

## **ELECTRICITY LICENCE APPLICATION: ATTACHMENT C**

### **Proposed Safety and Security of Supplies Enquiry Service Statement Under Standard Licence Condition 8**

*This document sets out the proposed arrangements for Green Generation Energy Networks Cymru Limited, to ensure compliance with Standard Licence Condition 8 of the Electricity Distribution Licence (Safety and Security of Supplies Enquiry Service). It is envisaged that the arrangements will be finalised following discussions with Ofgem and put in place ahead of energisation its first customer.*

## **Green Generation Energy Networks Cymru Limited Safety and Security of Supplies Enquiry Service<sup>1</sup>**

### **Introduction**

Green Generation Energy Networks Cymru Limited ("Green GEN Cymru") is a licensed Independent Distribution Network Operator ("IDNO"), who owns and operates electricity networks throughout the UK. Our networks provide a supply of electricity to or from customers' premises. We operate and maintain the wires that distribute that electricity to or from customers' premises.

Green Gen Cymru provides 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 <https://greengencymru.com/>;
- will be made available in different formats (paper or electronic), large print, Braille or on audiotape on request. For those whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of this statement; &
- will be provided free of charge to any person who asks for it.

### **Safety and Security of Supplies Enquiry Service**

Green GEN Cymru provides, operates, and maintains an enquiry service to allow any person to send and receive information, guidance and advice on any matter that:

- affects or is likely to affect the distribution service we provide;
- causes or is likely to cause danger or requires urgent attention and is related to the distribution service we provide.

This service is continually staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use. Reports by post or in person should only be made for non-urgent matters.

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<sup>1</sup> Electricity Distribution Licence Standard Licence Condition 8.

## **For URGENT MATTERS**

Please call free of charge on:

**EMERGENCY TELEPHONE NUMBER: 0800 433 2442**

Green GEN Cymru'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 may be assisted by other non-technical staff during widespread emergencies. If technical advice is required the enquiry will be passed to an appropriate specialist. In the case of widespread emergencies, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities to keep customers up to date.

Our website also has a live chat service which is accessible at <https://greengencymru.com/>

## **For NON-URGENT MATTERS**

### **Email:**

**info@greengencymru.com**

### **Post:**

Hodge House,  
Guildhall Place,  
Cardiff  
United Kingdom,  
CF10 1DY

### **Telephone:**

0800 3777 339

## **Prohibition of Discrimination**

Green GEN Cymru will ensure all reports and enquiries are promptly addressed in an efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Gas and Electricity Markets Authority (GEMA). Green GEN Cymru will not discriminate in the provision of the service between any persons or classes of persons. The reporting arrangements will be made available to other utilities, local authorities and emergency services.

## **Changes to the Statement**

This statement will be reviewed annually to ensure it remains current with the latest licence conditions. Any changes to this statement will be notified to GEMA and will not come into force until a period of one month from the date of the notice or GEMA's approval has been obtained. Any changes to the address or telephone number of this service will be communicated as soon as practicable but in any event prior to the change becoming effective.

## **Licence Obligations**

- This statement has been produced in accordance with Standard Licence Condition (SLC) 8 of Green GEN Cymru's Electricity Distribution licence *[and has been approved by the Gas and Electricity Markets Authority]*

(GEMA)]<sup>2</sup>;

- SLC 8 requires Green GEN Cymru 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.

### Further information

Whilst Green GEN Cymru are responsible for the electricity network that delivers electricity to customers' premises, your Electricity Supplier is the person who sends or pays bills for 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 Electricity Supplier. Contact details of which can be found on a recent electricity bill.

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<sup>2</sup> To be confirmed.