

SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE

Simon Reilly

April 2024

AUTHOR

DOCUMENT No.

Click here to enter text.

CURRENT REVISION

CURRENT STATUS CODE

SECURITY CLASSIFICATION

V1.01

Draft

REVISION HISTORY

REVISION	STATUS CODE	DATE	REVISION DESCRIPTION
01	Draft	13.08.2023	Draft Copy
02	Draft	29.08.2023	
03	Draft	24/10/2023	
04	Final	11/04/2024	

1. Introduction

Aurora Utilities Limited (**AL**), a UK Independent Distribution Network Operator (IDNO), owns and operates electricity networks throughout the UK that provide a supply of electricity to customers' homes and business premises.

Whilst AL is responsible for the electricity network that delivers electricity to customers' homes and business premises, your Electricity Supplier sends you a bill for your electricity and is responsible for your electricity meter. Any enquiries relating to billing or the Supplier's Priority Services Register should be directed to your Supplier. Contact details of which can be found on a recent electricity bill.

1.1. Licence Obligations

This Statement has been produced in accordance with Standard Licence Condition 8 of AL's Electricity Distribution Licence and has been approved by the Gas and Electricity Markets Authority (GEMA).

Condition 8 requires AL to provide, operate and maintain an enquiry service to be known as the **Safety and Security of Supplies Enquiry Service** for the use of any person to send and receive information, guidance or advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention

A copy of this statement -

- is available to view and download from our website. www.aurora-utilities.co.uk
- will be made available in different formats for blind, partially sighted, deaf or hearing impaired customers e.g. in large print, Braille, audiotape, or a format that is suitable to the individual customer's needs on request. For people whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of the statement.
- will be provided free of charge to any person who requests a copy

2. Safety and Security of Supplies Enquiry Service

2.1. Urgent matters

We aim to provide a safe and reliable electricity supply but unfortunately sometimes faults do occur on our electricity network which causes interruptions to our customers' electricity supply.

AL provides an emergency enquiry service which is continuously staffed and can be contacted 24 hours a day, 365 days a year. **Reports made by post or in person should be restricted to events of a non-urgent nature.** The service is free at the point of use.

In these circumstances, to report the loss of your electricity supply to us or any concern about the safety of the meter, or of our electricity overhead lines or underground cables, at any time of the day or night 365 days of the year, please telephone us **FREE OF CHARGE** on:-

EMERGENCY TELEPHONE NUMBER: 0800 044 3092

AL's enquiry staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. They have the necessary skills in communication and customer contact, but may be assisted by other non- technical staff during widespread emergencies.

If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.

In the case of widespread emergencies, such as those caused by severe weather, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities may be used to keep our customers up to date

Please do not assume that we know you have no power and contact us as soon as possible

2.2. Non-urgent matters

For non-urgent more general enquiries relating to AL's electricity distribution system or equipment please contact us by any of the following means:

By Post:

Aurora Utilities Limited
5th, 6th and 7th Floors
Tower 42
25 Old Broad Street
London
EC2N 1HN

By Email: info@aurora-utilities.co.uk for general enquiries

Our office hours are Monday to Friday 08:00 to 17:00

2.3. Changes to the Statement-

AL will review this statement annually to ensure that the document remains current with the latest licence conditions with any amendments to this statement being approved by the Gas and Electricity Markets Authority (GEMA).

If we have to change the address or telephone number of the service established in accordance with this statement, we will take steps to inform each **Authorised Electricity Operator** that uses the service as soon as is practicable but in any event prior to the change becoming effective

2.4. Prohibition of Discrimination-

We will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of electricity.