

Hunterston B monthly report

July 2014

Introduction

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.

Station output

Both unit 7 and unit 8 were operating throughout the month of July.

Safety

- The station had no lost time incidents (LTIs) for EDF Energy staff during the reporting period and has achieved 2,333 LTI free days up to 30 June 2014, that's more than six years.
- The station had no lost time incidents (LTIs) for contracting partner staff during the reporting period and has achieved 2,321 LTI free days up to 30 June 2014, that's more than six years.
- The station had no emergency service call outs during July.
- There were no first aid incidents during July
- The station had no environmental events during the month and has gone 1755 days without an environmental event.

Station news

Ayrshire Smiles all round as 5-Star Visitor Attraction gets 100%

There are big smiles all round at Hunterston B power station visitor centre after the team of guides received their certificates for passing the Ayrshire Smiles service excellence training course. This is the first business with 100% of its customer facing staff having completed Ayrshire Smiles.

The team of tour guides show visitors around EDF Energy's Hunterston B power station and explain the fascinating workings of the station. Welcoming people from the local area and much further a field on a daily basis to the visitor centre, which has a 5-Star rating by VisitScotland, the guides decided to rise to the challenge of enhancing their already excellent customer services skills.



Ayrshire Smiles mixes customer service training with destination knowledge and is designed to inspire people employed within tourism and hospitality related businesses to share their passion for Ayrshire and give a genuine warm welcome to visitors. It builds on tried and tested destination and service delivery courses and helps create a consistent and quality approach to customer service.

Speaking about the training, Valerie Poyser, Hunterston B power station visitor centre co-ordinator said, "All our guides found the training really very worthwhile to do and it only took just over a couple of hours to complete online. We were tested on our knowledge of other attractions in the local area and on the best way to deal with customers. I would recommend the training to other Ayrshire organisations as it really is a very useful tool."

Moira Birtwistle, member of the Ayrshire & Arran Tourism Leadership Group said, "We are delighted to have been involved in the development of the Ayrshire Smiles programme and empower businesses to enhance the quality and delivery of excellent service to their visitors. Warmth of welcome and customer care through excellent product knowledge are among the most important factors influencing how an area is perceived. By exceeding expectations the area can benefit from visitors returning and also sharing their enjoyment of all that Ayrshire and Arran have to offer."

Ayrshire Smiles online training is available free of charge. Individuals can register and businesses can find out more about using the course as part of their staff training at www.ayrshire-smiles.com.

The initiative was developed by Ayrshire & Arran Tourism Team with a wide variety of industry partners. The initiative supports the aims and ambitions of the Ayrshire & Arran Tourism Strategy 2012-2017 and recognises the importance that the people of Ayrshire & Arran and the service they deliver make to the overall visitor experience.

Hunterston B power station boosts local economy

One of the two units at Hunterston B power station will be temporarily switched off today (1/8/14) for its statutory outage: one of its biggest yet.

With the high-performing nuclear power station injecting around £90 million of economic benefit to the West of Scotland economy this year through salaries, work done by contractors and investment projects, this outage is good news for North Ayrshire.

An outage at a power station is similar to a car having an MOT and service but on a much bigger scale. Each of the two generating units at Hunterston B is switched off every 3 years for routine inspections and maintenance when our engineers will complete a number of improvement projects on the site at the same time.

The outage is the culmination of two years of meticulous planning. More than 13,000 separate pieces of work are scheduled to be completed, with a total spend of over £20 million. All this work will make sure the power station continues to provide electricity for more than 1.4 million homes in Scotland.

The number of workers on site will nearly double with around 500 specialist workers brought in to assist Hunterston B staff.

Local suppliers in Ayrshire are set to take a share of contracts worth tens of thousands of pounds to the local economy. Amongst the local firms set to benefit will be Stevenston firms Scott Engineering and McEvoy Engineering.

Number 42, a B&B in Largs, will be amongst many hotels, caravan parks and B&B's putting up contractors while they are based at the station.

Colin Weir, station director said: "Once again Hunterston B will turn to a number of local firms, with whom we have a tried and trusted relationship, to provide essential services during this outage. We are impressed by the high standards of the companies we work with and the quality of their workmanship. These companies will work alongside specialist firms from across the world, who are leaders in their field."

Hunterston B nuclear power station has produced more than 255 TWh of low carbon electricity for Scotland since it started producing power in 1976. Over 39 years this has provided power for around 1.4 million homes per year in the UK (58% of Scottish homes). This has avoided 4.3 million tonnes of CO₂ per year, and in the total 39 years of operation, 169 million tonnes of CO₂. This is equivalent to taking all of the passenger cars off the UK's roads for 2.6 years.

Throughout the outage the Hunterston B Visitor Centre will remain open for business. You can visit the centre Monday to Friday between 9am and 4pm or at weekends between 10 am and 4pm. If you would like a plant tour you will need to book in advance on 01294 826008 or you can e-mail hunterstonbtours@edf-energy.com

Company news

EDF Energy launches Blue+Fixed Prepay October 2016

EDF Energy, the UK's largest producer of low carbon electricity, has announced the launch of Blue+Fixed Prepay October 2016 – a new energy tariff that enables prepay customers to have access to fixed price energy for 27 months, with no exit fees.

With only four fixed prepay tariffs available on the market, customers on prepay meters have previously had limited choice when it comes to fixing their energy prices – despite 19% being in fuel poverty.

The launch of Blue+Fixed Prepay October 2016 will allow 7.5 million prepay customers nationwide to fix their energy in line with EDF Energy's current Standard Variable prices (the cheapest on average of the major suppliers), enabling them to better manage their, often squeezed, household budgets and avoid the ups and downs of energy prices.

'Step in to work' at Barnwood

Seven students from the Cheltenham-based National Star College this month celebrated completing a pilot intern programme at the Barnwood offices of EDF Energy.

EDF Energy supported the 'Steps into Work' programme developed by National Star College as a route to employment for adults with disabilities.

The students began their internships in January and joined the 1,600 EDF Energy employees based locally by working within teams specialising in electricity generation, training, customer service and business support.

Job 'buddies' were identified to work alongside the students and with the support of National Star College tutor Matt Robert and Remploy job coach Tony Mellows they quickly settled into their roles.

Many of the students became familiar faces around the Barnwood offices and impressed colleagues with their hard work and commitment to the programme.

Rare moth conservation success at Dungeness

A project to conserve the Sussex emerald moth at Dungeness has seen some exciting results this summer.

The Sussex emerald moth is unique to Dungeness and recent years have seen its numbers falling. The moth feeds on wild carrot, which is also a favourite for local rabbits.

Local landowners EDF Energy, Magnox Limited, RSPB and Cemex have been working with Natural England Butterfly Conservation and Romney Marsh Countryside Partnership to grow wild carrot in trial areas, and their efforts have been rewarded with moth larvae recorded in each of the plots.

Christine Blythe, Biodiversity Manager at EDF Energy, said: "We proved last year that we can get wild carrot to grow on the shingle from seed and now, by finding the larvae, we have shown that the population of Sussex emerald moth is benefiting."



Next local community meeting

The next Site Stakeholder meetings (SSG) is on 4 September 2014.

The venue has to be confirmed, however lunch will be served the normal time of 1 pm, followed by the meeting at 1.30 pm. Members of the public are welcome to attend, and these meetings will be advertised in the local press.

Contacts

Stuart McGhie, Community Liaison Officer
 Hunterston B power station
 Nuclear Generation Ltd , EDF Energy
 Tel: 01294 826257
 Mobile: 07725727139
 Email: stuart.mcghie@edf-energy.com

Nikki Macfarlane, Communications Coordinator
 Hunterston B power station
 Nuclear Generation Ltd , EDF Energy
 Tel: 01294 826157
 Email: nikki.macfarlane@edf-energy.com

Lindsey Ingram – Media Officer, Scotland
 EDF Energy
 Tel - 01355 846283
 Email lindsey.ingram@edf-energy.com

Glossary of terms

Term	Definition
Unit	A unit refers to one of the reactors at the power station and its generating turbine
Nuclear reportable event or incident	Nuclear reportable events are events reported to the Office of Nuclear Regulation (ONR) in compliance with EDF Energy’s nuclear site licences.
Environmental event or incident	Environmental events arise from wastes or discharges above permitted levels or breaches of permitted conditions.
Outage	A period during which a reactor is shut down. The periodic shutdown of a reactor including for maintenance, inspection and testing or, in some cases, for refuelling is known as a planned outage. In the UK, some planned outages are known as statutory outages and are required by the conditions attached to the nuclear site licence needed to operate the station. Unscheduled shutdown of a reactor for a period is known as an unplanned outage.