

Residents of:
Walker Street & Brisbane street.
Parents of Children Adelaide Primary School.

FREEPOST RSXE-RCZX-XKBL
Customer Relations
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Station Road
Penshaw DH4 7LA
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tel 0800 2987769
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Investment scheme to improve the electricity network in Hull

Dear **Resident / Parent**

20th November 2017

We're delighted to inform you that Northern Powergrid will be investing £4 million to improve the electricity infrastructure of Hull by replacing high voltage cables that are at the end of their useful life. Phase 1 of the works will involve installing new cable ducts in the ground from Hull South substation, then to Clarendon Street substation, and then finally on to another substation located on Alfred Gelder Street substation. At a later date returning for phase 2 to install the new cables in to the ducts at predetermined locations.

Northern Powergrid has contracted O'Connor Utilities to carry out the installation of ducts and the cables on their behalf.

Who is Northern Powergrid?

As the electricity distribution network operator for the northeast, Yorkshire and northern Lincolnshire, we're responsible for delivering electricity safely and reliably to around 8 million customers across 3.9 million homes and businesses on behalf of your electricity supplier.

Who are O'Connor Utilities?

O'Connor Utilities Ltd are multi utility and directional drilling contractors and are a major contractor to water and electricity companies, specialising in underground installations of all types. They have been contracted by us to carry out the full installation of this scheme.

Why do we need to improve the network?

The work we will be carrying out will improve the reliability of the electricity network and will go a long way to avoiding unplanned power cuts for the next 30 years.

We are also planning for a greener future and the works our contractors are carrying out will prepare for future demands on the network such as the introduction of solar panels, heat pumps, electric vehicles and the demands of selling electricity back to the grid.

Phase 1 - Installation of cable ducts OConnor Utilities:

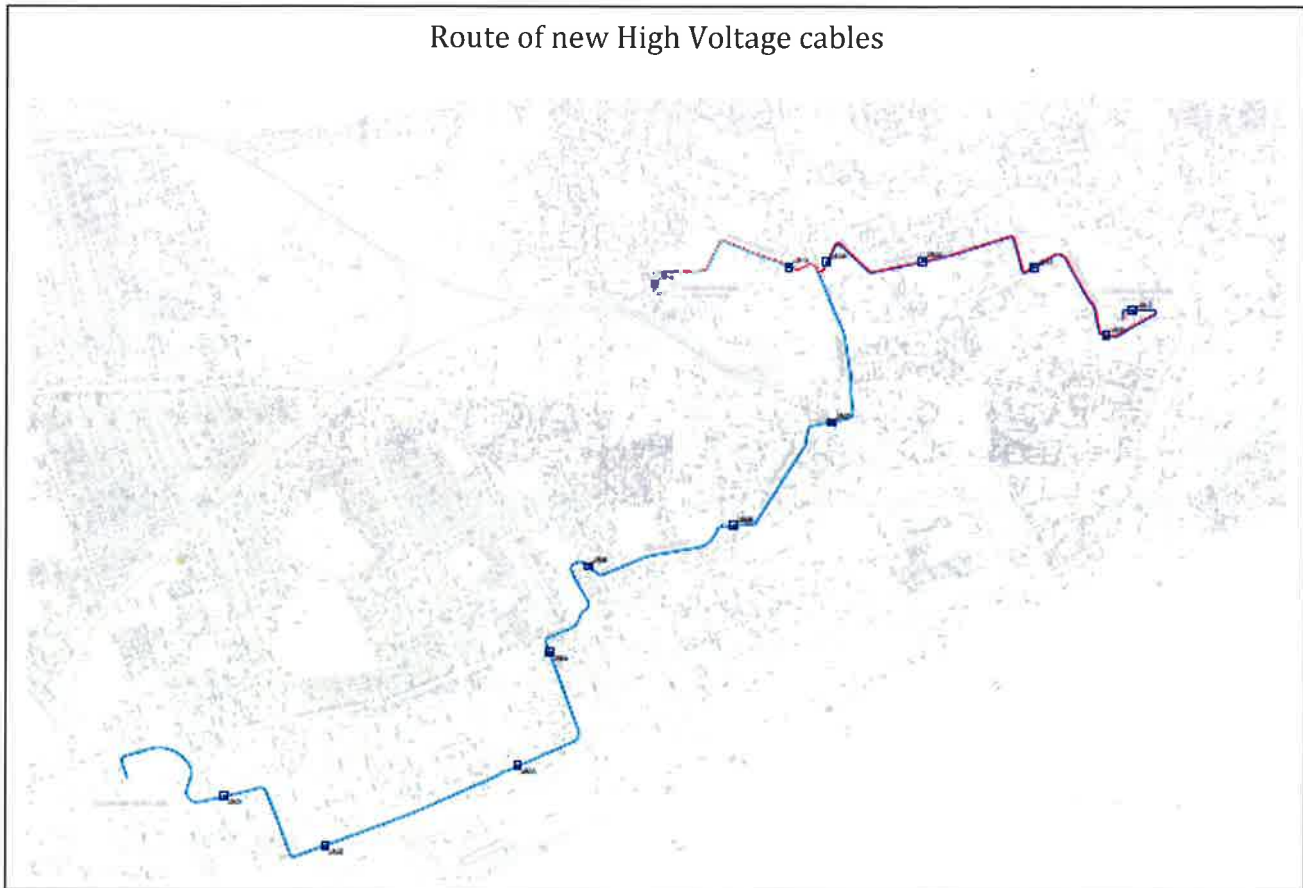
Commencing approx 2nd January 2018 - Completion October 2018

Who will be affected?

The duct installation works may be disruptive to traffic, but with carefully implemented traffic management, the impacts will be kept to a minimum. We will do all we can to reduce the impact on residents the School and businesses and keep you informed of progress and any issues that may occur. I can assure you that the School Children's safety is of paramount importance. We will be digging a trench the whole length of Walker Street in manageable sections.

Our worksite will be protected by barriers and surrounded by metal Herras fence to stop third-party interference and possibility of any children entering our site. If you do see anything untoward or any risk that raises alarm, please call The site manager **Jason Schmidt** immediately on **(07770) 300441** Who will deal with any issues straightaway. When OCU excavate over the crossing point outside the school we will provide a temporary crossing point further up the street. This will be manned during peak times. On a morning and in the afternoon to assist the School Children..

PLEASE NOTE: Your electricity supply should not be affected through any of these improvement works.



Phase 2 - Installation of new High Voltage cables:

Commencing Nov 2018 - Completion Mar 2019

Who will be affected?

At predetermined locations O'Connor Utilities will return to excavate joint bays where they will install the new cables in to the previously installed ducts and join the cable lengths together to create an end to end system. This phase of works is much less disruptive and should take no longer than 1 – 2 weeks at each location.

How to contact us

You will see O'Connor Utilities courtesy boards on site during Phases 1& 2 of these important works. If you need to discuss any specific access arrangements or for any further information please contact the O'Connor Utilities project manager Steve Stringer either by email steve.stringer@ocultd.co.uk or by phone on 07467 335371

The O'Connor Utilities 24hr advice line can be reached on **08453308615** for any out of hours on-site issues.

For Northern Powergrid general enquiries, you can call the customer care team Monday to Friday (9 am to 5 pm) on **0800 2987769**



Northern Powergrid

Registered Office: Lloyds Court, 78 Grey Street, Newcastle upon Tyne, NE1 6AF
Registered in England and Wales. Registered Number: 3476201

If you would like an audio copy of this letter, a copy in large type, Braille or another language, please call 0800 169 7602

You can also go online and fill out an online enquiry form on

<http://bdb.im/pyo>

Email us at: cus.serv@northernpowergrid.com or you can write to:

**Northern Powergrid Customer FREEPOST,
RSXE-RCZX-XKBL,
Relations,
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Station Road,
Penshaw,
DH4 7LA**

Looking after vulnerable people

If you are a carer for a vulnerable person, or you consider yourself particularly vulnerable during a power cut (such as being fully electrically dependent), then you can join our priority services register by calling 0800 169 2996

You can find out more, and even register online, by visiting our website: www.northernpowergrid.com/priority

In an emergency

To report a power cut, or if you are concerned about the safety of our equipment, call our **24 hour emergency number: 0800 66 88 77 or 0330 123 0877**

If you have a complaint, you can contact us by calling our free phone number: **0800 781 8848**

Yours sincerely,

Steve Stringer

OCU Operations Manger
07467 335371.