

JUST THE **FACTS**

NORTHERN POWERGRID

SERVICE AREA	9,650 square miles
ELECTRIC END-USERS SERVED	3.9 million
OVERHEAD DISTRIBUTION LINES	17,400 miles
UNDERGROUND DISTRIBUTION LINES	42,600 miles



PHILIP A. JONES
Chief Executive

Northern Powergrid’s regulated electricity distribution business delivers power to 8 million customers across 3.9 million homes and businesses in the North East of England, Yorkshire and northern Lincolnshire.

Northern Powergrid also operates a number of smaller unregulated subsidiaries:

- Northern Powergrid Metering is a rapidly-growing Meter Asset Provider that rents smart energy meters to UK energy suppliers;
- Integrated Utility Services offers turnkey engineering solutions to its customers, across the UK and Ireland; and
- CalEnergy Resources participates in upstream oil and gas projects, currently in Australia, Poland and the UK.

DELIVERING A RESILIENT AND INNOVATIVE NETWORK

- Consistently delivering a safe, reliable, customer-focused service is at the heart of how Northern Powergrid operates every day. Investment in smart technology, such as remote control and network automation, has contributed to a 50% reduction in the time customers are without power since 2006. The company is investing £2.7 billion in the current eight year regulatory period as part of its commitment to deliver further improvement for its customers.
- Northern Powergrid is delivering an £83 million smart grid program that will transform the company’s ability to monitor, control and communicate with more than 8,000 substations, creating a platform for deploying smart solutions in the years to come.
- Northern Powergrid is taking action today to be ready for the demands of tomorrow. It is ensuring it has a diverse and skilled workforce ready to manage future energy systems that interact with growing levels of smart and low-carbon technologies. Ground-breaking innovation projects are exploring new technologies and supporting the company’s transition to a Distribution System Operator. They include:

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- being part of the UK Government’s flagship Faraday Battery Institute, on world-leading research to accelerate the electric vehicle (EV) revolution;
 - exploring how mobile gaming could incentivize EV drivers to use their vehicles to support the UK energy grid;
 - trialing ‘SilentPower’ EVs, equipped with a large battery as an alternative to traditional diesel generators, to see how they could support vulnerable customers and potentially reduce cost, noise and CO₂ emissions;
 - pioneering future energy systems, where electricity, gas and renewables work together to power heating, lighting and transport, through industry and academic partnership at InTEGReL – the UK’s first site for live trialing whole energy systems technology; and
 - giving customers the ability to design their own network connections via automated design tools accessed from their own homes.
- Northern Powergrid Metering’s success continues with the business expecting to supply over 3.3 million smart meters by 2020 as part of the UK Government’s smart meter program.
 - Northern Powergrid is investing £15 million in replacing 75 miles of overhead lines with underground cables in National Parks and Areas of Outstanding Natural Beauty to reduce the visible environmental impact. It actively engages local communities in the investment, enabling them to vote on the areas where the work is prioritized.
 - Northern Powergrid’s £36 million flood defense investment program will deliver improved network flood resilience for customers and community supplies with upgrades to more than 250 sites across the region.

IMPROVING THE CUSTOMER EXPERIENCE

- In 2020 Northern Powergrid’s general enquiries contact center team received five awards including Best in Service and Best Medium Sized Contact Centre at the UK Top Companies for Customer Service, after participating in the UK’s largest and most respected ‘mystery caller’ benchmarking program.
- Northern Powergrid continues to support its customers through digital services. In 2019:
 - more than 2.2 million text messages were sent to customers’ mobiles to keep them informed during a power cut;
 - more than 225,000 customers used the company’s online power cut map to report their power cut and get updates, and
 - its new on-line application tool, to confirm whether it is safe to dig, supported over 117,000 requests to immediately obtain access to records.

MANAGEMENT TEAM



PHILIP A. JONES
Chief Executive



TOM E. FIELDEN
Finance Director



TOM H. FRANCE
General Counsel



ANDREW J. MACLENNAN
Commercial Director



MIKE SPARKES
Managing Director,
CalEnergy Resources Ltd.



www.northernpowergrid.com