



Power for life 2019

How we serve you every day

WESTERN POWER
DISTRIBUTION



Serving the Midlands, South West and Wales

Did you know we deliver electricity to you for less than 30p a day?

Who we are

Western Power Distribution (WPD) is your electricity distribution network operator. That means we deliver power to your homes and businesses through a local network of lines and wires. We operate across the Midlands, South West England and South Wales. You pay your energy bill to your chosen provider who in turn pays us for our electricity distribution services.

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 17% of a typical household electricity bill - approximately £100 a year - comes to us to distribute power. This means an average domestic customer pays less than 30p a day for our service.

We're here to serve you. Find out more about our services and how we're preparing for the challenges ahead at www.westernpower.co.uk



Phil Swift, Chief Executive,
Western Power Distribution

What you get for your money

Working hard for you

We're delivering electricity for you for less than 30p a day and investing nearly £900 million in our network, every year. We have over 6,500 highly-trained staff who manage and maintain the network, and restore power supplies quickly and safely when there is a problem. Here's a brief glimpse of how we have performed in the last year.



£898m – invested in the network to supply power to you safely



2.9GW – of extra capacity made available by operating the network in a smarter, more efficient way



88% – of power cuts restored within 1 hour on our high voltage network



77 – the number of new engineering trainees recruited



91% – average customer satisfaction (the top performing network company in the UK for the last 8 years)



2 million – customer calls handled (average call answer time less than 2 seconds)



200,000 – customers in vulnerable situations added to our Priority Services Register



84,000 – schoolchildren taught about electrical safety

Delivering a net carbon zero future

The Government has set a legal commitment to achieve net zero greenhouse gas emissions by 2050. This will see more solar panels being installed, electric vehicles replacing new petrol and diesel engines by 2040, and increased use of electricity storage.

To meet these challenges, we are evolving. We're building a flexible energy system that can cope with new demands and the changing ways our customers want to use the electricity network. Visit our website at www.westernpower.co.uk/DSO to see how we are managing this evolution in our industry.

We're also helping businesses and 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 can find case studies and advice from previous projects at www.westernpower.co.uk/Community-Energy



Useful tools and services for you

What to do if you have a power cut

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



1 Keep 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. 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).



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 stairlift, check to see if there is a manual release handle in case it stops working.

**POWER CUT?
CALL 105**

Power cut map

You can check if we are aware of a power cut by visiting our online power cut map and locating your area by postcode. Go to www.westernpower.co.uk/power-cuts

If we're not aware of a power cut, you can report the problem online or call us on freephone **105** or **0800 6783 105**. You can also call us if you'd like a further update or need to report any network damage.



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

If you rely on electricity for medical equipment or are elderly, very ill or disabled, you may need extra support during a power cut. You may also have a communication need (such as hearing or sight loss, or your first language is not English), or you may have a temporary vulnerability like recent hospital leavers or households with new-born babies.

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 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 seek 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.

and invest nearly **£900 million** on our network every year

How you can get involved

Come and have your say

As a customer, you pay for everything we do. We believe regular communication is vital.

We're currently at the start of the process to agree our next Business Plan that will cover the period 2023-2028. We'd love to hear your priorities. To register to take part in our stakeholder consultations or ask a question about the work we do, please get in touch:

Tel: 0800 121 4909

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' users dial **18001 02920 535 636**.

Email: info@westernpower.co.uk

Website: yourpowerfuture.westernpower.co.uk

Twitter: @wpduk 

Facebook: Western Power Distribution 



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 it will help us to quickly pinpoint you if ever you need to call to report a power cut, and it will ensure we have your latest details if we ever need to contact you proactively with information.

Please visit www.westernpower.co.uk/help and complete our form. If you do so before Friday December 13, 2019 you will 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.

Why not cut out the following and keep it handy?

Power cut ?

 105 or 0800 6783 105

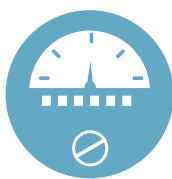
 www.westernpower.co.uk/power-cuts
or download our 'Power Cut Reporter App' to a smartphone

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Things you might be reassured to know... in brief

Smart meters and protecting your data

Energy suppliers are installing smart meters in homes across the UK to help meet the challenges of climate change.

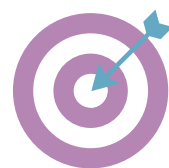


While WPD does not install or own the meters, we will be able to use information about how much electricity is being consumed in your local area to help us plan which parts of our network need to be upgraded or replaced. We won't know your individual data as the information we receive will be combined with other properties to give us an overall picture for your community. We will not use consumption data to contact you with adverts, offers or promotions. Information will never be sold or provided to third parties for marketing purposes.

A privacy protocol has been approved by our industry regulator to ensure we protect customers' smart meter data. To find out more visit www.westernpower.co.uk/smart-meter-data

Performance standards

As a regulated business, there are certain minimum standards we work hard to deliver. If we fail to do so we will make a payment to you. To find out more visit www.westernpower.co.uk/guaranteed-standards



Data protection review

Last year, UK laws around data protection were updated by the General Data Protection Regulations 2018 (GDPR). 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



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