Current performance: on our network

40%
Reduction in customers affected by power cuts
Compared to 2012/13

50%
Reduction in average duration of power cuts
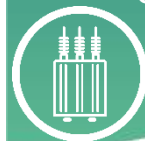Compared to 2012/13

88%
Customer supplies restored within an hour
High voltage faults

72
Substations had flood defences installed
Against ED1 target of 75

65%
Tree clearance complete
ED1 target relating to overhead line storm resilience

Playback and draft outputs

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Network resilience

What we heard from you:

And so the outputs we are proposing:

NETWORK PERFORMANCE

- **Keeping the lights on** and quick restoration is a high priority

- Power cuts or variation in power quality can **substantially effect businesses and vulnerable customers**

- WPD should seek **continual improvement**, even from currently strong position
  - Power cut frequency is lowest ever, but would still like to see further reductions
  - Reducing **power cut duration is the higher priority**

On average fewer and shorter power cuts in ED2 than ED1

Continue to focus on restoring supplies quickly and target achieving more than 85% of customers (that are not automatically restored) within one hour

We will aim to restore customer supplies in ED2 within 12 hours under normal weather conditions

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Playback and draft outputs

Network resilience

What we heard from you:

TREE MANAGEMENT

- Tree management is a high priority in network resilience

- WPD should carry out tree cutting **where absolutely necessary**
  - It is important that WPD prevents power outages with tree trimming, but in the most **cost-effective way** possible

TARGETTING INVESTMENT

- WPD must use **high quality asset health data**
  - It can **underpin innovation** and allow people on the network to work out their best options

- Reducing the number of **worst served customers** is a key measure of WPD's success - using data well to improve services for customers

And so the outputs we are proposing:

Reduction of tree related faults on HV and EHV overhead network due to use of LIDAR* in ED2 reducing the impact on customers
(*Light Detection and Ranging)

We will complete our tree resilience clearance programme on the EHV network

Improve the health of the network using asset condition data to target investment where the need is greatest

Undertake 50 schemes to improve the reliability of our worst served customers and prioritise these schemes based on numbers of vulnerable customers

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Playback and draft outputs

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Network resilience

What we heard from you:

FLOOD DEFENCES

- Coordination and **collaboration with the Environment Agency** is important to:
  - Share knowledge
  - Get involved in scenario planning and strategy development at source

SAFE NETWORKS

- The **safety of WPD staff and the general public** is critically important

- A key focus should be in relation to **maintaining assets.**
  - **Ensure equipment is safe** and does not produce a hazard to customers

And so the outputs we are proposing:

▶ We will continue to install further flood defences to reflect updated data from the Environment Agency

▶ Underground, insulate or divert overhead lines that are adjacent to or cross school playing areas

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