

Western Power Distribution Company Profile



Western Power Distribution (WPD) owns and operates the electricity distribution networks in South Wales and South West England. Our vision is to be world class in power delivery.

Owned by PPL Global LLC, a subsidiary of PPL Corporation of Allentown, Pennsylvania, USA, we are responsible for delivering electricity to around 2.6 million customers.

This includes 1.5 million customers across a 14,400 km² service area in South West England and just over 1 million customers across an 11,800 km² service area in South Wales.

Our network is one of the largest of all of the distribution networks in the UK, covering densely populated residential neighbourhoods and widely dispersed rural populations.

Our vision for success is built on excellence in five key areas – safety, reliability, customer service, business efficiency and the environment.

The performance of our people is at the heart of our business and our staff take personal responsibility for results. Approximately 2,400 people are employed by WPD of whom 1,500 are based in South West England and around 900 are located in Wales.

As a distribution only business, our focus is on the safety and reliability of our network. We are not involved in retail energy supply or power generation.

We are committed to consistently delivering outstanding customer service and we are proud of our reputation as the leading electricity distribution company in customer service. The Government's new Customer Service Excellence Standard awarded in March 2010 recognises this.

**CUSTOMER
SERVICE
EXCELLENCE**



There are over 155,000 vulnerable customers recorded on our Priority Services Register ("PSR"), an increase of 20,000 over the last 12 months.