

*LCN Fund Full Submission*

## *Supplementary Answer Form*

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	SPT 2003	Question Number	18
Question date	13/09/2011	Answer date	20/09/2011
Submission section question relates to	Section 8		
Topic	Customer Impacts		
Question	Can you please confirm how many customers will experience interruptions at each of your trial sites?		
Notes on question	We believe this question to be a duplicate of question 14 and have used the same response. Additional information has been added to clarify the duration of these outages		
Answer	<p>All customer groups (I&amp;C and domestic) may be impacted by interruptions to supply in order for us to install equipment which requires an outage for health and safety reasons. This is due to the close-coupled nature of the design of many of the secondary substations which means that the installer would be exposed to live busbars when fitting the CTs. Some substation designs have cable connections between the transformer and LV board which allow safe live fitting of the monitoring equipment.</p> <p>We have estimated outages are required for approximately 25% of the monitoring installations which would equate to around:</p> <ul style="list-style-type: none"> <li>• St Andrews: 2120 customers</li> <li>• Whitchurch: 560 customers</li> <li>• Ruabon, Wrexham: 1370 customers</li> </ul> <p>These outages are expected to be around two hours in duration for the</p>		

	<p>above number of customers.</p> <p>The exact nature of the customers which will experience interruptions to supply will depend on the individual substations that they are fed from and whether an outage is required or not. We will make every effort to minimise the number of interruptions that are required through the use of network back feeds, portable generators, alternative safe working practices and new technology.</p> <p>All customers impacted by an interruption to supply will receive advanced written notification of such an event, which will include a direct contact at Scottish Power who they may contact should they wish to discuss any aspect of the project.</p> <p>Where necessary, outages may be taken outside of normal working hours for I&amp;C customers so that the impact on business is minimised.</p> <p>Training of the installation personnel on the fitting of the monitoring equipment will be done at the PNDC to ensure that the time required and design of the monitoring equipment is such that we can minimise the interruption time to the customers.</p>
Attachments	
Verbal Clarifications (Consultants )	