

# *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	15
Question date	06/09/2011	Answer date	13/09/2011
Submission section question relates to	Section 9 (We think this should be section 8?)		
Topic	IIS		
Question	You state that the project will impact both I&C customers and domestic customers and that you will look to provide information to these customers. Can you please give an indication of how many I&C customers and how many domestic customers will be directly impacted by the project i.e. will receive communication from you.		
Notes on question			
Answer	<p>All customer groups (I&amp;C and domestic) may be impacted by interruptions to their 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: 2100 customers</li> <li>• Whitchurch: 560 customers</li> <li>• Ruabon, Wrexham: 1360 customers</li> </ul>		

	<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> <p>For energy efficiency measures, the project will primarily target industrial and commercial customers as it is recognised that these customers are the largest electricity consumers. Across the three areas, we estimate the following volume of customers to be in the profile class of 5 and above:</p> <ul style="list-style-type: none"> <li>• St Andrews: 58 customers</li> <li>• Whitchurch: 50 customers</li> <li>• Ruabon, Wrexham: 25 customers</li> </ul> <p>We will be looking to engage with as many of these customers as possible, but recognise that some may not wish to participate while others may already have extensive energy efficiency measures in place. We would expect approximately a 50% uptake of the energy surveys and that a large proportion of these customers would be interested in trialling energy efficiency measures.</p> <p>A project website will also be established to provide more information on the project for the public to make them aware of what we are doing as detailed in Appendix F – Customer engagement strategy.</p>
Attachments	
Verbal Clarifications (Consultants )	