

Powering your communities

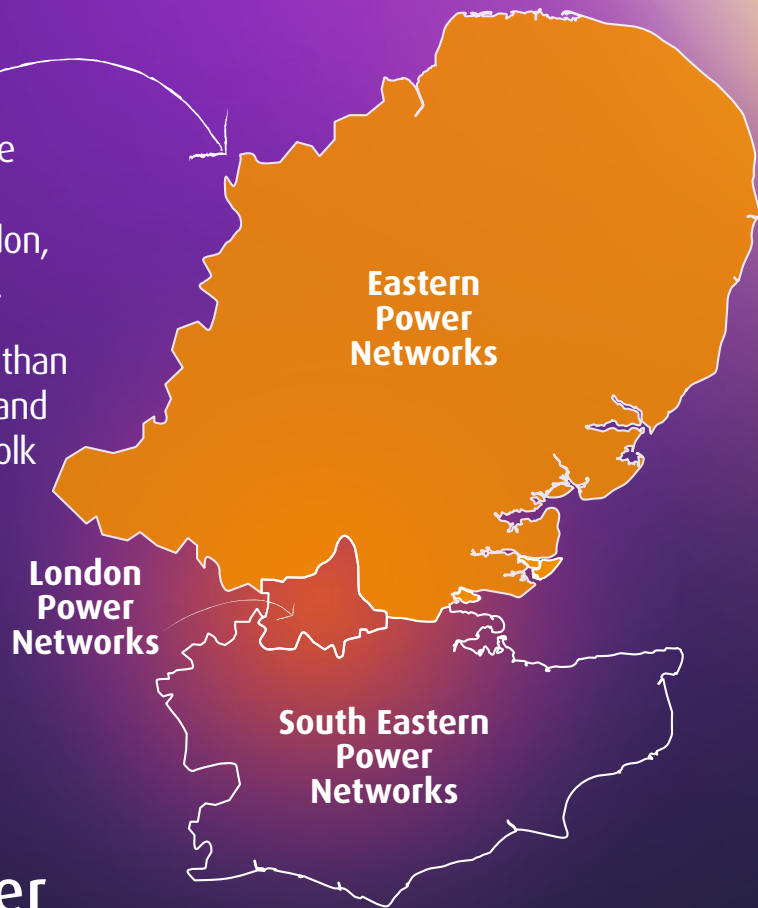
Help us build the East of England's low carbon future



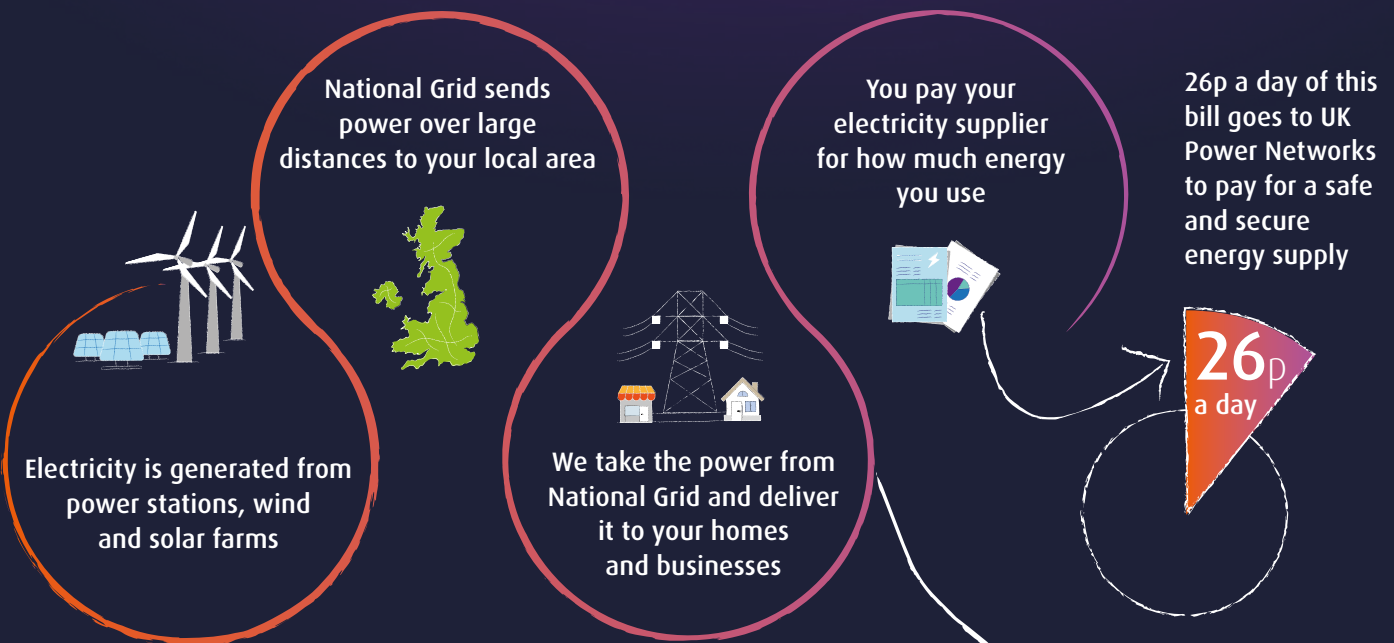
Who we are

We are UK Power Networks and we own, operate and maintain three electricity networks in Central London, the East and South East of England.

Our Eastern network powers more than 3.7 million homes and businesses and covers a diverse area from the Norfolk coast down to London.



How we help deliver power to your door



This document details the challenges and opportunities we face in serving the East of England and how our investment plan from 2023-2028 will deliver for you and your area.



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A message from our CEO

Play your part in a better, greener future for the East of England and its residents. We want you to get involved in shaping how we improve the electricity networks to be ready for the future.

We run the electricity network for much of Eastern England, delivering the power that serves the region, its people and its businesses. We are working to keep you safe, to maintain reliability, to deliver the highest possible level of service for the lowest possible price, and to support vulnerable people in our communities.

It is a region with such a wide ranging diversity, from growth hot spots such as Cambridge and Aylesbury, to the idyllic Norfolk Broads and Suffolk coastline. But despite this diversity, local authorities in these areas are developing ambitious plans to use less fossil fuels to power our way of life. This will necessitate demand for new electricity infrastructure for homes, businesses and transport.

Such changes bring real opportunities: customers large and small should be able to take advantage of new technology which will not only help

the environment but could also reduce their bills. A greener region will need different electricity infrastructure which can support, for instance, charging points for electric vehicles and more solar generation. Over the coming years there will be many crucial decisions about what, where and how to best deliver what's needed while keeping electricity bills as low as possible.

I have been delighted that so many people from across the East of England have already taken the time to share their thoughts with us on how we best meet these challenges: it has been an invaluable contribution. As a result, our Business Plan contains the investment to deliver on yours and the region's needs. But we know that this cannot be predicted with full certainty today, as it is in part down to how quickly people adopt new low-carbon technologies like electric vehicles.

Therefore we will need to continue talking to our customers and stakeholders to ensure our future decisions and actions are the right ones; we need your help for this.

So I'd like to invite you to stay involved through this booklet, which sets out some key aspects of our Plan for the East of England and then gives you an opportunity to register your interest.

Please help us make the right decisions about how we continue to build and run a safe and reliable electricity network, how we invest to support a greener region and how we ensure everyone benefits from a low carbon economy.

Basil Scarsella
Chief Executive Officer

EASTERN POWER NETWORKS IN NUMBERS

→ **99.9%**
Network reliability

3.7m
homes and
businesses served

£2.1bn
Invested in our network
over the last 6 years

3seconds
To answer the phone
when you need us

Challenges facing your communities

The facts

There is significant growth in the East of England from the Cambridge-Oxford arc through to new garden towns and villages across the region.

The challenge

How do we ensure that people have homes and workplaces that are energy efficient and low carbon?

The facts

260,000 households in rural communities across the East of England rely on expensive fuels such as oil and other less environmentally friendly ways to heat their homes.

The challenge

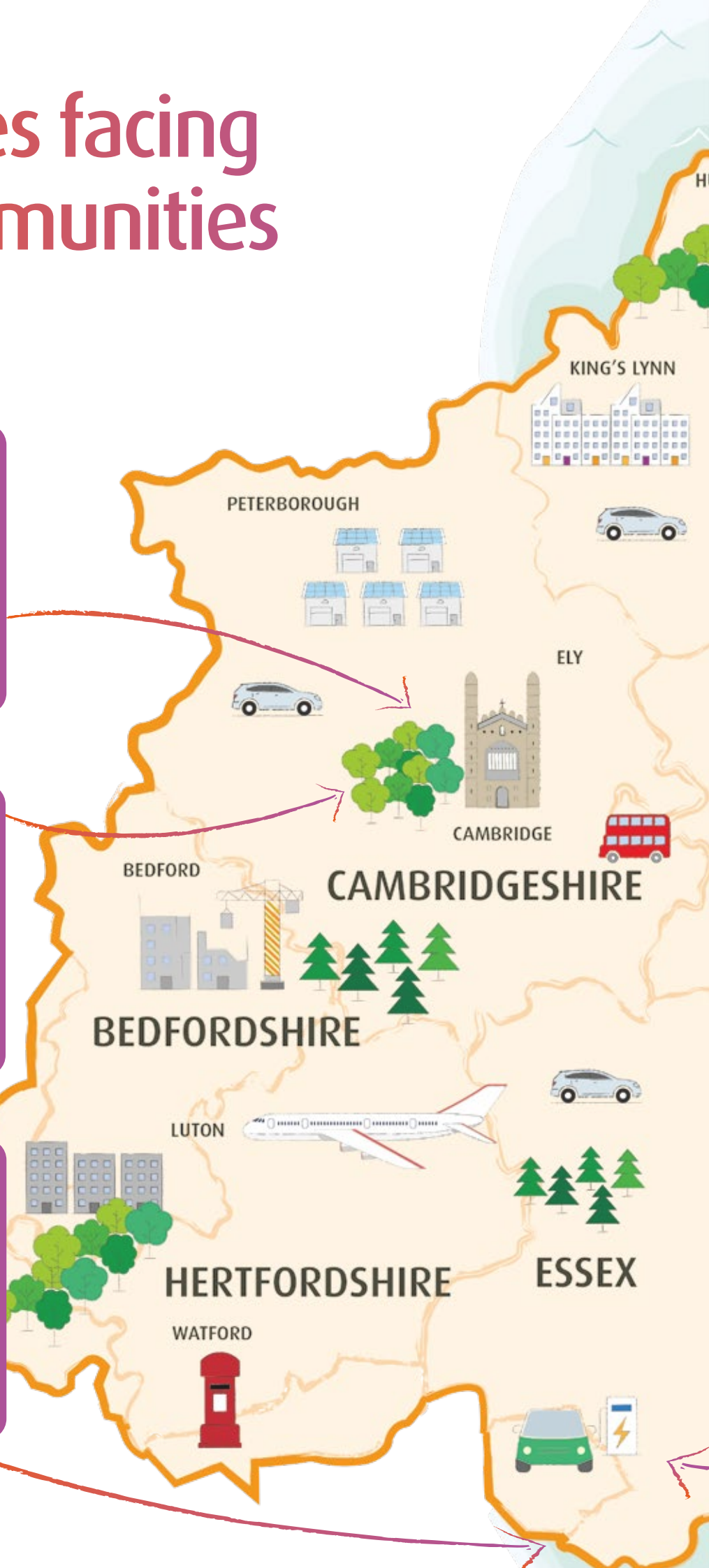
How will these rural off-gas grid communities move to lower carbon forms of heating?

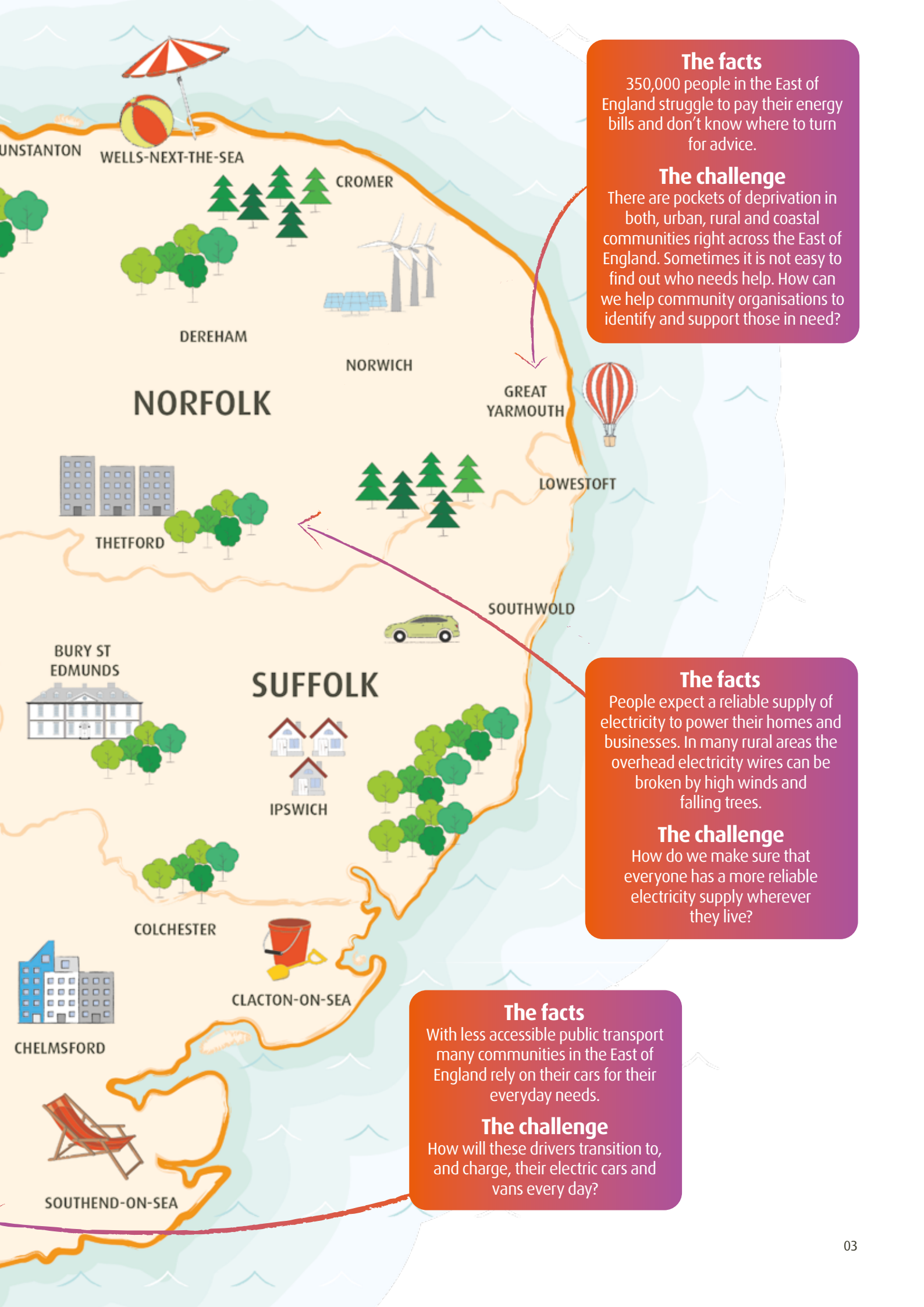
The facts

Climate change is driving up temperatures and increasing the intensity of extreme weather events like flooding.

The challenge

How do we adapt our lives to minimise the effects of these changes?





The facts

350,000 people in the East of England struggle to pay their energy bills and don't know where to turn for advice.

The challenge

There are pockets of deprivation in both, urban, rural and coastal communities right across the East of England. Sometimes it is not easy to find out who needs help. How can we help community organisations to identify and support those in need?

The facts

People expect a reliable supply of electricity to power their homes and businesses. In many rural areas the overhead electricity wires can be broken by high winds and falling trees.

The challenge

How do we make sure that everyone has a more reliable electricity supply wherever they live?

The facts

With less accessible public transport many communities in the East of England rely on their cars for their everyday needs.

The challenge

How will these drivers transition to, and charge, their electric cars and vans every day?

Creating our plans with you

In creating our plans we talked with people and groups from all walks of life from right across the East of England. Our open conversations explored the future challenges for the region and the many questions they raise. Here are some highlights.

THINGS WE WANTED TO KNOW

- What do customers experience when they deal with us? In a power cut? When contacting us generally? When getting connected to our system?
- What aspects of our services and activities are most important to improve?
- How can we best help customers navigate changes to the energy system? How important is it that everyone benefits from the low carbon economy? How do people think that they will get involved?
- What do people think about electric vehicles and how to provide the charge points needed?
- How can we understand more about how people use and rely on electricity? How should our services be tailored to meet the needs of customers who are most reliant or vulnerable?
- How far should we go in helping those that cannot afford to pay for electricity?
- How will the COVID-19 pandemic affect the needs of our customers in the long-term?
- How much would customers be willing to pay for improvements to services or other priorities?
- How ambitious should we be in working to improve our impact on the environment?
- What are your views about the reliability of our service and how we could improve it for everyone?
- Do customers want and trust us to be a force for good in society? What should we do and how?
- How do local authorities think we can help them meet the challenges of the changing energy system in their area?

WHO WE TALKED TO

19,279*
customers engaged



3,009
stakeholder interactions



336,047
data points analysed



*Over 6,000 of these were from the East of England

HOW WE ARE RESPONDING

Powering homes
and businesses
[see page 6-7](#)



Delivering a brilliant
service for all
[see page 8-9](#)



Looking after
our environment
[see page 10-11](#)



Helping the most
vulnerable
[see page 12-13](#)



Working together
with our local authorities
[see page 14-15](#)



What we are committing to deliver

WHAT YOU'VE SAID



Power is really important to me in my life and my business.

Running my business from home means that I am really dependent on a continuous and reliable power supply. Any power cuts, even if I am warned about them are disruptive and hurt me financially. Whilst I get a good service today, I have friends who have more power cuts than I do and I am worried about what might happen as climate change gets worse. Are we ready for very high temperatures and more flooding?

WHAT WE THINK

Our customers in the East of England receive a reliable supply of electricity, with people on average only experiencing a power cut once every 2 years. If you do have a power cut, we'll have you back on supply within an average of 37 minutes.

That being said, we are not complacent and we know there are pockets of worst served customers that receive levels of service far below the average.

We understand how inconvenient power cuts can be, no matter how small or infrequent. With more people working at home we want to work to give all our customers a great service. This includes being careful about when we plan to interrupt power supplies to carry out essential maintenance.

We also need to be alert to existing and new threats to our network. For example, climate change is causing more extreme weather which could impact electricity supplies more frequently if action isn't taken.

Want to help?

▶ See page 19 or scan the QR code



Powering homes and businesses

WHAT WE'LL DO AND WHAT IT WILL MEAN FOR YOU

Continuing to provide a reliable power supply

We will reduce the
number of power
cuts over 12 hours
**experienced by
our customers
by 25%**



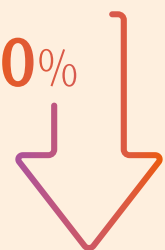
We will spend up to **£17m**
**improving reliability
of the network** by at
least 25% **to our
worst served customers**



~6,000pa

worst served customers will
receive improved reliability

We will reduce the number
of short power cuts (those
lasting 3 minutes or less)
10%
**experienced by
customers by**



Protecting you from flooding

We are investing at **45 high risk sites**
to ensure your electricity supplies are
protected from flooding.



330,000

homes and businesses
protected

Delivering a brilliant service for all

WHAT YOU'VE SAID



We are a busy working family with both parents at work all day and lots of school activities to fit in. I expect great service and good value as standard and don't see why my electricity should be any different. I hate wasting time complaining about bad service and if I do need to get in touch, I want it to be as easy as possible. If someone needs to visit me, it should be at a time that suits me.

WHAT WE THINK

Great customer service is not negotiable. We're pleased that we get high customer satisfaction scores, but there is still more to do. We know that we need to make life as convenient as possible and to embrace all the ways that you can communicate with us. We get that customers want a tailored service that suits them whether that is about ways of getting in touch or arrangements for a home visit.

We can also do more to improve your quality of life, for example by finding ways to reduce or coordinate with others on our roadworks, helping to limit disruption and improve air quality.

Furthermore, we know that every £1 we spend has an impact on our customers bills. Therefore we are determined to keep our costs low without storing up issues for the future.

Want to help?

▶ See page 19 or scan the QR code





WHAT WE'LL DO AND WHAT IT WILL MEAN FOR YOU

Great customer service

We're aiming to achieve high customer satisfaction scores rated by you.



Rated
93%
overall customer
satisfaction
every time you
need us.

Making things simple

We sometimes make mistakes, and we know that when we do, you want your issue rectified quickly and to your satisfaction.



89%
of complaints
will be resolved
in one day.

We are creating a new,
dedicated Net Zero
advice service to help
people looking to learn
about and how to adopt
low carbon technologies
such as electric vehicles
and heat pumps.



WHAT YOU'VE SAID



I am worried about the future with climate change and that we are not doing enough. I try to make the right choices but things like electric cars seem too expensive. I think everyone should play their part especially government and big companies – are they doing or just talking? I know that change is coming and I am worried about how it will affect me and how I can do more.

WHAT WE THINK

We think every person or business can play their part in tackling climate change whether that's by using less electricity at home, switching to an electric car or even producing electricity for others to use. We have to help everyone understand what's coming and how to get involved.

We know that we have to "walk the talk" too. That is why we have an ambitious plan to make our own business fully carbon neutral by 2028 and to do more to protect nature's habitats and reduce waste.

Want to help?

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Looking after our environment



WHAT WE'LL DO AND WHAT IT WILL MEAN FOR YOU

Enabling electric travel

We will build our network to support more charging points across the East of England.



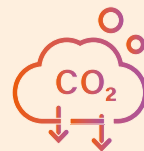
Helping the installation of over

440,000

more **electric vehicle charge points.**

Cleaning up our operations

We are going to radically **reduce our environmental impact.**



28%

reduction in carbon emissions which equates to taking



59,000

diesel vehicles off the East of England's roads.

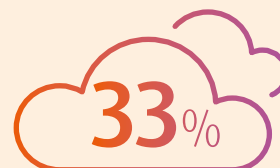
We will be recycling at least

80% of our waste.



We will improve air quality

by lowering harmful emissions from our cars, vans and generators by



Helping the most vulnerable

WHAT YOU'VE SAID



My health issues mean that it's very important that my electricity is not cut off and that I stay warm. It also means that I can't work full-time and I find myself spending a lot on heating. So I would welcome help.

I am worried about the future – I have heard we might not be able to use gas in the coming years, but I am concerned that I won't be able to afford to change. It's really hard to find out what is going on.

WHAT WE THINK

We have a duty to help those who are most vulnerable in our society, and we know that there are a lot of people who struggle or might start to. We know that in many cases it's not just one thing – often people with one form of vulnerability, such as a disability or health issues may also find themselves on a low income and struggle financially.

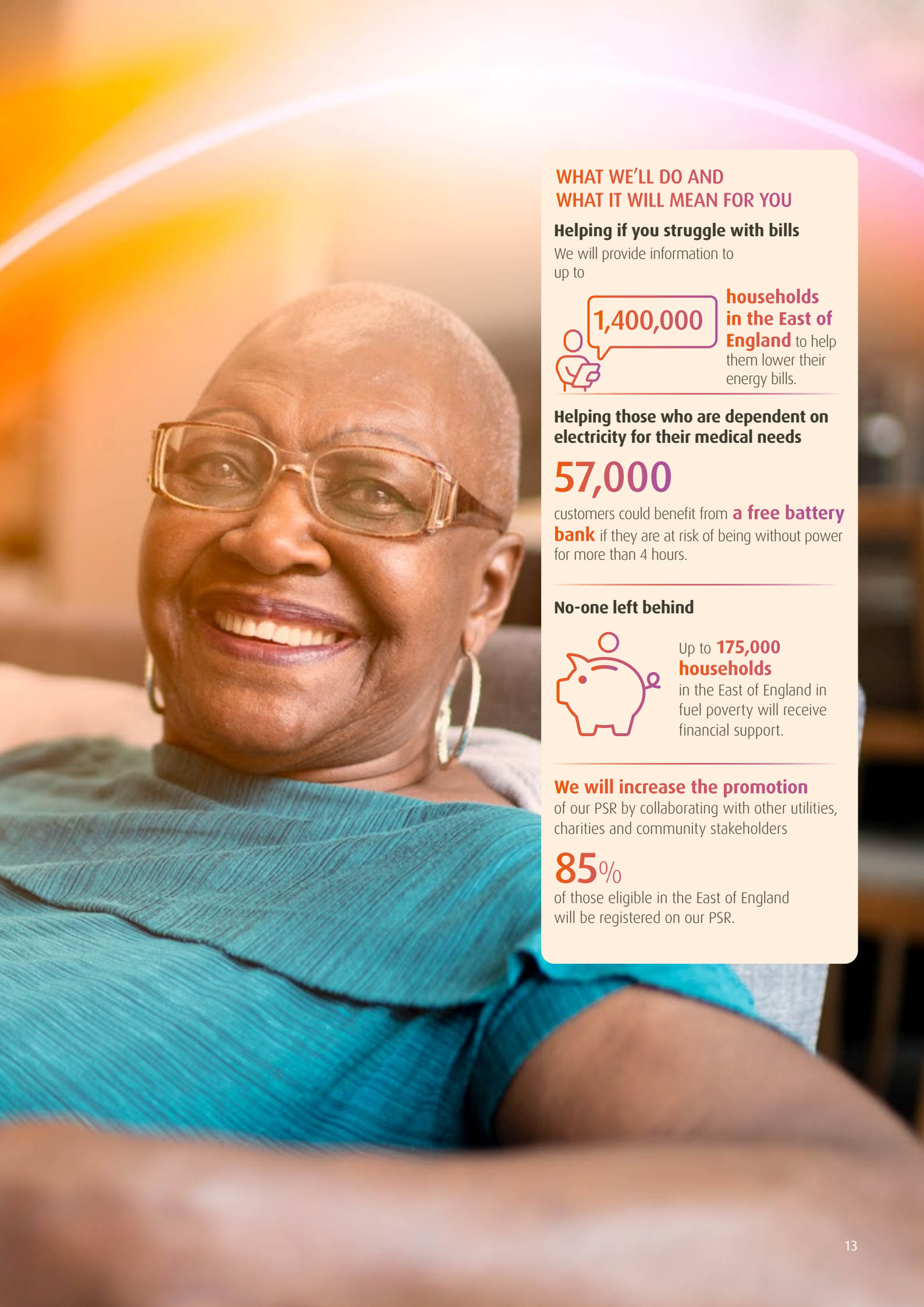
We have a Priority Services Register (PSR), where we can identify our customers who have vulnerabilities, allowing us to offer additional support, for example: back-up power supplies or hot food and drink during power cuts. But not enough people know about this with only 59% of those eligible registered in the East of England.

We need to take action to positively support people with the changes to the energy system, especially if they are vulnerable. We are setting up a Net Zero Advice Line now and our plan has provision for in-depth practical and financial assistance for those who most need it.

Want to help?

▶ See page 19 or scan the QR code





WHAT WE'LL DO AND WHAT IT WILL MEAN FOR YOU

Helping if you struggle with bills

We will provide information to up to



1,400,000

households in the East of England to help them lower their energy bills.

Helping those who are dependent on electricity for their medical needs

57,000

customers could benefit from a **free battery bank** if they are at risk of being without power for more than 4 hours.

No-one left behind



Up to **175,000 households** in the East of England in fuel poverty will receive financial support.

We will increase the promotion

of our PSR by collaborating with other utilities, charities and community stakeholders

85%

of those eligible in the East of England will be registered on our PSR.

Working together with our local authorities

WHAT YOU'VE SAID



Improving the quality of life for my residents is very important to me. I want them to breathe cleaner air, use zero emission public transport and to understand how they can adapt their homes and businesses to use less carbon that could also save them money.

My team is passionate about the environment, but has lots of priorities, limited resources and we are not experts in this area. We support where we can and have made some progress in getting electric vehicle chargers in our towns and cities, but I would like to create a complete plan that will help the area be zero carbon by 2030.

WHAT WE THINK

Of all UK emissions, 82% are within the scope of influence of local authorities. Local authorities will play an increasingly important role in helping their residents and businesses meet the challenge of climate change.

To unlock the funding required to electrify transport and decarbonise homes, local authorities need to develop Local Area Energy Plans that are based on robust and up-to-date forecasts and data.

We can support local authorities with the people, data and tools to help them develop their climate action plans and bid for the funds to make their plans a reality.

Want to help?

 See page 19 or scan the QR code





WHAT WE'LL DO AND WHAT IT WILL MEAN FOR YOU

Strategic investment

We will invest in new electrical projects to support growth across the East of England.

£436m

will be spent



Climate Action Planning

We will work collaboratively with local authorities and councils to develop local energy plans to help **reduce reliance on fossil fuels**.

Expert advice

We will put in place a team of energy experts to help local authorities and Community Energy Groups address **the climate emergency**.



A team of

**20 energy
experts**

will be recruited to provide support.

Key investments in the East of England

Our investment in our Eastern electricity network between 2023-2028 will enable key projects. We have converted the impact of our work to an equivalent number of new homes that could be powered to give you a sense of the scale of these investments.

In addition, we are carrying out a number of programmes to improve your safety, increase capacity and improve the condition of the network.

Replacing **2,400 transformers** to maintain the condition of the network and ensure sufficient capacity.

Replacing **2,000 underground junction boxes** to maintain reliability and safety.

Installing and upgrading **177km of cables** to enable the transition to Electric Vehicles and Heat Pumps.

MILDENHALL

3,000
homes

CAMBRIDGE

80,000
homes

LUTON

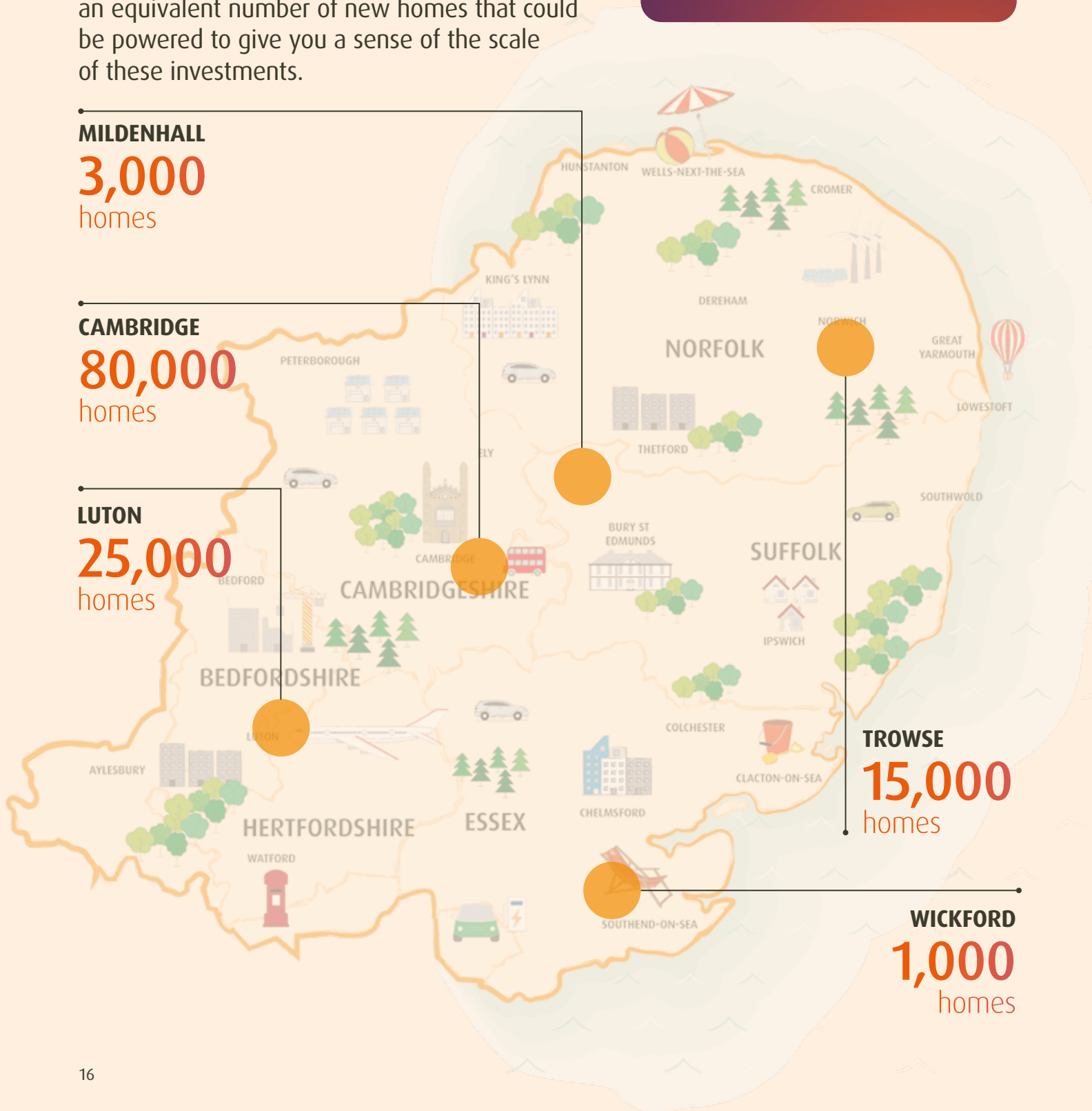
25,000
homes

TROWSE

15,000
homes

WICKFORD

1,000
homes



Worthy of your trust

Electricity plays a vital role in people's lives but you don't have a choice about who delivers it to your door. We are privileged to play that role and we need to do everything we can to make sure we remain worthy of your trust.

Being a provider of an essential service is a privileged position to hold within society. We are determined to be a responsible business, not only by delivering excellence in the services you pay for, but also by making a positive difference to society and the particular communities that we are part of. In short we are a business with a social purpose. Our conduct must set an example to all: being open, fair and trustworthy are central to how we operate.

We will look to create positive outcomes for our customers, the environment and wider society. This means that we must look after the world around us, be inclusive and embrace diversity, be a force for good in our communities and be a great place to work.

This is why we have developed a specific set of commitments that aim to demonstrate who we are, an organisation that can be trusted to deliver on its promises and to do so in a way that ensures we have a strong reputation with our customers. These are:



Establishing a £4m per year UK Power Networks Foundation fund to support those most in need in the communities we serve.



Committing to make our own business operations Net Zero by 2028.



Reporting on our performance annually to give confidence we are doing what we said we would.



Linking the pay of our employees to the priorities our customers want, ensuring they only get rewarded fairly if we deliver on our promises.



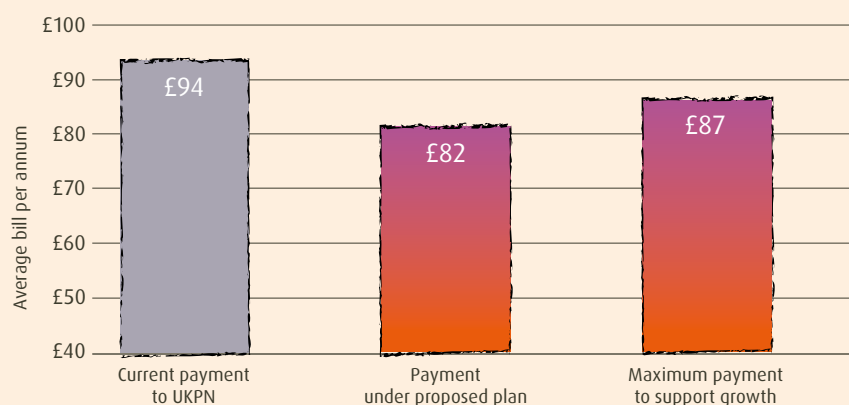
Reducing the gender pay gap and achieving gender parity in non-operational roles by 2028.



Devoting more effort and expertise to understanding the issues that matter to you and your communities.

Your bill

Between 2023 and 2028 we are going to spend between £2.1 – £2.5 billion operating our Eastern network. How much of this we spend is in part down to how quickly people adopt new low-carbon technologies like electric vehicles as we have to build new infrastructure to support their charging. But rest assured, our push to innovate and deliver power to your homes at the lowest cost will mean our part of **your bill**, regardless of how quickly the country lowers its carbon emissions, **will fall between now and 2028.**



Where your money goes for every pound we spend

Other

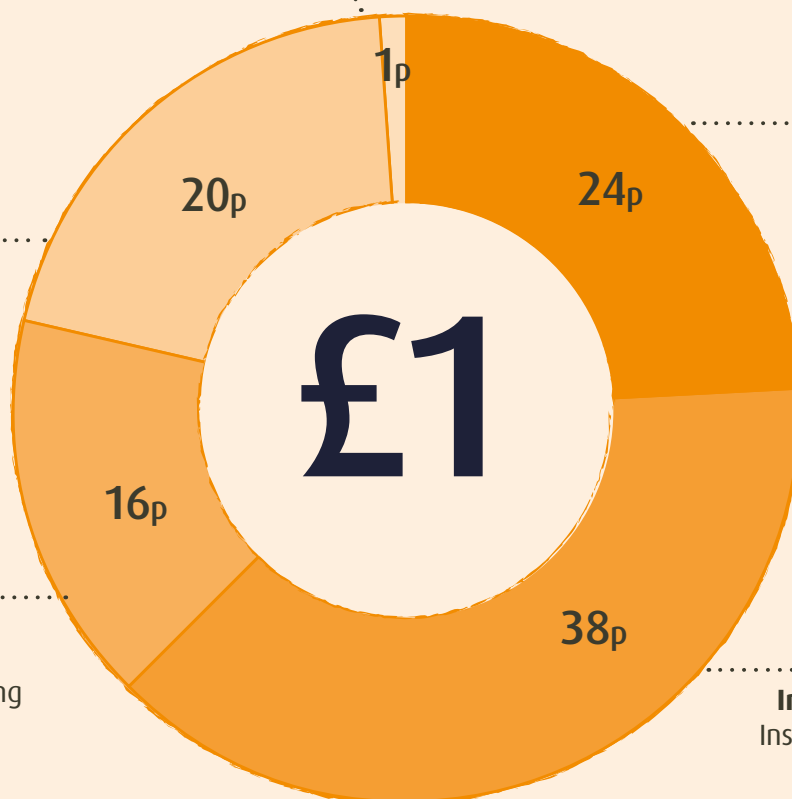
Additional costs such as funding innovation

Taxes, rates, licence fees and pension

Costs paid to government bodies, National Grid and pensions

Financing costs

Profit and interest payments on borrowing



Operating the network

Fixing power cuts and general inspection and maintenance of our equipment

Investing in the network

Installing new infrastructure to increase capacity and reliability

We need your help

Please help us understand how we can support you during a power cut with genuinely useful services, care for the most vulnerable in our society and tackle climate change. You can get involved as little or as much as you want from filling in a short questionnaire to attending workshops and testing new services. If you think you can help, simply follow the link below or scan the QR code with your phone.

Thank you.



<https://bit.ly/3lhCS0B>

USEFUL LINKS



Signing Up for the PSR

If you think you are vulnerable and could be eligible for additional services because of your situation, we'd like to hear from you. Visit our website, www.ukpowernetworks.co.uk or call 0800 169 9970 to find out more.



Report a Power cut

Call 105 to report a power cut.



Power cut advice and tracker

Visit our website, www.ukpowernetworks.co.uk for more information and advice if there is a power cut where you live.

