

# E.ON Network Assets Limited

Safety and Security of Supplies Enquiry Service

## Document Control

Version	Description	Date Published	Sections Amended	Author
V1.0D	Initial draft			Kevin Mukuzvazva
V1.2D	Paragraph numbering and version control		Whole document	Kevin Mukuzvazva
V2	Contact details	04/06/2025	2&3	Kevin Mukuzvazva
V3	Updated email address	09/06/2025	3	Kevin Mukuzvazva

## 1. Safety and Security of Supplies Enquiry Service

- 1.1. E.ON UK Network Assets Limited is a licenced Independent Distribution Network that operates electricity networks that connect customer homes and business premises to the UK electricity network.
- 1.2. Standard Licence Condition places an obligation on E.ON UK Network Assets Limited to provide a Safety and Security of Supply Enquiry Service, for any person to send and receive information, guidance and advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention.
- 1.3. We are responsible for the electricity network, and it is our obligation to ensure our network is safe and reliable. Unplanned events might occur and may interrupt our network's ability to supply you with electricity. This statement provides details of our Safety and Security of Supplies Enquiry Service and how our customer can access it.

## 2. Urgent Matter

- 2.1. E.ON UK Network Assets Limited provides for the operation of an enquiry service which operates 24 hours a day, every day of the year. If you have lost your electricity supply or have any concerns regarding the safety of our electricity equipment, please report by telephone:

**0800 195 0980**

- 2.2. E.ON UK Network Assets Limited staff responding to your call will provide non-technical advice to avoid danger and provide an update on the progress current fault repairs.
- 2.3. If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.
- 2.4. 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.
- 2.5. Please do not assume we are aware of your loss of supply, contact us and we will deal with enquiry in accordance with the provisions of our Enquiry Service.

## 3. Non-urgent matters

- 3.1. All non-urgent matters related to E.ON UK Network Assets Limited equipment and services should be reported to us by the following means:

Telephone: **0800 195 0980**

Email: [IDNOEnquiries@eonenergy.com](mailto:IDNOEnquiries@eonenergy.com)

Post: 8-10 Gosforth Road, Derby DE24 8HU

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

## 4. Licence Obligations

- 4.1. This Statement has been produced in accordance with Electricity Distribution Standard Licence Condition 8 and has been approved by the Gas and Electricity Market Authority (GEMA).
- 4.2. The licensee must at all times have in force a statement approved by the Authority that sets out, in plain and intelligible language, details of the safety and security of supplies enquiry service.

- 4.3. E.ON UK Assets Limited shall:
- 4.3.1. Publish and make this statement readily accessible on our website [idno.eonenergy.com](http://idno.eonenergy.com);
  - 4.3.2. when asked to do so by a Domestic Customer who is blind, partially sighted, deaf, or hearing-impaired, provide the statement in a manner or a format that is suitable for that customer's special communication needs;
  - 4.3.3. when asked to do so, provide to a person whose first language is not English such assistance or advice as will enable that person to understand the contents of the statement; and
  - 4.3.4. give a copy of the statement on request and free of charge to any person.
- 4.4. E.ON UK Network Assets Limited shall ensure this statement remains up to date and reviewed annually any changes will be subject to Ofgem approval prior to publication.
- 4.5. In establishing, operating, and maintaining the Safety and Security of Supplies Enquiry Service, E.ON UK Network Assets Limited will not discriminate between any person or class or classes of persons.