

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 subsidiaries:

- Northern Powergrid Metering is a rapidly-growing Meter Asset Provider that rents new 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 in Australia, Poland and the U.K.

A MORE RESILIENT AND INNOVATIVE NETWORK

- Northern Powergrid delivered a strong year of network performance. Investments in new technology, such as intelligent fuses and fault-location equipment on the low-voltage network, alongside capital expenditure of £313 million, helped the company to achieve its best ever result for network reliability. The company is set to invest £2.7 billion in the current eight-year regulatory period, up until 2023.
- Building upon the successful outputs of its £39 million innovation program, Northern Powergrid is:
 - investing a further £83 million in a smart grid enablers program to deliver a more intelligent network
 - market testing the provision of flexible grid services by starting to trade the output from its utility-scale battery storage device
 - funding a range of innovation projects, including a ground-breaking trial to demonstrate how clusters of domestic batteries can increase capacity on electricity networks.

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- Northern Powergrid Metering goes from strength-to-strength. In 2016, the company won a series of significant new contracts with major U.K. energy suppliers to supply over 3.5 million smart meters to customers’ homes over the next five years.
- Northern Powergrid will spend £13.7 million to reduce the visible environmental impact of distribution lines in National Parks and Areas of Outstanding Natural Beauty within its service area, by replacing overhead lines with underground cables. The company is engaged with local communities, who play an active role in this project by voting on the areas where this work will be prioritized.
- Northern Powergrid is investing £6 million in flood defense projects during 2017 as part of an ongoing program of work to make the network more resilient to flooding.

IMPROVING CUSTOMER SERVICE

- Northern Powergrid played a key role, working in partnership with other electricity network operators, to launch 105; a new, free national power cut number which connects people in Great Britain to their local electricity network company. From concept to delivery, 105 was launched in less than three years, several years quicker than similar three-digit emergency numbers launched in the country.
- In 2016, the number of routine power interruptions that lasted over 12 hours was reduced by over 30%.
- In 2016, Northern Powergrid continued to improve its digital services for its customers:
 - More than 667,500 customers used the company’s online power cut map to report their power cut and get updates.
 - More than 1.44 million text messages were sent direct to customers’ mobiles to keep them informed in a power cut.
 - Industry-leading online capacity availability maps were introduced to help customers explore the options for their new connection.

MANAGEMENT TEAM



TOM E. FIELDEN
Finance Director



JOHN M. FRANCE
Regulation Director



NICK M. GILL
Operations Director



ANDREW J. MACLENNAN
Business Development Director



PETER R. A. YOUNGS
CalEnergy Resources Ltd.
Managing Director

