



# GRID LINE POWER NETWORKS LTD

## SAFETY & SECURITY OF SUPPLIES ENQUIRY SERVICE STATEMENT

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Function	Name	Signature	Date
Prepare & Reviewer	Senior Compliance Manager		22/01/2026
Approver	Managing Director		22/01/2026

# GRID LINE POWER NETWORKS LTD

## Revision Control Sheet

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Revision:	Date:	Reason for revision:	Reviewed by:	Approved by:
1	22/01/2026	First Edition – Established	Senior Compliance Manager	Managing Director

## SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE STATEMENT Electricity Distribution License: Standard Licence Condition 8

### INTRODUCTION

# GRID LINE POWER NETWORKS LTD

**Grid Line Power Networks Ltd (GLPN)**, a UK Independent Distribution Network Operator (IDNO), is a wholly owned subsidiary of **Electricity Infrastructure Group UK Limited (EIGUK)**. GLPN is responsible for the safe delivery of electricity through its networks to customers across Great Britain.

GLPN does not sell electricity, but it is liable for the electricity network that ensures electricity is delivered to the end customers. The companies that sell electricity to consumers and send out bills are called electricity suppliers. Any enquiries relating to billing or the supplier's Priority Services Register should be directed to the customer's supplier. Contact details can be found on a recent electricity bill.

This Statement has been produced in accordance with Electricity Distribution Standard Licence Condition 8 and has been approved by the industry regulator Ofgem.

## SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICES

In line with our aim of providing the best possible levels of service, we have established an enquiry service to enable our customers to obtain information, guidance or advice about any matter or incident that relates to GLPN's electricity distribution equipment.

The following statement, which is approved by Ofgem, the regulatory authority for the gas and electricity markets, provides full details of the service we provide.

The statement provides for both urgent and non-urgent matters, plus information on how we will deal with any future changes in our contact details.

## URGENT MATTERS

This section of the statement describes the enquiry service available to any person for the purpose of urgently reporting any of the following occurrences that affect, or are likely to affect, GLPN's electricity distribution equipment:

- A power cut
- A dangerous situation

# GRID LINE POWER NETWORKS LTD

- A situation, such as a hazard, that requires urgent attention
- Anything concerning the maintenance of the security, availability and quality of service afforded by GLPN's electricity distribution system.

To report any of these urgent matters, please contact GLPN on freephone: **0800 208 4963**

This telephone number is for use in emergencies and is available 24 hours per day, 365 days of the year. Calls to the number are answered by our non-technical trained people who provide advice on how to avoid danger. Your call will be dealt with promptly and, where technical assistance is needed, you will be passed to an appropriate specialist.

We will deal with each call strictly on its merits, and neither discriminate in the provision of our services nor use the contact to promote any other business.

This emergency number may also be used to contact us regarding the likely duration of any power cut affecting GLPN's electricity distribution system.

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.

## NON-URGENT MATTERS

This section of the statement provides for more general enquiries relating to GLPN's electricity distribution equipment. For these non-urgent matters, please contact us by any of the following means:

**TELEPHONE:** **0203 7130037**

**BY EMAIL:** [connections@glpn.co.uk](mailto:connections@glpn.co.uk)

**BY POST:** **Gridline Power Networks Ltd  
Unit 14 Capital Business Park  
Manor Way  
Borehamwood  
Hertfordshire WD6 1GW**

Our office hours are Monday to Friday, 08:30 to 17:00

## CHANGES TO THE STATEMENT

GLPN 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).

In advance of our needing to change any of our contact details, we will advise each of our affected customers, the relevant electricity supplier(s) and relevant local Distribution Network Operator(s) accordingly.

## SPECIAL REQUIREMENTS

# GRID LINE POWER NETWORKS LTD

For any special service requirements (domestic customers who are blind, partially sighted, deaf or hearing impaired), you may call, write or email Gridline Power Networks using the contact details given in this statement. Any correspondence will then be provided in a suitable format and returned in an efficient manner. Assistance will be given to help understand the contents of the statement to a person whose first language is not English.

## COPIES OF THIS STATEMENT

A copy of this statement will be provided free of charge to any person requesting one and will be published on our website [www.glpn.co.uk](http://www.glpn.co.uk) for viewing and downloading.