

Key: INTERVIEWER INSTRUCTIONS

SCRIPTING INSTRUCTIONS

Respondent text/questionnaire wording

0498 Celsius Baseline Survey

INTERVIEWER READ BRIEFING PACK BEFORE SURVEY AND THEN READ OUT:

Thank you for agreeing to participate in this important market research. This interview should take around **20-25 minutes** to complete, depending on the answers you give us. We may also contact you to complete an additional interview as part of this same research, sometime later this year.

This is a genuine market research study and no sales calls will result from our contact with you. The interview will be carried out in strict accordance with the Market Research Society's Code of Conduct, which forbids us from using your information for any purposes other than research. Everything you tell me today will be kept strictly confidential.

READ OUT IF NECESSARY AND PROVIDE COVERING LETTER:

Freephone verification service

If you would like to check the validity of this research survey or seek reassurance that Impact Research is a responsible organisation that will keep the information you give it safe, you can do so by calling the Market Research Society UK Freephone verification service free* on 0500 39 69 99

or visiting <http://www.theresearchbuyersguide.com/freephone/alpha/all>

*Calls to Freephone made from mobile devices or outside the UK may incur charges.

INTERVIEWER TO FILL OUT THIS SECTION

INTERVIEWER NAME: _____

DATE: _____

DAY OF THE WEEK (MONDAY-SUNDAY): _____

TIME OF INTERVIEW: _____

START: _____

POTSCODE SAMPLING REFERENCE: _____

Data Privacy

Before proceeding we would like to ensure that you understand the purpose of this market research, which organisation is responsible for the research, what personal or sensitive data will be collected from you and who this data will be shared with. If you have any more questions please let us know, or refer to the customer research FAQ document.

Please now answer the following questions:

S ASK ALL

DP1 I am **satisfied with the information I have been given** about the data that will be collected from me and how it will be used in the future.

1. Yes
2. No

S ASK ALL

DP2 I understand that by taking part in this first survey I agree to be **contacted in the future by Impact Research** to complete an additional survey concerning this specific piece of research.

1. Yes
2. No

S ASK ALL

DP3 I am happy to have the feedback I give through participating in this market research attributed to me so that **Electricity North West are aware that I have taken part** in this market research.

1. Yes
2. No

S ASK ALL

DP4 I am happy for my data to be passed to **Electricity North West** in order that they can discuss this specific piece of research with me?

1. Yes
2. No

S ASK ALL

DP5 I am happy for my data to be passed to **Electricity North West** in order that they can discuss with me any aspect of my **electricity supply** in the future?

1. Yes
2. No

IF NO TO DP1 and/or DP2 THEN DISPLAY MESSAGE "INTERVIEWER TO DISCUSS CONCERNS UNTIL HAPPY TO AGREE. IF STILL NO, THEN INTERVIEW MUST CLOSE"

Information about you

QHIDSAMPLE

1= EDUCATED

2= NOT EDUCATED

QHIDTYPE

1= HOME

2= SME

INTERVIEWER TO READ OUT INTRODUCTION:

This first survey is designed to help us understand more **about your QHIDTYPE=1 < household> QHIDTYPE=2 <place of work> and the way you use and perceive electricity services at the moment**. The more information you provide, the more we can understand about how electricity services are working and affecting different people, if at all. However, if there are any questions you would rather not answer then please just tell me and we can move on to the next one.

This first section will help us to ensure that we speak to a representative sample of customers across the region.

S ASK ALL

A1 What is your first name/name you would like to be referred to?

S ASK ALL

A2 QHIDTYPE=1 What is your home address?

QHIDTYPE=1 What is your postcode? □□□□ □□□

QHIDTYPE=2 What is the address at your place of work?

QHIDTYPE=2 What is the postcode at your place of work? □□□□ □□□

CROSS MATCH WITH POSTCODE DATABASE, IF NOT THEN CLOSE

S ASK ALL

A2a Which of the following best describes the area where **QHIDTYPE=1** <you live>
QHIDTYPE=2 your organisation is?

1. Rural
2. Urban
3. Mixed/semi-rural
4. Don't know

S **ASK IF QHIDTYPE=1**

A3 **INTERVIEWER** Please record the respondent's gender below:

1. Male
2. Female

S **ASK IF QHIDTYPE=1**

ADD VALIDATION RULE THAT NO YOUNGER THAN 16 AND UP TO 99 YEARS OLD

A4 Could you tell me which of the following age groups you fall into?

1. Under 18 **CLOSE**
2. 18-25
3. 26-35
4. 36-45
5. 46-55
6. 56-59
7. 60-64
8. 65-74
9. 75 or over
10. Prefer not to answer

M **ASK ALL**

A5 Do you, or anybody in your household, work in any of the following industries?
Please select all that apply

1. Electricity supply/distribution **CLOSE**
2. Marketing **CLOSE**
3. Market Research **CLOSE**
4. Public relations **CLOSE**
5. None of the above (**exclusive answer**)

S **ASK QHIDTYPE=1 (HOME)**

A6 What is your current living situation?

1. Own my house
2. Own my flat/apartment
3. Own other type of property (please specify)
4. Rent a house
5. Rent a flat/apartment
6. Rent another type of property (please specify)
7. Live with partner (don't pay rent or own the property)
8. Live with family (don't pay rent or own the property)
9. Other (please specify)

S **ASK QHIDTYPE=1 (HOME)**

A6a Can you tell me how long you have lived at this property?

INTERVIEWER: ASK THE RESPONDENT TO ESTIMATE THE NUMBER OF YEARS THEY HAVE LIVED AT THE PROPERTY. ROUND UP E.G. 7 MONTHS = 1 YEAR.

Years

M **ASK QHIDTYPE=1 (HOME)**

A7 Which of the following best describes your employment status? *Note this should include any paid work, including casual or temporary work.*

Please select all that apply

1. Self-employed or freelance
2. Employed 30 hours a week or more
3. Employed part time, fewer than 30 hours a week
4. On a government sponsored training scheme
5. Part/full-time student
6. Unemployed - seeking work
7. Unemployed - other
8. Looking after the home/children full time
9. Retired (*whether receiving a pension or not*)
10. Away from work ill
11. Doing any other paid work
12. Other (please specify)

S **ASK QHIDTYPE=2 (SME)**

A7a Which of the following best describes the sector that you work in?

1. Leisure & entertainment
2. Automotive
3. Finance & Insurance
4. Food & drink
5. Health & medical
6. Home services (e.g. plumbing, decorating, etc.)
7. Business services (e.g. accountants, office cleaners, etc.)
8. Travel & transportation
9. Manufacturing
- 10.IT
- 11.Utilities
- 12.Retail
- 13.Creative (marketing, advertising, web design, blogger, writer)
- 14.Landlord/property developer
- 15.Other (please specify)

S ASK THOSE IN PAID EMPLOYMENT (A7 = 1, 2, 3 or 11) AND QHIDTYPE=2 (SME)

A8 What is your full and specific job title?
For example, PRIMARY SCHOOL TEACHER, CAR MECHANIC

.....

M ASK ALL

A9 Which of the following sources of power do you use at your **QHIDTYPE=1 <home>**
QHIDTYPE=2 <place of work>?

Please select all that apply

1. Mains electricity supply
2. Mains gas supply
3. Other fuel supplier (e.g. oil or gas canisters)

Information about your electricity use/views on electricity supply

M ASK ALL

Q1 In the event of a power cut, which organisation would you contact?

OPTIONS TO BE RANDOMISED

Please select all that apply

1. Electricity North West
2. Norweb
3. United Utilities
4. EON
5. British Gas
6. Scottish Power
7. npower
8. Southern Electric (SSE)
9. EDF
- 10.SP Energy Networks
- 11.Northern Powergrid
- 12.Western Power Distribution
- 13.Scottish and Southern Energy
- 14.UK Power Networks
- 15.Other (please specify)
- 17.Electricity board, not sure of the name
- 18.Electricity supplier, not sure of the name
- 16.Don't know

INFO: Electricity North West is responsible for ensuring households and businesses in the North West have a **safe and reliable supply of electricity**, no matter which supplier customers pay their bills to.

INTERVIEWER: ENSURE THAT THE DIFFERENCE BETWEEN ELECTRICITY NORTH WEST AND ELECTRICITY SUPPLIERS IS UNDERSTOOD BEFORE PROCEEDING.

If QHIDSAMPLE 1= EDUCATED

SHOW ENW INFORMATION CARD ABOUT THE NATURE OF THE INDUSTRY AND WHAT ENWL IS RESPONSIBLE FOR

S ASK ALL

Q2 Before today had you heard of Electricity North West?

1. Yes, I had heard of Electricity North West
2. No, I had not heard of Electricity North West

S ASK ALL

Q3 Please think about Electricity North West; how much do you feel you know about them and the services that they are responsible for? Please use a scale of 1 to 10 where 1 is 'I know very little about them' and 10 is 'I am very familiar with them'.

I know very little about them									I am very familiar with them
1	2	3	4	5	6	7	8	9	10

S ASK THOSE THAT SAY Q2 = 1

Q4 **QHIDTYPE=1** < Have you> **QHIDTYPE=2** <Has your company> **ever** had reason to contact Electricity North West (i.e. regarding a power cut or any other matter)?

1. Yes
2. No
3. Don't know

M **ASK THOSE THAT SAY YES AT Q4**

Q5 What was/were the reason(s) why Electricity North West was contacted?
Please select all that apply

1. Power cut or infrastructure fault
2. An electricity connection (this could include: installing a brand-new service to a new building; moving the electricity meter and cables; upgrading an existing service to accommodate higher demand; permanently disconnecting/cutting a supply from Electricity North West's network)
6. Issues concerning a substation (please specify)
3. General enquiry or complaint
4. Other (please specify)
5. Cannot remember (**exclusive answer**)

S **ASK ALL**

Q6 On a scale of 1-10 where 1 is 'completely dissatisfied' and 10 is 'completely satisfied', how satisfied are you with the service provided by Electricity North West?

INTERVIEWER: THIS QUESTION CAN BE ASKED TO EVERYONE. EVEN IF CUSTOMERS HAVE NOT CONTACTED ELECTRICITY NORTH WEST BEFORE, THEY STILL RECEIVE A SERVICE FROM THEM (i.e. A SAFE AND RELIABLE ELECTRICITY SUPPLY).

Completely Dissatisfied									Completely Satisfied
1	2	3	4	5	6	7	8	9	10

Electricity street furniture and substations

Info: Street furniture is a collective term which refers to objects or pieces of equipment located in the street, which directly or indirectly serve to benefit the public. It includes post boxes, road signs, benches, waste bins, internet and telecoms cabinets, lamp posts and electricity substations. **Electrical equipment** is normally housed in substation buildings or compounds in urban areas at street level, but can be installed high on wooden poles in more rural locations.

M ASK ALL

Q7 Thinking specifically about electricity street furniture, which of the following is near to your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**?
Please select all that apply

FOR EACH OPTION, WE'LL SHOW AN IMAGE(S) NOT THE DESCRIPTION

1. Electricity substation building (brick or stone built)
2. Substation (metal or plastic housing)
3. Electricity equipment enclosed by a metal or wooden fence
4. Electricity equipment installed on a pole
5. Metal cabinets/cubicles containing internet, telecoms or electric equipment
6. None are around my **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**
(exclusive answer)

G ASK THOSE THAT DO NOT SAY 'NONE' AT Q7 (Q7 = 1-4)

Q7a Having seen the images, which of the following do you believe are electricity substations?

	Yes (a substation)	No (not a substation)	Don't know
IMAGES TO BE SHOWN			

OE ASK ALL

Q8 Please describe, briefly, in your own words what you understand an electricity substation is or does:

INTERVIEWER Prompt on what it does, typically looks like, etc.

INFO: Substations form an integral part of the electricity network and its equipment at these sites that steps down voltage, to ensure customers receive a safe and reliable electricity supply. Local electricity substations are placed in strategic locations. In a typical urban area substation equipment is often contained within brick built buildings or a metal/plastic structure, usually green or grey in colour. Sometimes equipment is visible within in a fenced enclosure. Rural areas may be served by smaller substations that are attached to wooden poles; these are called pole-mounted transformers and resemble a grey metal box. Irrespective of the types of substation, all will have an identifying nameplate, with the name of the operator along with 'Danger of Death' signage to warn the public of the hazard posed by the equipment.

INSERT SUBSTATION SHOWCARDS – ENSURE THAT THE RESPONDENT KNOWS THE DIFFERENCE BETWEEN A SUBSTATION AND TELECOMS CABINET

S ASK ALL

Q9 Having reviewed the information on substations, is the substation/electricity equipment wholly or partially visible from your **QHIDTYPE=1** <home, i.e. from your garden or any upstairs or downstairs window>? **QHIDTYPE=2** <place of work, i.e. from outside or any window>?

1. Yes
2. No
3. Don't know, I am not sure where my nearest one is

OE ASK THOSE THAT SAY YES AT Q9 (Q9 = 1)

Q9a Approximately, how far away is the electricity substation from your **QHIDTYPE=1** <home> **QHIDTYPE=2** <place of work>, in metres?

□□ □□□ Metres

2. Don't know

S ASK ALL

Q10 Would you be concerned about any visual or audible change to any electricity street furniture or equipment in the direct line of sight, within hearing distance or immediately next to your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**?

1. Yes
2. No
3. Don't know

S ASK ALL

Q11 Would you be concerned about any visual or audible change to any electricity street furniture or equipment that was near your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>** if it was not in your line of sight or close enough that you could hear it?

1. Yes
2. No
3. Don't know

OE ASK IF Q11=1

Q11a Why would you be concerned if the change was not in your line of sight and/or close enough to hear it?

CAPTURE VERBATIM

S ASK THOSE THAT KNOW WHERE THEIR NEAREST SUBSTATION IS AT Q9 (Q9 = 1 or 2)

Q12 Have you ever noticed a noise from your nearest electricity substation?

1. Yes
2. No

S ASK THOSE THAT SAY YES AT Q12 (Q12 = 1)

Q13 Which of the following best describes the noise levels from your nearest electricity substation?

1. Negligible
2. Limited

3. Moderate
4. Significant

M ASK THOSE THAT SAY YES AT Q12 (Q12 = 1)

Q14 How would you describe the noise of your nearest electricity substation?
Please select all that apply

1. Humming
2. Banging
3. Static
4. High-pitched
5. Crackling
6. Whirring
7. Other (please specify)

S ASK THOSE THAT KNOW WHERE THEIR NEAREST SUBSTATION IS AT Q9 (Q9 = 1 or 2)

Q15 Has the electricity substation near your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>** changed in appearance and/or noise levels in the last two years?

1. Yes
2. No
3. Don't know

OE ASK THOSE THAT SAY YES AT Q15 (Q15 = 1)

Q15a In what way(s) have/has the electricity substation changed in the last two years?

CAPTURE VERBATIM

G ASK THOSE THAT KNOW WHERE THEIR NEAREST SUBSTATION IS AT Q9 (Q9 = 1 or 2)

Q16 How acceptable do you find the following, in regard to the electricity substation near your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**?

	Completely unacceptable	Not very acceptable	Somewhat acceptable	Completely acceptable	Don't know
Overall noise levels					
Overall appearance					
Location					

Size					
------	--	--	--	--	--

OE ASK THOSE THAT KNOW WHERE THEIR NEAREST SUBSTATION IS AT Q9 (Q9 = 1 or 2)

Q17 In your opinion, what, if anything, could be improved to the electricity substation near your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**?

CAPTURE VERBATIM

2. Nothing (no improvement required)
3. Don't know

G ASK ALL

Q18 Thinking about the substation nearest to your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>** (which might be a substation building, visible equipment that's located in a fenced compound or equipment on a wooden pole), do you think you would notice if it changed in any of the following ways?

	Yes, definitely	Yes, probably	No	Don't know
Changed in colour				
Changed in noise levels				
Changed in appearance or structure e.g. additional new equipment appearing on or next to the substation				
Small changes in the appearance or structure of the substation building (e.g. new doors or vents)				
The addition of reflective materials				
If the substation moved location				
If the substation				

changed in size				
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G **ASK ALL**

Q19b How strongly do you agree or disagree with the following statements?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I would definitely notice changes to an electricity substation if the work caused local disruption and inconvenience to me (e.g. roads are dug up, roads are closed off)					
Electricity substations are normally hidden away from public view					
Electricity substations are unpleasant to look at					
I've never really given any thought to electricity substations					
I would definitely notice changes to an electricity substation if I disliked the new design/structure					
I would definitely notice changes to an electricity substation if it changed location					
I would definitely notice changes to an electricity substation if the noise volume significantly increased					

Education group

SHOW LOW CARBON CHALLENGE LEAFLET

INFO: You have just been shown information about the challenges faced by the operators of electricity networks. The traditional method used to upgrade the network, to meet the increasing electricity needs of customers, is called 'network reinforcement'.

SHOW TRADITIONAL NETWORK REINFORCEMENT SHOWCARD

INFO FOR EDUCATED GROUP ONLY (QHIDSAMPLE 1= EDUCATED): Electricity North West is developing a range of solutions to ensure that Great Britain is ready for the increase in electricity demand without needing to use traditional network reinforcement measures as often. Some of these solutions will be tested as part of Project Celsius.

SHOW PROJECT CELSIUS LEAFLET FOR EDUCATED GROUP ONLY (QHIDSAMPLE 1= EDUCATED)

S ASK ALL

Q20 How acceptable would you find traditional network reinforcement as a technique for meeting increased demand on the network, if this kind of work was carried out near to your **QHIDTYPE=1 <home> QHIDTYPE=2 <place of work>**? Please rank your answer on a scale of 1 to 10, where 1 is 'completely unacceptable' and 10 is 'completely acceptable'

Completely unacceptable									Completely acceptable
1	2	3	4	5	6	7	8	9	10

G ASK EDUCATED GROUP (QHIDSAMPLE 1= EDUCATED)

Q21 To what extent do you agree with the following regarding Project Celsius? Please rank your answer on a scale of 1 to 10, where 1 is 'completely disagree' and 10 is 'completely agree'

	1 - completely disagree	2	3	4	5	6	7	8	9	10 - completely agree
It will help to meet greater demand for electricity by making better use of existing substation equipment										
The benefits of the project are										

clear										
The solutions proposed are credible										
I believe what is being proposed is a good solution										
I believe the projections that we will all use more electricity in the future and that electric vehicles and solar panels will become commonplace										
Network operators need to find new solutions to meet future electricity demand and keep bills low										

M ASK ALL

Q22 If changes were to be made to electricity substations near your **QHIDTYPE=1 <home>** **QHIDTYPE=2 <place of work>**, which of the following would you find 'completely unacceptable', 'reasonably unacceptable' and 'acceptable'?

INTERVIEWER: PLEASE ASK THE RESPONDENT TO PUT THE OPTIONS INTO THREE CATEGORIES

NEED THREE BUCKETS TO BE SHOWN FOR THE RESPONDENTS TO PUT ANSWERS INTO

OPTIONS TO BE RANDOMISED

1. Changing the colour of the substation building or housing to white or beige
2. Changing the colour of visible, external substation equipment to white or beige

3. Road closure for a day
4. Road closure for more than a day
5. New equipment appearing next to a substation building (inside the fenced compound)
6. Small changes to the structure of the substation building (e.g. new vents, chimneys and doors, etc.)
7. A planned power cut (you would receive 2 weeks' advance written notification before this would happen)
8. Disrupted parking for a day
9. Potential sun glare from reflective paint, materials or panels on/over the substation
10. A small audible difference (similar to a desk fan in an adjacent room, heard when close to the substation)
11. Other (please specify) **INTERVIEWER: ONLY SUPPLY AN ANSWER IF THE RESPONDENT WANTS TO ADD SOMETHING**

M ASK ALL

- Q23** Which of the following changes to electricity substations near your **QHIDTYPE=1** **<home>** **QHIDTYPE=2** **<place of work>** would you...
- ...**expect** prior notice/information about before the work was carried out,
 - ...**like** notice/information about, just as a matter of courtesy
 - ...**would not expect** to receive notice/information about?

INTERVIEWER: PLEASE ASK THE RESPONDENT TO PUT THE OPTIONS INTO THREE CATEGORIES

NEED THREE BUCKETS TO BE SHOWN FOR THE RESPONDENTS TO PUT ANSWERS INTO

OPTIONS TO BE RANDOMISED

1. Changing the colour of the substation building or housing to white or beige
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3. Road closure for a day
4. Road closure for more than a day
5. New equipment appearing next to a substation building (inside the fenced compound)
6. Small changes to the structure of the substation building (e.g. new vents, chimneys and doors, etc.)
7. A planned power cut (you would receive 2 weeks' advance written notification before this would happen)

8. Disrupted parking for a day
9. Potential sun glare from reflective paint, materials or panels on/over the substation
10. A small audible difference (similar to a desk fan in an adjacent room, heard when close to the substation)
11. Other (please specify) **INTERVIEWER: ONLY SUPPLY AN ANSWER IF THE RESPONDENT WANTS TO ADD SOMETHING**

OE ASK ALL

Q24 Do you have any other comments in relation to electricity substations near your **QHIDTYPE=1** <home> **QHIDTYPE=2** <place of work>?

CAPTURE VERBATIM

2. No further comments

Getting back in touch with you

INTERVIEWER TO READ OUT: These final few questions will establish the best way to get hold of you if you are chosen to take part in the additional Celsius survey, later in the year.

S ASK ALL

F1 Please can you provide a telephone number on which we can reach you during the hours of 9am to 8pm?

□□□□□ □□□□□□

S ASK ALL

F2 Do you have a second number you would like us to try if that one does not work for any reason?

□□□□□ □□□□□□

G ASK ALL

F3 Do you have a preferred **time of day** for us to contact you?

	Morning (9am-12pm)	Lunch time (12pm-2pm)	Afternoon (2pm-5pm)	Early evening (6pm-8pm)	Any time
Weekday					
Saturday					
Sunday					

INTERVIEWER TO READ OUT: Note that we will attempt to contact you during your preferred time of day, but should we not be able to get hold of you, we will try at other times of the day too.

S ASK ALL

F4 Is there anyone else within your **QHIDTYPE=1** <household> **QHIDTYPE=2** <place of work> that would also consider it to be their **QHIDTYPE=1** <permanent or family home> **QHIDTYPE=2** <place of work> and be willing to take part in the survey if for unforeseen circumstances you are unable to do so?

1. Yes
2. No
3. Don't know

S ASK IF YES AT F4

F5 What is their first name and surname?

S ASK IF YES AT F4

F6 Please can you provide a telephone number on which we can reach them during the hours of 9am to 8pm?

□□□□□ □□□□□□

INTERVIEWER TO READ OUT: Now that you have completed this first interview, you will receive payment in cash, from me. I will ask you to sign to say you have received this payment.

S ASK ALL

F7 If you are contacted to take part in the subsequent Celsius survey, the payment that you will receive for completing this additional interview will be either an e-voucher or a charity donation. Which would you prefer?

Please note, it will not be possible to provide you with a cash alternative for participation

1. Amazon e-voucher
2. Charity donation

OE ASK IF E-VOUCHER AT F7 (F7=1)

Please provide your email address below:

Please confirm your email address below:

M ASK IF THEY WOULD LIKE TO DONATE AT F7 (F7=2)

F8 Which of the following charities would you like us to donate your participation fee(s) to on your behalf (note that this is instead of you receiving the money)?
Please select all that apply

1. The Christie
2. British Heart Foundation
3. Macmillan Cancer Support
4. ChildLine
5. Oxfam
6. SolarAid

INTERVIEWER TO THANK THE RESPONDENT AND FINISH THE SURVEY

INTERVIEWER TO CHECK ADDRESS IS CORRECT

F9 Interviewer please can you verify that the address provided by the customer earlier on in the interview is correct:

QHIDTYPE=1 What is your home address?

QHIDTYPE=1 What is your postcode? □□□□ □□□

QHIDTYPE=2 What is the address at your place of work?

QHIDTYPE=2 What is the postcode at your place of work? □□□□ □□□

1. I can confirm that the address provided is correct
2. The address is not correct [PLEASE SPECIFY CORRECTION]

TIME OF INTERVIEW:

FINISH:

Substation showcards

Electricity substation building
(brick or stone built)



Electricity equipment enclosed by a metal or wooden fence (outdoor substation)



Substation (metal or plastic housing)



Electricity equipment installed on a pole
(pole mounted transformer)



Metal cabinets/cubicles containing
internet, telecoms or electric equipment

