



Making a positive difference
for energy consumers

Sphere Energy Connect Limited
320, St. Vincent Street
Glasgow
G2 5AD
United Kingdom

Our Ref: LIC/ELEC/DIST/55
Email: licensing@ofgem.gov.uk

Date: 28 November 2025

Dear Helen Fairlie,

Decision on Sphere Energy Connect Limited's proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Sphere Energy Connect Limited Safety and Security of Supplies Enquiry Service Statement ("Statement").

Standard licence condition ("SLC") 8 of the Licence requires that you have in force a statement approved by us that sets out details of the Safety and Security of Supplies Enquiry Service.

The purpose of this service is to enable any person to receive reports and other information, guidance, or advice about any matter or incidence that:

- affects or is likely to affect the maintenance of the security, availability, and quality of service of the licensee's Distribution System
- arises from or in connection with the operation of, or otherwise relates to, the licensee's Distribution System and causes danger, or requires urgent attention, or is likely to cause danger or to require urgent attention.

Sphere Energy Connect Limited submitted a draft of its proposed Statement as part of its Distribution Licence application. We published a statutory consultation on our minded to decision to grant Sphere Energy Connect Limited an electricity distribution licence on 8 September 2025. We have decided to approve the proposed Statement which is published alongside this letter.

Ongoing expectations

We expect that the Statement will be published on your website as soon as possible after our decision.

We also expect you to review the accuracy and effectiveness of your Enquiry Service on an ongoing basis and give notice to the Authority in accordance with SLC 8(7) of any changes that you consider are appropriate. In doing so, you should consider how other network operators fulfil their obligations and what stakeholders consider to be best practice.

If you have any questions in relation to this letter, please contact Gabriel Fatokunbo at gabriel.fatokunbo@ofgem.gov.uk

Yours faithfully,

David McCrone

Head of RII02 Price Control Operations Policy

Networks

Signed on behalf of the Authority and authorised for that purpose