid to your home or business through our network of overhead lines, underground cables and substations.

While the national grid is responsible for the biggest power lines in the UK and transmitting electricity from power stations closer to where people live and work, we look after the local network which connects the national grid to your home.

You could say the national grid is a little like the UK's motorway network while our network makes up the region's A and B roads.

In many ways we are a 'behind the scenes' company. We don't send you a bill for our services. Instead, your supplier passes on part of what you pay them to us.



Meeting the electricity needs of the future

As the regional operator it's also our job to invest in the future of the electricity network and plan for the extra demand that we are likely to need in the North West. To meet government carbon reduction targets we all need to use less fossil fuels like oil and gas. This means we will start to use much more electricity for heating and electric vehicles which will place a huge demand on our network.

Instead of building new overhead lines, cables and substations, which is disruptive and expensive for electricity customers, we are trialling new, smarter and more affordable ways of using the existing network to cope with the extra demand.

It's all part of our continuing commitment to invest in ground-breaking technology to improve our service, keep costs to you down and prepare the electricity network for the future.



What are we doing?

We have developed an innovative and low cost solution called CLASS (Customer Load Active System Services). The aim of CLASS is to increase the capacity of the electricity network by using new technology to control voltage without you noticing any adverse effects. This will make it easier to adopt low carbon technologies onto the electricity network such as wind and solar power.

An important part of the project is to trial the CLASS technology and its impact on customers. We will carry out a series of trials at a number of substations involving controlled changes to voltage levels.

It's normal for voltage to go up and down at different times of the day in response to customer demand for electricity. So we will carry out the trials at different times when demand for electricity is at its highest (such as evening meal times or major television events) and when demand is at its lowest, such as in the summer.

If the trials are successful, CLASS could be deployed on a national level and would provide benefits to millions of electricity customers.



How does this affect you?

The good news is we won't need to turn off your electricity as part of this trial and you will continue to receive the same reliable electricity service.

We have sent you this leaflet because we are trialling the new CLASS technology in your area. We are installing remote control devices at your local substation which enables us to control voltage and manage electricity supply and demand. The trials affect around 17% of the network in the North West or 485,000 customers. The project will run until September 2015.

Help us to help you by getting involved with our customer surveys

This is a unique opportunity to play your part in the future of our electricity network. We are asking customers in *your* area to take part in a maximum of five surveys between May 2014 and June 2015. If you agree we will contact you to take part in an initial survey which is likely to be at your home or business and will last around 20 minutes. Subsequent surveys are likely to be shorter and conducted over the phone.

We will ask for feedback about your electricity supply to see if you have noticed any changes. In return for helping us with our surveys, ***we will give you a cash reward of up to £150 and provide you with regular updates on our progress.***

To take part in the surveys:

Visit www.enwl.co.uk/class/survey

Or to make an enquiry about the project:

Visit www.enwl.co.uk/class/contact-us

Call us on **0800 195 4141**

Or text **87070**

(Start text message with CLASS. All text messages will be charged at your standard network rate)

Frequently asked questions

Am I likely to notice a difference in my electricity supply?

It is unlikely that you will notice any difference in your electricity supply as a result of the trials taking place. Nor will we turn off your electricity supply at any point because of the trials. Occasionally you may experience a power cut because of a fault on our network. If this happens please call our 24 hour helpline on 0800 195 4141.

What changes are you making to my electricity supply?

We will adjust the voltage at the substation serving your home so we can manage peak demand for electricity. To give you an example of how voltage control may affect you – if a kettle takes three minutes to boil, a two per cent decrease in voltage would mean it boils eight seconds slower and a two per cent increase in voltage would mean it boils eight seconds faster. It's a bit like the temporary fluctuations in speed of your broadband service. The amount you pay for your electricity is the same regardless of the voltage level.

Will there be any other effects on my appliances or local infrastructure?

The changes in voltage will be within statutory safe limits so appliances such as house alarms, televisions and computers will not stop working or need to be re-set. The trials will not affect local infrastructure such as street lights and traffic lights.

Can I opt out if I live or have a business in the trial area?

Although you do not have to take part in our surveys, you cannot opt out of the trials because the substations where we are installing the trial technology serve thousands of different customers. Please be assured you will continue to receive the same reliable service during the trials.

Why are you telling me this – is it a legislative requirement?

Our industry regulator Ofgem expects us to communicate this information to you. Ofgem has set up the Low Carbon Network Fund to support local electricity operators like Electricity North West to develop innovative solutions to meet the predicted huge increase in electricity usage. It's our responsibility to make you aware of any action we are taking to prepare your local electricity network for a sustainable future and how that might affect you.

I rely on electricity for special medical needs - will I be affected by the trials?

The trials will not directly affect you but you may want to consider joining our priority services register. We have set up this service for our more vulnerable customers who may need additional specialised help from us during a power cut. As part of our priority services we work in partnership with the British Red Cross who can help you with practical necessities when things go wrong.

To register, call us on **0800 195 4141** or complete the form on our website at: www.enwl.co.uk/priority

This leaflet is also available in Braille, large print and a number of different languages on request.



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