

Hinkley Point B power station

September 2013 monthly report

Introduction

This is our latest monthly report, sharing news with our local community stakeholder groups and local councils. This forms part of our commitment to being an open and transparent business. These reports are also available to all members of the public on www.edfenergy.com website.

Safety update

Hinkley Point B measures its safety performance against top tier indicators, including nuclear reportable events, environmental events, and staff and contract partner recordable injuries. It is now over six years since we experienced a nuclear reportable event, and over four years since our last environmental event.

Station generation

Reactor 3 was manually shutdown on Thursday 19 September following increased vibration and excessive noise on the turbine's main brush gear. After completing a short programme of maintenance activities, the reactor was returned to service on Friday 27 September.



People news

Congratulations to Stuart Lake (pictured left) from our environmental safety team for taking part in the 2013 Three Peaks Challenge in September. The famous challenge sees intrepid volunteers climbing the three highest mountains in the UK (Ben Nevis, Scafell and Snowdon). Stuart raised £600 for Marie Curie Cancer Care through his exploits, all of which will be match funded by the company.

Marc Paling (right) and Shane Portlock (left) from our work management department hooked the prizes at the recent 2013

Electricity Supply Industry Angling competition. The event took place on the River Aire and Calder Canal near Drax power station, and attracted entries from EDF Energy, Scottish Power, Eastern UK Power and Networks and Drax Power, to name just a few. Following a hard fought contest, Marc won the Team Championship trophy for the second year in succession and Shane took the Individual Champion Crown with the largest weight of fish caught. Congratulations to them both.



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Community news

Station Visits

Visitors to the power station during September included representatives from Chepstow U3A Science and pupils from Wembdon St George's School and Bishops Wordsworth School in Salisbury, along with many members of the public who took part in pre-arranged organised group tours. All visitors received presentations on the power station before being taken on a guided tour. So far this year, over 2,000 people have visited Hinkley Point B.

Talk Service events

The company offers a service where Hinkley Point B employees give presentations to the local community about nuclear power, EDF Energy, the power station and careers. A presentation was made during September to Stogursey Primary School. Talk Service speakers can be booked by contacting our visitor centre on 01278 429225 / 428988 or by email to: hinkleybtours@edf-energy.com.

Hinkley Point visitor centre

Members of the public and organised groups have been taking the opportunity to visit Hinkley Point's new visitor centre since it was officially opened last December. Over 7,100 people have visited the interactive centre which is based in Bridgwater's Angel Place Shopping Centre. The visitor centre is open six days a week, Monday to Friday 09:30 to 16:00 and on Saturdays between 09:30 and 13:00. An EDF Energy customer services representative is also in the visitor centre every Wednesday between 10:00 and 15:00 answering customer queries. To find out more information about the visitor centre or to book a tour of Hinkley Point B power station, email hinkleybtours@edf-energy.com or telephone 01278 429225 / 01278 428988.

Company news

EDF Energy tops the National Customer Satisfaction Index

EDF Energy has been placed joint first in the National Customer Satisfaction Index (NCSI), an independent national measure of customer satisfaction. The company rose from last place to joint first for energy companies in the space of 12 months in the latest ratings from the independent survey.

Martin Lawrence, Managing Director at EDF Energy, said: "We are determined to give customers the excellent service they expect and we have worked hard to improve our performance. We admitted that our service fell below the standard customers deserve following the introduction of a new customer service system two years ago. This result shows the huge improvement we have made."

Torness and Hunterston visitor centres gets five stars

There are celebrations all round at EDF Energy's Torness and Hunterston power stations after their new visitor centres were given the thumbs up from VisitScotland. VisitScotland uses a five-level star-grading system to show the standard of customer care and range of facilities on offer. The awards focus on the standard of the welcome, hospitality and service they provide. The number of stars awarded to a property indicates the levels visitors can expect from the establishment.



VisitScotland sent a series of mystery shoppers to the visitor centres over the last few months to look at standards. The final assessment found that; "many examples of outstanding practice were demonstrated and five star awards can be confirmed as a result."

Next local community meeting

The next Site Stakeholder Group meeting will be held on Friday 25 October 2013 from 10:00 hours to 13:00 hours at The Canalside, Bridgwater.

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