

Heysham monthly report

August 2014

Introduction

Welcome to the August newsletter for Heysham 1 and 2 power stations, these reports are also available to all members of the public on www.edfenergy.com.

While we will do our best to always use plain English, talking about our business sometimes involves specific terminology, and you will find a glossary of any terms used at the end of each monthly report.

We are keen to hear the views of our local communities. We recognise that good communication is a two way process and we welcome your feedback and comments.

Safety

Heysham 1

- 0 lost time incidents
- 0 environmental incidents
- 1 nuclear reportable incidents – historic boiler spine issue being investigated, boiler not in use (see below)

Heysham 2

- 0 lost time incidents
- 0 environmental incidents
- 0 nuclear reportable incidents.

Station output

Heysham 1

After a discovery of a crack on a component known as a boiler spine at Heysham 1 on 11 August, EDF Energy reported that the four nuclear reactors at its Heysham 1 and Hartlepool power stations would be shut down to allow a detailed programme of boiler inspections to take place. Hartlepool power station also shut down because both stations share the same unique design with each of its 16 boilers supported by this boiler spine component.

Reactor 1 – offline to allow further inspections on the other seven boiler pods as a precautionary measure and continuing investigations on the crack found on one of Reactor 1's boiler pods

Reactor 2 – offline to allow inspections to take place on all eight boilers pods as a precautionary measure

Heysham 2

Reactor 7 – reduced load during the month to enable low power refuelling to take place

Reactor 8 – ran safely and reliably all month

Site visits and community news

Work on Heysham 1's cooling water outfall completed



Work on Heysham 1's cooling water outfall has been completed as part of a maintenance upgrade.

The cooling water outfall allows the station to return sea water, which we have used primarily for cooling our Heysham 1 turbines, back to the sea. The returned sea water is monitored by ourselves and the Environment Agency as part of our licence agreement. The outfall structure which carries the water was built back in the 1970s, whilst Heysham 1 was being constructed and has gradually become corroded due to its exposure to the sea. As a result this maintenance upgrade has been carried out to ensure it is fit for purpose.

The seawall path has reopened now that this work has been completed.

EDF Energy's new graduate intake visit Heysham

A group of 16 of EDF Energy's new graduates visited Heysham power stations as part of their introduction to the company during August.

This year EDF Energy has accepted 51 graduates to our graduate scheme.

Graduate scheme programmes last between 12 months and 3 years. They are designed to not only provide the technical skills needed for a successful career in their chosen field, but the life skills needed to enable a smooth transition from university to the ever changing energy industry. Candidates get to work in a number of job roles to give them a broad understanding of their chosen business area and will get hands on involvement in real-life projects. Once the programme is complete they will be then be able to decide which position will best match their skills and ambitions in order to progress to the next stage of their career.

Visitor Centre

During August the visitor centre welcomed 313 visitors.

Since opening in late July 2013, the centre has now had over 6,500 people through its doors to learn about how electricity is made, with a large percentage also booking to go on a site tour also.

Heysham power stations' new visitor centre is free and open to the public to visit from 10am to 4pm Monday to Friday and 10am to 2pm on Saturday.

The centre is located next to both Heysham power stations and visitors should follow signs from the A683 to Heysham Port and follow the signs to the stations and then the training centre. Anyone wishing to combine their visit with a tour of one of the power stations, should book in advance by emailing heyshamvisitorcentre@edf-energy.com or by calling 01524 868451.

Company news

New nuclear research on the Sizewell coast

A team of marine engineers working on the Sizewell C project will gather fresh data from the seabed via a series of geophysical surveys, tests and shallow boreholes along the Sizewell shoreline and out to sea. As part of the work sediment cores will be removed from the sea-bed for laboratory analysis.

This work will provide essential geotechnical information for ongoing design studies for the cooling water infrastructure and the Marine Offloading Facility (MOLF) needed for the proposed new power station. The work will be carried out from boats in front of the Sizewell site.

EDF Energy's response to Ofgem investigation into complaint handling

EDF Energy has agreed to pay £3m to benefit vulnerable customers following an Ofgem investigation into the company's complaint handling during the final stages of introducing a new customer service IT system in 2011.

Despite careful planning and investment in resources to manage the transition of the new system over an 18 month period, some EDF Energy customers experienced long call waiting times in the latter part of 2011.

As soon as the problems emerged, following a number of unforeseen technical system problems, EDF Energy suspended the transfer of customer accounts into the new system. Actions were taken to resolve these technical problems and hundreds of additional staff were recruited to restore service levels.

Update on coastal flooding defence improvements at Dungeness B

Dungeness B power station is undertaking a number of improvements to its coastal flooding defences, investing around £5 million so far.

The works began in 2013 and are to upgrade the existing flooding defences to cover more extreme events that are statistically very unlikely to occur in the U.K., ones that might happen only one in every 10,000 years.

The station has just put in a planning application for the final phase of the project; a rock armour wall behind the shingle bank which we hope to be completed by the end of 2014.

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Glossary of terms

| Term | Definition |
|--------------------------------------|---|
| Nuclear reportable event or incident | Nuclear reportable events are events reported to the Office for Nuclear Regulation in compliance with British Energy's nuclear site licences. |
| Environmental event or incident | Environmental events arise from wastes or discharge above permitted levels or breaches of permitted conditions. |
| Unit | A unit refers to one of the reactors at the power station and its generating turbine |