

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	43,300 miles



PHILIP A. JONES
Chief Executive

Northern Powergrid’s regulated electricity distribution team delivers power to 3.9 million homes and businesses in northern England, serving the North East, 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 U.K. energy suppliers.
- Integrated Utility Services offers turnkey engineering solutions to its customers, across the U.K. and Ireland.
- CalEnergy Resources participates in upstream oil and gas projects, currently in Australia, Poland and the U.K.

A MORE RESILIENT AND INNOVATIVE NETWORK

- Northern Powergrid consistently delivers high reliability performance for its customers. Investments in new technology, such as intelligent fuses and fault-location equipment on the low-voltage network, alongside capital expenditure of £330 million, helped the company to achieve its best ever network reliability results in 2017. The company is set to invest £2.7 billion in the current regulatory period (2015-2023).
- The company is taking action today to be ready for the demands of tomorrow, exploring new technologies and training its people to equip them with the skills needed to create and manage future energy systems. Its innovation programs support this and include:
 - delivering a £83 million smart grid enablers program that will transform Northern Powergrid’s ability to monitor, control and communicate with more than 8,000 substations, creating a platform for smart solutions,
 - market-testing the provision of flexible grid services by trading the output from its £4 million utility-scale battery storage device,

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- working with academics and industry, as part of the UK Government’s flagship Faraday Battery Institute, on world-leading research to overcome the challenges of current battery technology and accelerate the electric vehicle (EV) revolution,
 - partnering with Nissan in the world’s first large-scale trial to show how EVs can become part of a power network. The £9.8 million trial will see 1,000 V2G (vehicle-to-grid) chargers installed so EVs can be plugged into the grid and their batteries used to help manage supply and demand,
 - trialing domestic battery clusters to see how they could increase network capacity, and
 - pioneering future energy systems, where electricity, gas and renewables work together to power heating, lighting and transport, saving money and cutting carbon. Working with industry and academics, Northern Powergrid is part of InTEGReL, the U.K.’s first site where whole energy systems technology can be trialed in real-life conditions.
- Northern Powergrid Metering goes from strength-to-strength. It expects to supply at least 3.6 million smart meters over the next five years as part of the U.K. Government’s smart meter program.
 - Northern Powergrid is investing £13.7 million on replacing more than 60 miles of overhead lines with underground cables in National Parks and Areas of Outstanding Natural Beauty to reduce the visible environmental impact. The company actively engages local communities in the investment enabling them to vote on the areas where the work is prioritized.
 - Northern Powergrid will complete its current 150-site flood defense program this year, six months ahead of target. £40 million is being spent during the current regulatory period to make the network more resilient to flooding.

IMPROVING CUSTOMER SERVICE

- In 2017, the number of routine power interruptions that lasted over 12 hours was reduced by a further 5%, in addition to the 30% reduction achieved in the prior year. New technology and operational improvement initiatives have led to the duration of interruptions halving since 2006.
- Northern Powergrid continues to support its customers through digital services. In 2017:
 - more than 1.6 million text messages were sent to customers’ mobiles to keep them informed in a power cut,
 - more than 1.2 million people visited its website with nearly 950,000 customers using the company’s online power cut map to report their power cut and get updates, and
 - its online capacity availability maps helped customers explore their new connection options.

MANAGEMENT TEAM



TOM E. FIELDEN
Finance Director



JOHN M. FRANCE
Regulation Director



NICK M. GILL
Operations Director



ANDREW J. MACLENNAN
Business Development Director



MIKE SPARKES
Managing Director
CalEnergy Resources Ltd.

