

Landulph - Exeter overhead line

Frequently Asked Questions

Project information, such as timescales and the nature of our work, is on our website – www.nationalgrid.com/exeter

Why are you doing this work?

Our job is to maintain the overhead power line circuit so the electricity network is kept in first-class working order. The power lines from Landulph to Exeter were built in the 1960s. We're investing in the maintenance of equipment which, after half a century of service on the line, is due for refurbishment. We must now replace the wire that conducts the electricity to homes and businesses. This will mean everyone will continue to receive the power they require safely and on demand.

When will work start?

Pylon access works, tree clearing works and crossing preparation will start from February 2017. Pylon refurbishment along the line is expected to start in April 2017. Work will take place in sections. It may appear that nothing is happening depending on where you live. This means refurbishment is taking place elsewhere. We will keep neighbouring residents informed when we are working in the area.

Why is it necessary to clear birds' nests and vegetation?

We are committed to minimising the impact of work on local wildlife and environment. We need to clear some trees and bushes from around the base of some pylons and underneath overhead lines so that our contractors will have safe access to work sites. Some bird nests will need to be carefully removed from affected trees and bushes. All bird nests will be removed outside of nesting season.

Will the vegetation be replaced?

National Grid's policy is to replant four trees for every one removed and as we progress we will discuss areas to replant with Devon County Council.

Will you be building any new pylons?

No. Our work on the overhead line will include inspection of foundations, renovation of pylons and replacement of insulators and fittings.

Will my electricity supply be affected while work is going on?

Your electricity supply will not be affected by this work.

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What are the working hours?

The majority of work will take place between 7am and 7pm from Monday to Friday. We'll work on some Saturday's to get the job done as quickly as possible. For any potentially disruptive work, such as delivery of materials, we'll do our best to carry this out early morning or late evening.

This below covers the questions that local people have asked us either in meetings or on our community relations helpline.

Q. What is the community relations telephone number for?

A. People can contact us between 7am and 7pm seven days a week on 0800 073 1047. The number is available to:

- Ask any questions or request further information;
- Report any feedback – positive or negative – or register any concerns;
- Enquire about our community funding schemes, like Bringing Energy to Life.

Q. Do birds nest in the pylons? What other wildlife could be affected?

A. We're respectful of the environment and take steps to make sure natural habitats are maintained as much as possible. All bird nests will be removed outside of nesting season. We are committed to minimising the impact of work on the local wildlife and environment.

Q. What size are the vehicles that will transport heavy machinery?

A. Large vehicles will transport refurbishment materials to our compound. This site is located in Trusham, near Newton Abbott. These materials will then get transported to pylons sites by much smaller vehicles. These are less likely to damage the road surface or any structures. We'll avoid our vehicles travelling during peak traffic times.

Q. Who is responsible for clearing the mud off the roads?

A. We take the cleanliness of the roads that we use seriously. We'll use tyre washers to prevent the spread of mud. It may still be possible that mud is spread onto the road. We'll use jet washers to clear it. If people see mud on the road close to one of our sites, please contact our community relations helpline to alert us. Unfortunately, we cannot jet wash roads where we're not responsible for the mud.

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Q. Will any roads be damaged as a result of heavy machinery?

A. All of our drivers, whether employed by National Grid or one of our contractors, are trained to avoid causing damage to roads as much as possible. If any damage occurs, we'll reinstate the road to the original condition. At the end of the project, engineers from the local council will inspect the road we've used to check it is in the same condition as before. Our project will not close until this sign-off is received.

Q. Are all the people who work on the line National Grid employees?

A. We use experienced, well-trained and properly qualified contractors to carry out our work. For example, for the refurbishment of the pylons we're using Babcock International – one of the UK's leading engineering support service organisations. All contractors are managed by National Grid and we monitor their performance closely. Any feedback about our contractors can be made via our community relations helpline.

Q. What materials will be used to refurbish the line?

A. The existing glass insulators will be re-used with any damaged or missing insulators replaced. The existing conductor has a steel core. This will be replaced with a more modern version that has an aluminium core with a higher rating than the existing conductor. All the existing conductor fittings will be replaced to compensate for the change to conductor.

Q. What is being done to provide on-site security?

A. We take robust measures to make sure that our sites are secure. There'll be 24 hour site security, including CCTV. We'd ask anyone who sees any suspected criminal activity taking place on our sites to call the Police immediately.

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