

Councillor Guide

Frequently Asked Questions
All you need to know about your local
electricity network

About UK Power Networks

We own and maintain electricity cables and lines across London, the South East and East of England keeping the lights on for 8.2million homes, schools, hospitals and businesses.

You can check if we serve a property and areas we cover at:

www.ukpowernetworks.co.uk/internet/en/about-us/areas-we-cover/#itop

Contact Details

Public Contact Details

☎ 105 or 0800 31 63 105
(both free from landlines
and mobile phones)

🌐 Contact us: ukpowernetworks.co.uk

🌐 ukpowernetworks.co.uk

🐦 Enquiries: [@UKPowerNetworks](https://twitter.com/UKPowerNetworks)

🐦 News: [@UKPNnews](https://twitter.com/UKPNnews)

📘 facebook.com/ukpowernetworks

Is UK Power Networks responsible for all overhead lines and underground cables?

No. Some lines and cables may belong to telecoms companies, and in a very small number of cases overhead cables are the responsibility of National Grid, a separate company. The poles that carry our overhead cables are always marked clearly with a yellow 'Danger of Death' sticker or sign.

There are also smaller electricity networks in some areas, which are typically new housing developments or business parks, and these are run by independent electricity network operators. If there is a fault on their private network, the electricity network owner will be responsible for rectifying it.

What is the difference between an electricity supplier and UK Power Networks?

UK Power Networks operates and maintains the infrastructure that connects and distributes electricity to homes, businesses, schools, hospitals and other premises. We do not generate electricity or sell electricity. The electricity supplier is the company a customer chooses to buy their electricity from, and who they pay their bills to. Part of the electricity bill is then paid to UK Power Networks for running and maintaining the substations and electricity cables that deliver the electricity.

When would someone need to contact UK Power Networks?

1 To report a power cut or damage to electricity lines and poles

- Our live power cut map www.ukpowernetworks.co.uk/internet/en/power-cuts shows all the power cuts we are aware of and when we estimate power will be restored.
- Anyone can report a power cut or damaged lines by phone, on our website or via Twitter.
- Call 999 immediately if a damaged line poses a risk to the public.

2 To raise a general enquiry

General enquiries include:

- Covering or insulating overhead power lines to allow work, for example roofing work, to be carried out safely. This is known as 'shrouding'.
- Reporting a problem with your 'cut out' or 'service head'. This is an electric box attached to the electricity meter and should be marked with a yellow danger sticker.
- Requesting plans showing the location of underground electricity cables.

3 To move or request a new electricity connection

- To request a new electricity connection for a home or business call **0800 029 4280 (option 3)** or e-mail: myconnection@ukpowernetworks.co.uk

Power cuts

Is UK Power Networks always responsible for power cuts?

No. If the power cut is caused by a fault 'behind the meter' i.e. inside a building then it is not the responsibility of UK Power Networks. However any issues prior to that point are our responsibility.

Once a power cut is reported how do you keep residents informed?

Residents can register for updates on our website or by calling us on **105** or **0800 3163 105**. You can also view our interactive map on our homepage showing the latest information about power cuts.

Is there additional help for vulnerable residents during a power cut?

Yes. We have a Priority Services Register for customers in vulnerable circumstances, such as older or disabled people, anyone dependent on medical equipment or families with young children, and many others. Joining the register, and all the support we provide to those on the register is free. Call **0800 169 9970** or sign up for our Priority Services Register at the 'Help and Advice' section on our website.

Streetworks/Roadworks

Why does UK Power Networks need to close or partially close roads or pavements during works?

The safety of pedestrians, road users and our staff is our first priority and we therefore may use traffic lights, road closures and safety barriers to keep our staff and local residents safe while we work.

How does UK Power Networks inform residents and businesses of upcoming/ongoing works?

We will often contact local residents and businesses to advise them when upcoming works are happening and provide contact details so they know where to find additional information.

Why do the streetworks sometimes take so long and at times no one seems to be working?

We always aim to complete the work as quickly and safely as possible, and to keep disruption to a minimum. It can sometimes take longer than expected to locate the exact fault and sometimes we might need to dig in more than one area. Some road surfaces, like those that are made of thick or reinforced concrete, require time to cure.

Other roads require specialist materials like specific types of stone, which can mean there is a delay between our engineers finishing the repair and our contractors filling in the hole and resurfacing the road. Sometimes the permit from the local highways authority may request that we only work at specific times due to the works location, for example during rush hour or at weekends.

Why might UK Power Networks dig up the road, and then return shortly afterwards to dig up the road again?

Occasionally a fault may reoccur, or we may not be able to complete a full repair in the time allowed by the permit. We may also be requested by the local highways authority to suspend works due to events or other urgent roadworks in the area. In these circumstances we will have to return to carry out further work.

Who should I contact about streetworks?

Every site will have a sign on the safety barrier with a contact number, and the permit number, which we submit to the local highways authority. If this information is unclear or missing, please call **0800 029 4285**.



Street Lighting

Who is responsible for streetlights?

The local council is normally responsible for highways maintenance of lights and other street furniture. You can check who owns a streetlight by visiting www.gov.uk/report-problem-street-light. UK Power Networks is responsible for connecting some, but not all, streetlights. When a light is faulty council officers will first check it and if a repair is required to the connection, and we are responsible for it, council officers will contact us.

How can constituents report a faulty street light?

A faulty light should be reported to the local council that has responsibility for streetlights in the first instance. Council officers will then contact UK Power Networks if the fault is related to the connection and we are responsible for the connection to that light.

How can residents check if a light has been reported to UK Power Networks?

Our interactive map details all street furniture (streetlights, traffic lights, bollards, signs, feeder pillars, bus shelters and advertising hoardings) that have been reported to us for repair: www.ukpowernetworks.co.uk/street-furniture-fault-map/street_furniture_fault_map.html

If an area is unlit or partially lit can additional lighting be installed?

Requests for new or additional streetlights should be made to the local council. They will then coordinate directly with UK Power Networks to arrange the electricity supply if we are contracted to connect their lights.

For further information please email: highwayservices@ukpowernetworks.co.uk

Electric Vehicles

Is UK Power Network responsible for installing Electric Vehicle Charging points?

No, accredited electric vehicle charge point installers install charging points. However, if contracted by the installer we arrange the electrical connection to the charge points and ensure there is sufficient capacity in the network to support new charging points.

Will your network cope with the additional electricity demand as more people switch to electric vehicles?

We have committed to spend over £30 million over a five year period on monitoring the uptake of electric vehicles. We are also trialling a number of innovation projects and services to design new ways of connecting charge points that will enable customers to charge their vehicles when demand is low but enable power to be put back into our network when demand is high. This will help us manage different peaks and troughs in capacity on our network.

Please see our guide for local authorities at: [electricvehicleguide](#)

You can also e-mail us at: electricvehicle@ukpowernetworks.co.uk



Flytipping

Who is responsible for clearing rubbish and graffiti at our substations?

If the flytipping is within the boundary fence of the substation, or graffiti is on the walls of substation then we will remove it. Call **0800 029 4280** or submit a report at **www.ukpowernetworks.co.uk/internet/en/our-services/substation-maintenance**. You can also report damaged fencing, overgrown weeds, shrubs and trees or graffiti. If the flytipping is on the pavement, public land or resting against the outside of the fence or wall of the substation, then the local council or landowner is responsible for removing it.

Community energy

What is community energy?

Community energy projects have an emphasis on local engagement, local leadership, local ownership and the local community benefiting collectively from the outcomes.

There are many examples of community energy projects across the UK, with at least 5000 community groups undertaking energy initiatives in the last five years.

Find out more:
<https://communityenergyengland.org>

Young people, training and education

Does UK Power Networks have an apprenticeship programme?

Our apprenticeship scheme provides opportunities for people of all ages to become fully trained, qualified and competent 'craft' persons in one of the following trades: cable jointing, overhead lines or electrical plant fitting.

Suitable applicants will be new to the power distribution industry and have recently achieved GCSE's Grades A to D in English, Math's and Science/Technology or equivalent. Applicants need to demonstrate an interest in electronics, electricity or engineering and enthusiasm to work outdoors.

Find out more:
<http://www.ukpowernetworkscareers.co.uk/>

Do you have information for schools and young people on staying safe around your network?

Our interactive website, 'Power Up!' has useful information about electricity and keeping safe for 7-14 year olds, teachers and parents. With games, quizzes and interesting facts about electricity, it's designed to support the Key Stages 2 and 3 electricity curriculum in an engaging and accessible way.

Find out more about Power Up!
<http://powerup.ukpowernetworks.co.uk/powerup/en/>

How is the energy system changing?

Previously nearly all energy was generated at large power stations across the country and taken from there by National Grid to the regional distribution networks, like UK Power Networks. We then distributed it to homes and businesses. In recent years more energy has been generated locally and these local generators are connecting directly to the regional distribution networks, this is called 'distributed generation'.

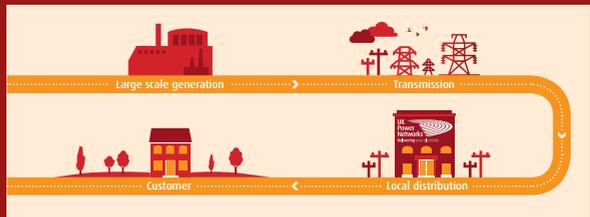
At the end of 2017, in our network area alone, UK Power Networks had connected 4.5GW of renewable energy on the network, which is nearly the equivalent of the Hinkley Point C nuclear power station.

Due to the large increase in energy being generated at a local and a national level, our network has become smarter and more flexible.

The diagrams below show the old world compared to the new world:

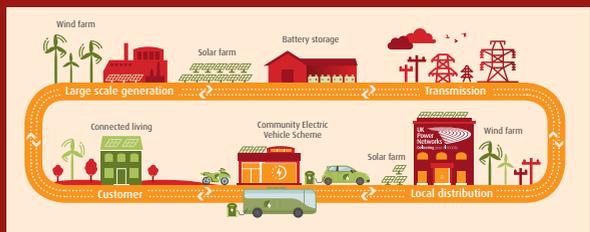
Old World

- Centralised, few large generators
- One way energy flows
- Predominantly fossil fuel based
- Customers only consume



New World

- Hundreds of thousands of distributed generators
- Bidirectional information and energy flows
- Hybrid energy generating
- Many more energy flows
- Consumers self-produce and consume



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