



2014-15 STAKEHOLDER ENGAGEMENT

SUBMISSION PART 2



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INTRODUCTION

The positive impact of an increasing level of engagement with our stakeholders is clear to see – and it is reflected in the broad range of initiatives that we are setting out here.

I am proud to reflect on the positive outcomes that we are delivering as a result of stakeholder's influence on the way we run our business. It is reflected in the broad range of initiatives set out here. Some were initiated in the last few years and are now bearing fruit, such as the longer notice we are giving of network tariff changes to energy suppliers, which in turn helps keep downward pressure on bills.

Others are newer developments and are much longer-term plays, including our nationally-commended work with community energy groups.

Creating an environment in which our management team is held to account by experts across our full set of output areas is now an essential part of our approach to running the business. Our stakeholder panel meets quarterly to do just that, whilst our expert groups covering social obligations and customer service, chaired by National Energy

Action and the Institute of Customer Service continue to operate as invaluable critical friends. The outcome of those conversations feed directly into our monthly executive meeting, ensuring that the feedback directly influences the leadership of the business.

Not all of the positive influence comes from outside the organisation: our employees are vital stakeholders in our business. Their feedback, through the normal course of business and through specific exercises such as our employee engagement survey, shapes our approach. And when all is said and done, our employees are the ones that make the initiatives happen.

A business like ours can't excel without maintaining a direct line of sight to our ultimate stakeholders and being able to respond to what we hear. Our regulator's assessment matters to us because it's another point of reference that helps tell us if we are on the right track. It is certainly not about

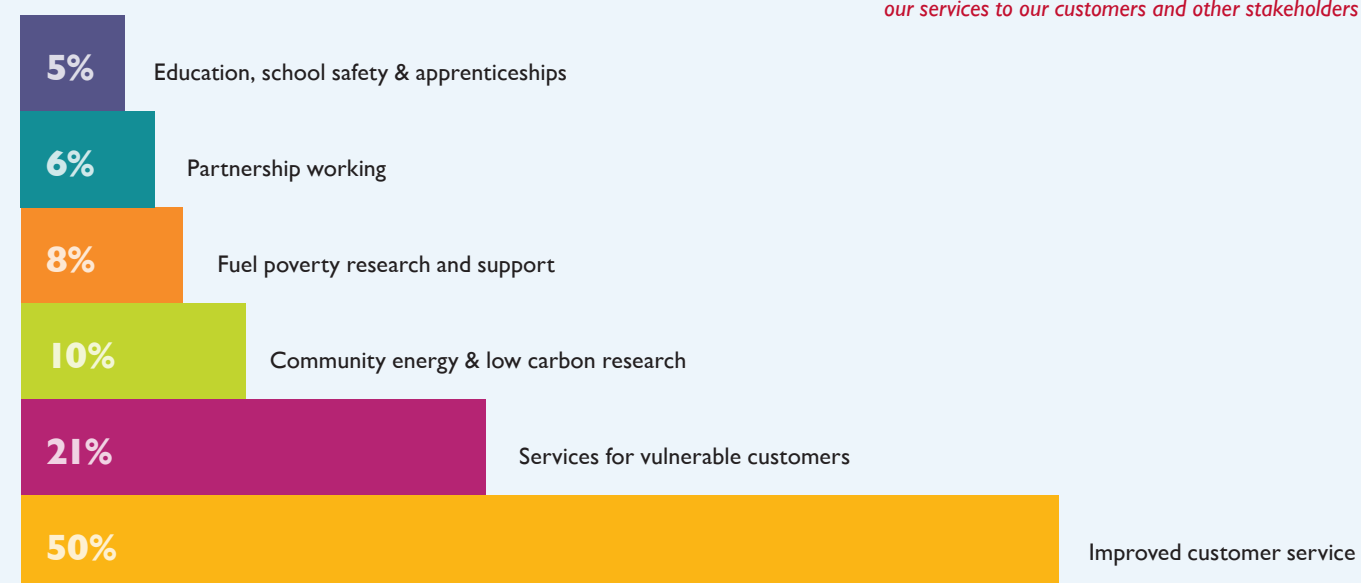
enhancing our financial performance – our commitment remains to immediately reinvest any rewards back into improved services for our stakeholders. Last year's reward contributed to the initiatives described on the following pages. We've been listening to your feedback too and have aimed to make our submission easier to read – I hope we've succeeded.

Thank you for taking the time to look at what we've been doing.

Phil Jones
Chief Executive



ALLOCATION OF 2013-14 REWARD



ENABLING THE NETWORKS OF THE FUTURE

Northern Powergrid is committed to playing a sector leading role in the low carbon economy.

Our projects include the roll-out of smart meters, renewable energy, energy efficiency schemes and electric vehicles – sometimes leading innovation and sometimes allowing others to bring their plans to fruition.

Our dynamic Customer-Led Network Revolution (CLNR) project engaged record numbers of customers and produced important findings that will help Distribution Network Operators (DNOs) rise to the challenge of a low carbon future. The knowledge gained will help us to find the most cost-effective ways to support

low carbon technologies like solar panels, heat pumps and electric vehicles. Both this, and our desk-top study (see below) have allowed us to develop our Activating Community Engagement (ACE) project, running from 2015, from strong and informed foundations. We have supported the planning process of the smart meter roll-out at the national level. For instance, we have established new processes for remedying potential faults, we are a leading player in the development of network operator data privacy arrangements, and have specified the interface that will enable us to collect data.



- › Potential for avoided network costs to recycle to deprived communities being studied
- › Learning from CLNR customer engagement utilised

“Excellent opportunity to network, share thoughts and ideas and have hope for the future. Well done NPg and VONNE for pulling this together.” Participant in Community Energy event

OUR AIMS FOR 2015

- › Continue to support the smart meter roll-out
- › Remain engaged with partners in considering the role our network plays in energy efficiency targets
- › Publish widely and promote through industry forums the findings from both our recent studies – particularly with other DNOs – and explore further partnership working
- › Continue to embed our support for community energy projects (see p7)

SUPPORTING LOCAL ENERGY EFFICIENCY AS AN ALTERNATIVE TO GRID REINFORCEMENT

Our Stakeholder Panel and Social Issues Expert Group have been particularly interested in how we're rising to the low carbon challenge – from technological and social perspectives.

Members met with colleagues from across the company in January 2015 for a discussion on demand-side response and the options available. Many topics were discussed, including the potential for more efficient white goods and LED

lighting to reduce network demand in the future. However, the meeting focussed on the desktop study that we had just launched with the National Energy Action (NEA) and consultants Agility-Eco on network investment opportunities and how those related to opportunities to improve efficiency and tackle fuel poverty.

The study engaged engineers from across the company, along with other research work, to help us understand the circumstances

in which targeting our investment towards permanent peak load demand reduction would be socially, financially, and environmentally better than creating additional capacity. The research concluded in March 2015 and we hope to publish the results in June 2015. We intend to promote the findings alongside our CLNR work and the other DNO low carbon projects as part of the industry's research and innovation in the future network.

PROVIDING GREAT CUSTOMER SERVICE – POWERING THROUGH MAJOR INCIDENTS

We have responded to the huge growth in digital contact – making us more responsive than ever before during major incidents; on the phone, as well as digitally.

DIGITAL GROWTH

As with most other industries, we've seen huge growth in the way our customers contact us and we contact them through digital channels – our online powercut checker deals with twice as many queries as our contact centre, and an ever growing proportion of those contacts are on mobile devices (particularly during storms when 80% of our digital contact is mobile).

We transformed our website in 2014 – designing it around how we found our customers and other stakeholders actually used the site. It now formats automatically for the type of device used to access it and is cloud based (making it far more resilient at times of peak storm demand). From June 2015, customers will be able to register a power cut via the site – notifying our operational systems automatically.



The growth in digital contact has freed up time on our contact centre for our advisers to spend more time with our customers who still prefer to use the telephone.

MAJOR INCIDENTS

During storms both our website and intranet are set up to be switched immediately into major incident mode – the power cut checker moves to the website homepage, alongside updates issued to the media and stakeholders, map of known faults and a status report drawn directly from our fault management system all come into operation. As the end of the storm event approaches our customer compensation form moves to the site landing page making it easy for customers who would like to make a claim. Our intranet homepage provides headline network activity, progress on fault repairs, and location of our customer support vehicles improving back



- Digital contacts up 33%, calls down 36%
- Easier information access benefits all customers
- Wider employee support during major incidents

office employee engagement with the event as power restoration efforts continue.

In 2014 we also extended the principle of assigning clear major incident roles to our non-operational teams – our major incident plans now cover everyone in the business and we engage an even higher proportion of our employees in the recovery effort – helping customers and frontline staff to get things back to normal.

Our internal communications campaign 'Team Powergrid: Hidden Heroes Every Day', promotes the importance of being there for our customers when they really need us.

"Great customer service today. Such a welcome surprise."

Emma F from York

"Electricity back! Thanks. Go to @Northpowergrid for really super customer service."

Demelza T from Scarborough

"Thank you very much. As always very helpful."

Pheobe M from Yorkshire

It includes images of our colleagues pictured as superheroes and featured posters, pop-ups, videos, conferences and banners; linked to the extra effort needed to keep customers informed and restore power as quickly as possible following a storm. The campaign was developed through extensive consultation with employees through focus groups and team meetings.

CLOSER TO THE CUSTOMER

We responded to stakeholder research that we needed to cut the number of outages and restore power more quickly when they do happen. We've moved to a more locally managed operating structure – from five to nine zones – defined by their industrial, urban or rural character.

This localisation programme ensures that teams have a better understanding of their area and the communities they're serving.

Stakeholder events were held in each of the nine new zones to explain the changes, why we have made them and to share who their local operational team are. Over 1,000 stakeholders were invited, including Councils, MPs, LEPs, businesses and Local Resilience Forums. A booklet outlining our new structure, the investment programmes in their area and the contact details for the local operational teams was provided

(see below), and has also been promoted via our stakeholder e-bulletin and shared on our website.

A complementary internal version of the booklet was produced and distributed to local employees, including additional information about who their key stakeholders are and the link to our intranet for a fuller directory with updated contact details.

The initiative promotes the importance of the communities we serve and also gives operational teams the practical information to manage incidents in their area and keep key stakeholders informed.

INVESTMENTS ACROSS OUR REGION

Our network investment projects for the next ten years are now published on our website and regularly used in discussions with stakeholders. All our major projects now use our Communications Toolkit that was developed in collaboration with stakeholders previously affected by our investment work. It guides our team through the best ways of engaging with those affected with clear and proven template communications to work from. Recent examples of this include our £40million South Yorkshire reinforcement scheme (www.syupdates.co.uk).

- New zone management teams engage locally with key stakeholders
- Communications toolkit guiding engagement linked to local project impact

"Good event for customer connections and reassurance."

East Riding Council
Attended zone stakeholder event

IMPROVING THE CUSTOMER EXPERIENCE IN 2015

- **Installing a new customer relationship management system**
To enhance our capability to deliver an improved customer experience comparable with the best in the UK
- **Greater and faster communication with more customers**
For all types of power cuts/service issues
- **A single emergency number for power cut enquiries**
Working with industry partners across the country for March 2016 launch
- **Enhance contact centre peak call capacity**
Including homeworking, improving overflow resourcing and further introduction of digital services
- **Online power cut logging for customers**
Customers can register power cuts online, automated through to our fault management system



Our nine zone stakeholder booklet provided contact details for the teams responsible for each area

AFFORDABILITY AND VULNERABLE CUSTOMERS

We have developed a good insight into fuel poverty from working with partners such as Involve, VONNE, NEA and our social issues expert group.

We know that many customers experiencing fuel poverty often experience food poverty as well, often having to choose to 'heat or eat', and this is why we initiated our work with the Trussell Trust last year. We now have food bins at all our major office sites and our employees support local food banks across our region through volunteering. Our donation helped an additional 24,000 people needing food banks in 2014, including almost 15,000 children.

Grants were made to expand existing food banks, providing satellite distribution centres that together make food banks more accessible (see map on page 7). Not only does our support assist local families but it also helps us understand these issues and how to help customers suffering from fuel poverty. We've broadened the scope of our school safety talks to cover energy saving advice, especially in socially deprived areas. We hand out information that we developed with National Energy Action (NEA).

Previously, through our pioneering collaboration with the other utilities in the region – the Infrastructure North (IN) partnership – we produced SafeWarmInControl, an online resource for health and social care professionals on how we could help their clients. Now as Infrastructure North we are working with VONNE and Involve to create an event for charities and care professionals to understand how we can bring our services closer to vulnerable people across our regions and promote our care services using their contact networks. We have shared our IN terms of reference with other DNOs through the Energy Networks Association (ENA) to share best practice and encourage other utilities across the country to work together.

PRIORITY SERVICES REGISTER (PSR)

We introduced fuel poverty as a category within our PSR registration as we understand that having limited financial resources makes

- Food bank funding reaches 24,000 people
- Energy saving advice added to school safety programme reaching 28,500 pupils
- 5 customer support vehicles with a potential reach of 34,000 customers
- Local radio campaign trebles PSR registration rate

you more vulnerable during a power cut. We created a dedicated Priority Services Manager role, who personally oversees the support and contact we make to customers during planned or unexpected power cuts. If PSR customers need to contact us, they automatically bypass our IVR system and connect through to our first available adviser – the improvement in our digital services (page 3) has helped with the capacity to provide this service.

Our five customer support vehicles support local communities and we target their location to where there is the highest volume of PSR customers. In addition to being able to offer hot drinks, phone and tablet charging points and somewhere to warm up, our customer ambassadors then call on PSR customers at home to check they are ok. We hold emergency support kits on the vehicles that include winter warmer packs (blankets, torches, gloves, flasks etc.) and self-heating food packs.

The portable power inverters that are on the vans can be used to power equipment such as bed lifts have been well received so we are now rolling these out to each of our nine zones.

We know from our PSR survey and broader consultations that many customers are unaware that we operate a register and can offer this additional support. To raise awareness we launched a four week local radio campaign with a potential reach of over 2.1m listeners. John Barnett, commercial director, took part in Alan Robson's 'night owls' late night talk show, which is the most popular talk show in the North East, with an audience of predominantly older listeners. During the campaign there was a trebling in the number of online PSR applications.



We now provide a wider range of support services during powercuts than ever before

CUSTOMER INFORMATION

We led the change on behalf of all DNOs so that energy suppliers now share all customer contact data through nightly data flows, following an initial large scale upload in September 2014. This improves our ability to proactively serve all our customers, particularly those on our PS Register, during power cuts.

This has improved the number of customers for whom we now have at least one contact type (phone, mobile, or email) by at least 30% points. We are now able to use this enhanced data proactively in our communications about planned and unplanned power cuts. Under a separate initiative, we are establishing with Northern Gas Networks a data sharing network to improve our reach and support for customers in fuel poverty.

TRAINING

With help from Action on Hearing Loss and the NEA we have trained our contact

centre team in how to sensitively identify signs of potential customer vulnerability. The NEA trainer spent a day with one of our rapid response field engineers to understand the service we provide when we visit customers' homes and that insight led to the programme being improved. We're now setting up a 'train the trainer' programme in-house and we understand that NEA is sharing the training with other DNOs.

DEBT ADVICE

With Newcastle Citizens Advice Bureau we sponsor a fuel debt adviser. She now has almost 100 one-to-one client contacts each quarter, and provides training and advice for other CAB advisers. The advisers help with measures to prevent future debt – for example repayment schemes or supplier switching; and referring clients to energy efficiency schemes such as Warmzone and Warm-up-North.

- Northern Powergrid initiative to obtain supplier customer contact data increases availability by 30%
- Over 300,000 power cut text messages issued so far in 2015
- 400 clients assisted by NPG funded CAB fuel debt adviser

IN 2015 WE WILL

- » Continue to develop and deliver our education programme, covering both primary and secondary age groups and safety, energy efficiency and technical skills - working closely with our Infrastructure North partners where appropriate
- » Develop our support for energy debt services from our existing sponsored service in Newcastle to a similar model in Yorkshire
- » Continue to extend our volunteering policy to allow employees to spend company time each year volunteering to support this programme
- » Deepen our relationship with the Trussell Trust with more volunteers, continued funding and informing their clients of the priority services and energy saving advice we offer



"Our projects not only benefit from a generous grant scheme provided by Northern Powergrid but from practical help through food donations and, increasingly, through employees giving time to volunteer." Matt Cameron, Trussell Trust



We have just stepped up our relationship with the Red Cross to offer even better support to customers

Shona Alexander @ ShonaAlexander3

Oct 23

@Northpowergrid Enjoy working with you all – and definitely helping people with their fuel problems here every day. Thanks!

Reply Retweet Favourite

Shona Alexander, Chief Executive of Newcastle CAB and a member of our stakeholder panel

COMMUNITY ENERGY

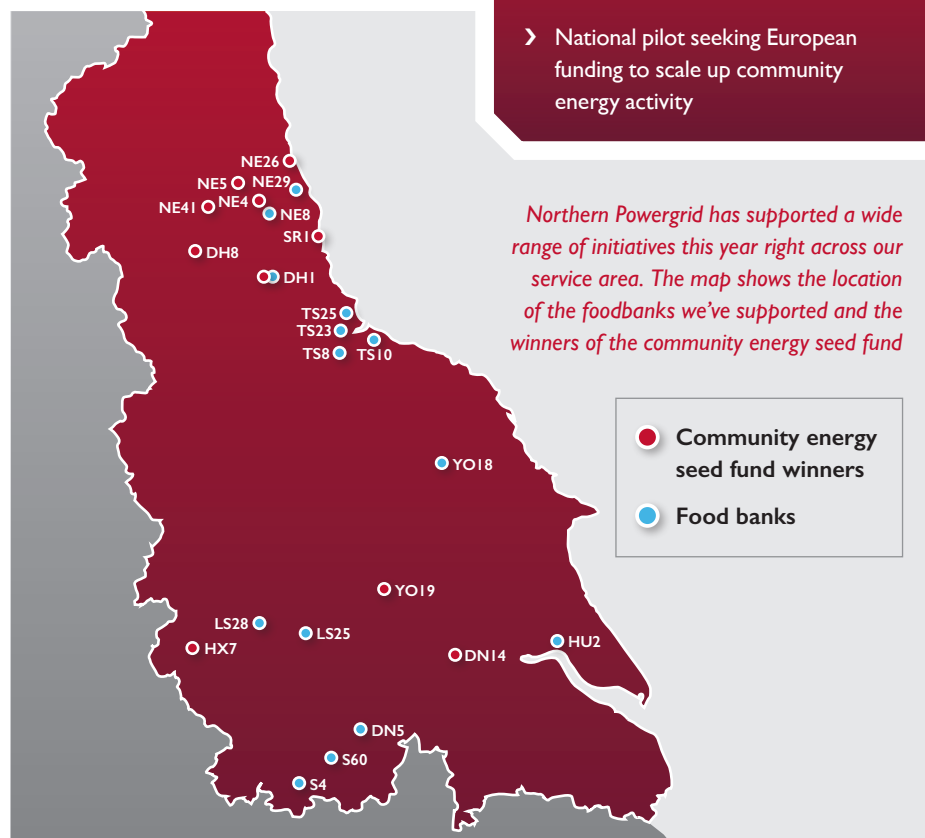
Localisation of energy production and use is a growing feature of the low carbon economy. Northern Powergrid has a significant role in helping those involved in community energy projects take their ideas forward.

Building on successful community energy events in 2014, and following feedback from those who attended across the renewables sector in our region, we ran two further community energy events in February 2015, with our partners at VONNE and Involve. They included speeches from the Chief Executive of Community Energy England (Emma Bridge) and the Head of Community Energy at DECC (Fiona Booth).

These brought together 170 interested stakeholders from community groups to charities and from consultants to councils to share the learning, explore the issues and propose solutions around delivering community energy projects. The events provided the opportunity to get in touch with experts from across the industry, and other groups who are facing (or have faced) the same challenges that they are now. LinkedIn groups have been set up since the events to continue the networking and support online.

In particular, we showcased the successful projects from our new Community Energy Seed Fund (see map inset), some of whom led workshops on their experiences. Feedback from attendees was very positive and we're now working on the best way to take these events forward – including exploring the potential for evening events to make them more accessible to more groups.

Connections can be a key element for any community energy project and during summer 2015 we will publish a guide for community energy groups on the best way to get their scheme assessed and connected.



Energy supplier, OVO attended the workshop and are currently developing a new business model with four local authorities and are keen to replicate this in different cities. They were interested in talking to community groups as their model includes new ways to trade in local generation and they would like to be part of the solution for community energy group projects working in collaboration with us.

£50,000 SEED FUND

In 2014 we launched a £50,000 Community Energy Seed Fund to help community energy projects get started. We awarded the funding to ten schemes looking to work on projects as varied as collective buying, energy generation, and energy efficiency. The applicants were so strong that we've announced that we'll be running the Seed Fund for a second year in 2015, opening applications as part of our sponsorship of the National Energy Action annual conference in September.

- Community energy events bring 170 stakeholders together
- £50,000 annual NPg seed fund enables ten projects to make progress
- National pilot seeking European funding to scale up community energy activity

NORTH EAST COMMUNITY ENERGY

The North East Community Energy (NECE) project has been developed between equal partners: Northern Powergrid, VONNE and Community Energy England, with funding for the research and scoping work provided by Northern Powergrid. North East Community Energy aims to promote, enable and support a substantial scaling up of community energy activity across the North East of England and to engage communities and the wider public in the reduction of energy use in conjunction with the production and management of energy. The project is a national pilot for the accelerated adoption of community energy – endorsed by Community Energy England and recognised by the Department of Energy and Climate Change. The project team is in the final stages of a detailed bid to the North East and Tees Valley LEPs for European Structural and Investment Funding (ESIF) from 2015 to

“Northern Powergrid see community energy as ‘an emerging proposition to which they owe a good level of service’. They also recognise its potential in serving the country’s transition to a low carbon economy and in tackling fuel poverty.”

DECC Community Energy Strategy update, March 2015 – Northern Powergrid was the only DNO mentioned in this key document.



Anne-Claire Leydier presenting a community energy seed fund award to one of the winners – the WEA North East Green Branch represented by Ruth Hayward & Nigel Todd

2020, due to be submitted over the Summer of 2015.

A detailed business case and achievable project pipeline has been put together and the team is advised by a Steering Group with representatives from charities, academics and businesses sitting on it.

CONNECTIONS

The service we provide to customers wishing to connect buildings or local generation to our network is going through significant change. Rapid growth in customers wanting to connect wind or solar projects has led to a 20% annual rise in requests for connection offers.

In January we approached over 3,200 of our customers who had received a quote from Northern Powergrid to understand their views and experience. We also used Explain, the market research company, to contact a further 300 customers to carry out an in depth review. We have used all of the feedback we received to make our future improvement plans as robust as possible to ensure that we continue to meet customers' requirements. We've increased our senior management contact with stakeholders to explain what drives connection costs, the accurate picture of what's really happening on our network, and to encourage early collaboration to understand whether local network constraints exist, and what alternative options are available.

Some parts of our network have reached capacity and we offer innovative commercial and technical solutions to address these. Other challenges have been addressed through engagement where inaccurate third party information on the available power capacity in some of the North's largest cities was wrongly believed to be stifling economic growth. For example, our directors and senior managers meet the Leeds Local Manufacturing Forum, Leeds Industrial

Property Agents Forum and Humber LEP.

Driven by stakeholder requests we delivered a significant upgrade to our website. This focused on local generation, our biggest growth area, with interactive capacity heat maps for large projects and online 'G83/2' notification for single premises installations introduced. The heat maps have had 12,000 visits since going live and the redesign of the 'my account' online application also made our assigned connections engineer and contact information more accessible.

Our connections workshops remain well attended – we bring independent connections providers (ICP) into the room alongside our connections customers, developing shared understanding on industry developments and the competitive choices available. At our monthly ICP surgeries we now provide direct access to our IT systems to independent connections providers. With our digital engagement channels we've issued e-bulletins to business customers as an effective way of communicating changes to our services. Other customers receive advice and information via our online 'ask our experts' service, offering direct interaction with our engineers.

“The event was held at a good venue and was very well presented and informative. I have worked with Northern Powergrid for many years and we have a very good working relationship. Help and assistance is available when required.” David Brown, Gateshead Council

EMPLOYEES AND OUR COMMUNITIES

- › Joint working with NGN and the Ahead Partnership supporting 1,800 students to become work ready

We believe we have a responsibility to take care of young people within the communities we serve and, in addition to our extensive school safety programme, during 2014 we piloted our 'Make the Grade in Energy' programme developed with Ahead Partnership.

This programme, developed with the Ahead Partnership and Northern Gas Networks, has been designed to bring the energy sector alive, address the skills gap and raise the aspirations of young people. It connects our business, our employees, and schools profiling the skills and attitudes needed as students follow the pathway into the world of work.

The programme has been aligned to our businesses to make it meaningful to the employees that volunteer and connect with our social programme. Employees have been fully engaged with the programme and it forms part of their own personal development plans. Activities during 2014 included careers events, an apprentice guest speech, numeracy workshops and world of work days. The feedback from teachers and students has been extremely positive.

"Over the past year we have worked closely with NPg to develop and deliver activities that are bespoke to the utilities sector. Our key aim is to support the skills gap for the sector as well as supporting some of the more deprived areas that NPg operate in. Together we will be supporting 1,800 students across the north to become work ready."
Stephanie Burras CBE, Chief Executive, Ahead Partnership.

IN 2015 WE WILL

- › Drive more results throughout the business through improved employee engagement
- › Extend our community wide volunteering policy to allow more staff to spend time each year volunteering
- › Embed our schools work further; with our 2015 programme reaching out to 1,800 young people covering Science, Technology, Engineering & Maths (STEM), employability workshops, enterprise challenges and much more

PROGRAMME OF EMPLOYEE ENGAGEMENT: 2014 – 2015



**AUGUST/
SEPTEMBER
2014**

- › Analysis of employee engagement survey results
- › Presentation to directors and senior managers



**OCTOBER
2014**

- › Directorate session to review survey results
- › Cascade to teams by senior managers
- › Development of local / team action plans



**NOVEMBER/
DECEMBER
2014**

- › Cascade to teams by senior managers
- › Development of local / team action plans
- › Implementation of local / team action plans



**JANUARY/
FEBRUARY
2015**

- › Continued implementation of local action plans
- › Senior Manager engagement event
- › Identification of organisational themes
- › Senior Engagement Champions identified



**MARCH/
APRIL/MAY
2015**

- › Senior Engagement Champion workshops
- › Development of organisation action plan themes
- › Ongoing implementation of local action plans
- › Local Engagement Champion development workshops

BUSINESS STAKEHOLDERS

Our business stakeholders have a wide range of interests. We work regularly with the CBI, and local Chambers of Commerce and are developing a relationship with the FSB (see page 4 of Part 1). Businesses, including energy suppliers, have an interest in our connections business, charges and smart grid proposals; and together with councils and LEPs in our role enabling economic development.

REDUCING PRICE VOLATILITY

During the engagement on our business plan, we put considerable effort into engaging energy suppliers and, as a sector leading initiative, with smaller suppliers. Both told us that announcing indicative network use of system charges only three months (and final charges only 40 days) before the start of the year caused increased risks that were reflected in the prices for customers. We therefore proposed a change to the Distribution Connection and Use of System Agreement (DCUSA) to extend the notification period nationally to 15 months. It has taken over a year for the proposal to be debated and considered but in February, Ofgem directed that the national change be made. The need to address this issue was mentioned in the recent Select Committee report on network costs and positively commented on by Government. We are pleased to have secured the industry change that should allow energy suppliers to reduce the network price risk premium.

FARM SAFETY

Farm machinery coming into contact with overhead lines is an increasing problem – larger machines and more night working makes harvest particularly risky. We have used our stakeholder panel and worked with the National Farmers' Union to combat this – with safety campaigns, a farm safety partnership and attending large events such as the Great Yorkshire Show. This year we're stepping up that campaign, attending even more shows than before.

CAPACITY INFORMATION

Last year we published our network investment projects and grid capacity maps online and now update them twice a year. It is regularly used as a tool in engagement with councils, businesses and local generation customers to help them understand where capacity is available today and in the future. We also launched our corporate and stakeholder focussed twitter feed at @powergridnews, complementing our customer focussed @Northpowergrid stream.

LOCAL AUTHORITIES, LEPS & COMBINED AUTHORITIES

We started a pilot with three councils during 2014, giving them access to information on power cuts and restoration times with an automated SMS alert service. This is now to be extended to all local authorities, along with other public agencies. However, following the trials we won't be including the SMS service as this was felt to put an excessive burden on the recipients. We intend to combine this with an account manager and one-stop-shop approach for local authorities to ensure that they have an easy point of contact as we optimise our contact with them across our range of services (economic development, care services, low carbon etc). These new services leverage our communication and customer service to stakeholders that we previously have found harder to reach. We meet regularly, with LEPs and combined authorities to explore their priority areas of work – from decarbonising heavy industry in the Tees Valley to developing community heat projects in the Leeds city area and future growth capacity in Sheffield & South Yorkshire regions.

- › 15-month network charge notice period benefits all energy suppliers
- › Power cut map view made available to LA's assists information available to wider stakeholders

PRESERVE THE PAST, INNOVATE FOR THE FUTURE

Our £7 million project this year to invest in York's future power network unearthed a medieval burial site, the first of its type to be found in the city.

Northern Powergrid worked with our contractors Interserve, City of York Council and York Archaeological Trust throughout the major investment project. Northern Powergrid provided the £13,000 needed to make further excavation work possible. Meticulous excavation in two trenches revealed 12 skeletons. Cllr Sonja Crisp, City of York Cabinet Member for Culture, Leisure and Tourism at City of York Council, said: "As a designated area of archaeological importance it's vital we protect the history beneath our feet. This project is an example of best practice when it comes to protecting York's past while bringing improvements for its future. By working in partnership with Northern Powergrid, Interserve and York Archaeological Trust, we have been able to professionally and respectfully unearth some hugely significant finds that will help us to continue our work to create a rich picture of the city's 2,000-year old history."



Dave Smith of Northern Powergrid & John Oxley of City of York Council.

