

Who We Are

Central Networks is the electricity distribution business covering Central England. We hold two Distribution Licences covering the East and the West of our region, serving customers across an area totalling 27,000 km² from the north of Chesterfield in Derbyshire to Bristol in the south, and from the Welsh borders in the west to the Lincolnshire coast in the east.

We are responsible for the delivery of a reliable supply of electricity to 4.9 million customers, through 132,000km of underground and overhead cables and via almost 97,000 substations. Our central offices are located near Derby and Tipton and they are supported by seven local Delivery Centres. We have around 2,400 employees.

E.ON & Central Networks

Central Networks is the electricity distribution business of E.ON, the world's largest investor owned power and gas company, which has its headquarters in Germany.

"Our aim is to give customers the best service possible."

Bob Taylor, Managing Director, Central Networks

What Is Important To Us?

We take customer service very seriously and aim to provide our customers with the best service we possibly can, in every area of our business. We are committed to developing initiatives continuously to make life better for our customers. We have provided the UK's first bespoke Customer Service Vehicles and strive to make it easier for our customers to make contact with us, particularly in the event of a power cut, through our groundbreaking website.

We actively support benchmarking initiatives and best practice within our business and the wider industry. We collect customer's views, such as customer satisfaction research, e-mail feedback forms and website surveys, which all help us to further improve our service to them.

As a business we recognise the importance and safety of our employees, our communities and our environment. Integrity, Openness, Trust and Mutual Respect, Courage and Social Responsibility are our core values.



We believe in investing in the future and offer fulfilling career opportunities across a wide range of disciplines. We also have a strong interest in training and developing future employees and run various apprentice schemes whilst also driving the Power Academy initiative for graduates. We have also introduced a pioneering scheme, Plugin2engineering, to engage with schools and encourage young engineers into the industry to help power the region for years to come.

The environment is at the heart of everything we do. Our successful ISO14001 accreditation demonstrates we have integrated environmental considerations into our daily business activities and continually strive to improve in this area.

Central Networks is committed to Research and Development (R&D) initiatives providing benefits to our customers, the electricity industry and shareholders. Our approach to R&D is to identify emerging technologies and opportunities that could increase the efficiency of our operations, enhance overall safety and provide a reliable network that delivers a high quality of supply. Central Networks was the first to design and register an RPZ (Registered Power Zone) to allow significantly more generation to be connected without the need to reinforce its network.

"We recognise the importance & safety of our employees, our communities and our environment."

Phil Wilson, Customer Operations Manager

At Central Networks we realise our customers are all different which is why we tailor our initiatives to their individual needs. Many of these initiatives are supported by external stakeholders, resulting in further measurable benefits for our customers. At all times we endeavour to provide customers, staff and stakeholders with the best possible experience in their relationship with Central Networks.