

## **SSE Questions and Answers**

**Does Calne have enough capacity? How are capacity issues being addressed as the town grows?** The Primary substation at Calne was recently refurbished & while we cannot disclose actual capacity, I can reassure you it currently has plenty of capacity. There are no capacity issues in Calne. When new infrastructure is built, if an increase in load is needed, the customer/developers pay for this. This is incorporated into their plans.

**Why do power cuts frequently happen?** There are many causes of power loss. Calne is a rural town, so much of the network is fed overhead. Overhead lines are subject to interruptions from wildlife (birds/squirrels) Weather events i.e. trees and branches. Windborne debris (foil balloons/ Chinese lanterns) And also third party damage i.e. hedge cutters, RTCs & farm machinery. Also, overgrown vegetation. Sometimes we do also have mechanical failures on our equipment.

The underground network also has its own degree of risk, just slightly different. Flooding is obviously becoming a bigger issue. Ground movement (especially in a long hot/dry spell) Third party damage is also greater, with excavations in the highway and DIY (fence posts, garden digging, new driveways) There is also mechanical failures at times.

New technology and automation is increasing on the High Voltage network which will self-isolate using real time fault data to restore customers faster. An example of automation is when you may experience the power going on and off in quick succession. This where something has come into contact with the High voltage lines (usually trees/wildlife) the network switches off for safety, then tries to switch back on. It will try this 3 times (hence the power going on and off) If the item has come free from the lines, the power will then stay on. If the item is still in contact, the power will stay off. Engineers are then actioned to attend the area to look for and rectify the problem.