

# Our promises

to you for 2015 - 2023



Revised in March 2013

[ukpowernetworks.co.uk/ourplan](http://ukpowernetworks.co.uk/ourplan)

**UK  
Power  
Networks**   
Delivering your electricity

## Our promises to you for 2015 to 2023

Our plan has resulted from the most comprehensive customer and stakeholder research we have ever undertaken as a company. The following pages set out what we aim to deliver. Our industry regulator Ofgem is currently reviewing this along with the plans of the other electricity distribution companies around the UK.



**£ WE'RE INVESTING £6.6 BILLION INTO THE ELECTRICITY INFRASTRUCTURE**

### To keep prices down

Our distribution costs will be 2% lower during 2015-2023, before inflation.

### To be the most reliable

Between 2015-2023 we are forecasting to have the shortest power cuts in the UK.

### To be the most innovative

We are leading the industry with pioneering projects.

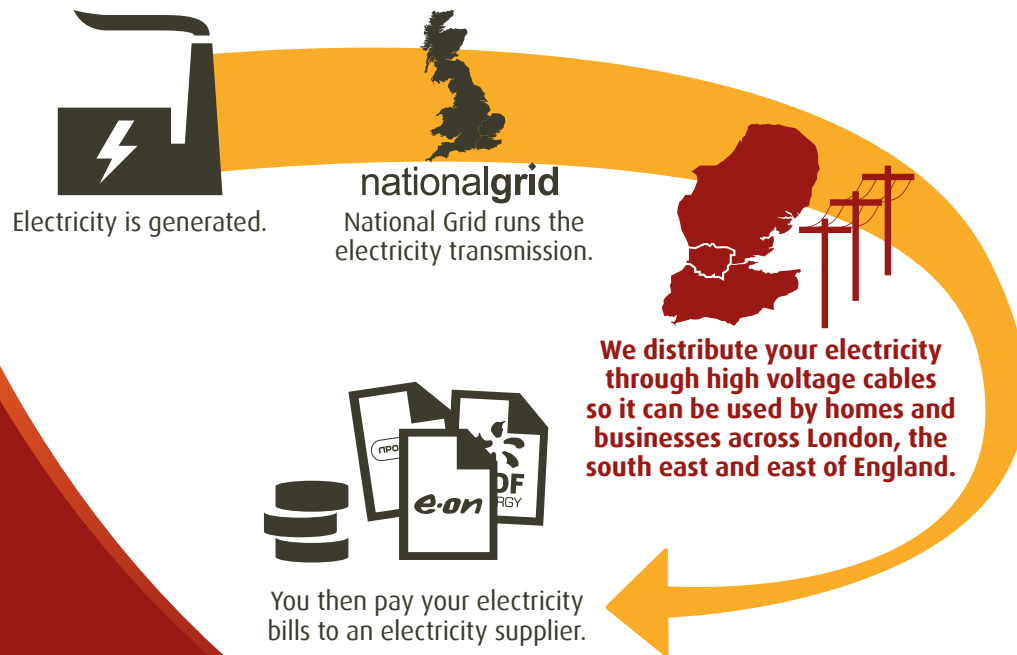


**WE'VE LISTENED TO THOUSANDS OF CUSTOMERS & STAKEHOLDERS**

## Who are UK Power Networks?


We own and maintain your electricity cables across London, the South East and East of England. 16% of your electricity bill comes to us so that we can fix power cuts, maintain and upgrade the power equipment and move and connect new electricity cables. However, you don't pay your electricity bills directly to us as we aren't an electricity supplier.

This is how it all works:




## Some facts about us

80 apprentices   
Our two training schools are recruiting 80 apprentices a year as well as graduates.

Leading the way   
We are leading a £28m Low Carbon London programme for the industry to develop a smarter electricity network.

Powering the Olympics   
We invested £125 million building the electricity network to power the Olympics, improving the reliability of power supplies for London customers.

Improving the view   
We're investing £12.2m in burying overhead cables in Areas Of Outstanding Natural Beauty.

WE LOOK AFTER



8.1

MILLION CUSTOMERS

WE MANAGE



138,000km  
OF UNDERGROUND  
ELECTRICITY CABLES

WE MAINTAIN



46,000km  
OF OVERHEAD  
ELECTRICITY CABLES



## We promise to **continually improve our service to you by...**

**Answering** your calls in less than 5 seconds on average.

**Making** it easy for customers to contact us 24 hours a day, 365 days a year by phone, online and social media.

**Reaching** 80% customer satisfaction.




## We promise to **improve the work we do in the community by...**

**Providing** every vulnerable customer with a dedicated high priority phone number.

**Running** meetings for vulnerable customers to raise awareness of energy efficiency and how to manage energy bills.

**Delivering** school activity days to encourage safe, efficient use of energy.





## We promise to make your power more reliable by...

**Reducing** the number of power cuts by more than 10%.

**Reducing** the length of power cuts by more than 15%.

**Protecting** a further 78 substations sites that are most vulnerable from risk of flooding.

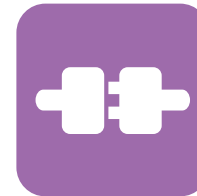


## We promise to improve our electricity connections service by...

**Reducing** the time it takes us to connect new customers to electricity.

**Improving** our website so you can book appointments, pay and receive quotes online if you prefer to.

**Offering** you two hour time slots when we meet you at home.





## We promise to keep our employees, contractors and you safe around electricity by...

**Expanding** workplace safety training to reduce staff injuries by 10%.

**Engaging** with 2 million children and members of the public about staying safe around electricity.



## We promise to protect the environment by...

**Building** on our 20% carbon footprint cut since 2010 by a further 2%.

**Recycling** 70% of office and depot waste and 98% of street works waste.

**Installing** 170km of overhead lines underground to improve your view in Areas of Outstanding Natural Beauty.



These are just some of our promises for the eight years from 2015. Read and comment on our full plan here:

[www.ukpowernetworks.co.uk/ourplan](http://www.ukpowernetworks.co.uk/ourplan)

