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Freedom of Information  
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██████████  
████████████████████  
  
3<sup>rd</sup> January 2018

Dear ██████████

**Information request**  
**Reference number:** FOI2017/01469

Thank you for your request of 13th December. You requested the following information:

*'For the last few months, the Northern line of Merseyrail has again been suffering train delays/short formation trains/train cancellations and now no trains at night due to what merseyrail claim are power related issues.*

*What are the cause of all these power related issues, what action is being taken to alleviate the problems, what is the timescale for repair of these ongoing problems, are these problems anything to do with the new looking transformer hut and associated new cabling along this route if so why was not the system properly designed and tested before installation.'*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you requested.

Whilst there are a wide range of complex issues which impact railway infrastructure, some of these failures have been as a result of our Merseyrail power distribution network. To explain in more detail, the power distribution network consists of high voltage cables and substations which distribute power around the Merseyrail system. Our most recent issues have been as a result of cable failures at points where joints were installed.

A project to upgrade the power distribution network has commenced to support the introduction of a new train fleet in 2019 and will be complete prior to the introduction of these new trains. This will improve resilience on Merseyrail including our ability to run longer trains during faults or failures.

In the meantime, we continue to work to make the existing network as resilient as we can by undertaking spot cable replacement and renewal of cable joints.

I can see you have referred to a transformer hut but we cannot comment on this as we are unsure of which asset you are referring to. We have not commissioned a new substation in the last few years though we are undertaking work at many of our substations. We have a rigorous set of standards which specify the tests which must be completed prior to equipment being brought into service and these are completed at any new site prior to entry into service.

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

**Anisha Pandya**  
**Information Officer**

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### **Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk). Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF