

Policy Statement

Safety and Security of Supplies Enquiry Service

Version Control

Version	Version Date	Status	Author	Changes
1.0	26/11/15	Approved	Peter Hill	

Contents

1	Introduction.....	3
2	Standard License Condition 8.....	3
3	The Statement	5
4	Publication of Service	7
4.1	Publication	7
4.2	Notices	7
4.3	Customer Notification.....	7
4.4	Utility and Emergency Services Notification.....	7
5	Systems and Process	7
6	Resources	8
6.1	Periods of operation	8
6.2	Call Agents.....	8
6.3	Emergency Escalation	8
6.4	Field Staff	8
7	Priority Services Register.....	8

1 Introduction

G2 Energy IDNO Limited (Company Registration Number 09633506) is in the process of acquiring an Independent Distribution Network Operators (IDNO) License to enable them to operate electricity distribution networks across the United Kingdom. One of the requirements for obtaining an IDNO License is to state how the Licensee will meet the requirements of Standard License Condition 8 in providing a Safety and Security of Supply Enquiry Service.

2 Standard License Condition 8

Standard License Condition 8 is shown here for reference.

Standard conditions of the Electricity Distribution License – 23 June 2015

Condition 8. Safety and Security of Supplies Enquiry Service

Licensee's obligation

8.1 The licensee must:

- (a) establish, or procure the establishment of, and
- (b) subsequently operate and maintain, or procure the subsequent operation and maintenance of

an enquiry service to be known as the Safety and Security of Supplies Enquiry Service, for use by any person for the purpose set out in paragraph 8.2.

Purpose of the service

8.2 The purpose of the Safety and Security of Supplies Enquiry Service is to enable any person to receive reports and offer information, guidance, or advice about any matter or incident that:

- (a) affects or is likely to affect the maintenance of the security, availability, and quality of service of the licensee's Distribution System, or
- (b) 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 require urgent attention.

Operation of the service

8.3 The Safety and Security of Supplies Enquiry Service must:

- (a) be provided without charge by the licensee to the user at the point of use;
- (b) ensure that all reports and enquiries (whether made by telephone, in Writing, or in person) are processed in a prompt and efficient manner; and
- (c) be available to receive and process telephone reports and enquiries at all times on every day of each year.

Requirement for statement

8.4 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.

8.5 The licensee must:

- (a) publish that statement on and make it readily accessible from its Website (if it has one);

Standard conditions of the Electricity Distribution Licence – 23 June 2015

- (b) when asked to do so by a Domestic Customer who is blind, partially sighted, deaf, or hearing-impaired, provide the statements in a manner or a format that is suitable for that customer's special communication needs;
 - (c) 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 statements; and
 - (d) give a copy of the statement on request and free of charge to any person.
- 8.6 The statement prepared under paragraph 8.5 may, at the licensee's choice, be included in a single document with any or all of the statements referred to in standard condition 9 (Arrangements for access to premises) and standard condition 10 (Special services and complaints procedure).

Amendment of statement

- 8.7 The licensee must give the Authority a Notice of any amendments that it proposes to make to the statement in force under paragraph 8.4 and must not make such amendments until either:
- (a) a period of one month from the date of that Notice has ended; or
 - (b) the licensee has obtained the Authority's approval to the amendments before the end of that period.

Change of address and telephone number

- 8.8 The licensee must take steps to inform each Authorised Electricity Operator that uses the Safety and Security of Supplies Enquiry Service of any change to the address or telephone number of that service as soon as is practicable but in any event before that change becomes effective.

Prohibition of discrimination

- 8.9 In establishing, operating, and maintaining the Safety and Security of Supplies Enquiry Service, the licensee must not discriminate between any person or class or classes of persons.

3 The Statement

G2 Energy IDNO Limited owns, operates and maintains electricity networks throughout the UK that provides a supply of electricity to domestic, commercial and industrial customers, through a connection to our network of cables and substations.

We are an independent licensed electricity distribution business able to work in all geographical areas of England, Scotland and Wales.

This statement is produced in accordance with Standard License Condition 8, Safety and Security of Supply Service, of G2 Energy IDNO Limited's electricity distribution license which has to be approved by the Gas and Electricity Markets Authority (Ofgem).

It describes the enquiry service that has been made available to any person for the purpose of receiving reports and offering information, guidance or advice about any matter or incident that:

Affects or is likely to affect the maintenance of the security, availability and quality of service of the licensee's distribution system; or

Arises from or in connection with the operation of, or otherwise relates to, the licensee's distribution system and which causes danger or requires urgent attention or is likely to cause danger.

G2 Energy IDNO Ltd provides an emergency service in accordance with the above paragraph which is continuously staffed and can be contacted by anyone 24 hours a day, 365 days a year. The service is free at the point of use and all reports and enquiries will be processed in an efficient manner.

Reports made by post or in person should be restricted to events of a non-urgent nature.

G2 Energy IDNO Ltd will deal with all enquiries strictly on their merits and will not discriminate in the provision of the service or use the contact to promote any electricity supply business.

For any special service requirements domestic customers who are blind, partially sighted, deaf or hearing impaired) you may call, write or email G2 Energy IDNO Ltd using the contact details stated below.

Your correspondence will then be given in a suitable format and returned in an efficient manner.

Assistance will also be given to help understand the contents of the statement to a person whose first language is not English. This statement is free of charge to any person upon request.

The G2 Energy IDNO Ltd Safety and Security of Supply Enquiry Service can be contacted:

By telephone on:	0330 055 3986
By post or in person during the normal working day at:	G2 Energy IDNO Limited Olney Office Park 25 Osier Way Olney Buckinghamshire MK46 5FP
By email:	enquiries@g2energy.co.uk
By Fax:	01234 241 312

If any electricity supplier chooses to provide its customers with an address or telephone number for reporting of such matters which differ from those given in this statement, the supplier will be responsible for ensuring that full details of all reports are passed promptly to G2 Energy IDNO Ltd.

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

The reporting arrangements set out above will be made available to other utilities, local authorities and emergency services operating in the areas of our network. Appropriate liaison arrangements with these and other representative bodies are in place and are reviewed from time to time to ensure that effective communications are maintained.

If we have to change the address or telephone number of the service we will take steps to inform each authorised electricity operator (e.g. electricity suppliers and distribution network operators) which use the service before the change becomes effective.

A copy of this statement will be made available free of charge to any person who asks for it.

November 2015

4 Publication of Service

4.1 Publication

G2 Energy IDNO Limited will publish the G2 Energy IDNO Ltd Safety and Security of Supply Enquiry Service contact details on their web site at all times following the award of the Distribution Licence.

4.2 Notices

The Safety and Security of Supply Enquiry Service contact details will be posted in prominent positions on all G2 Energy IDNO Ltd substation buildings and compounds containing high voltage equipment. These notices will be inspected periodically and maintained / replaced to ensure legibility at all times.

4.3 Customer Notification

All customers connected to a G2 Energy IDNO Ltd distribution network, will be notified in writing, at least annually, of the Safety and Security of Supply Enquiry Service contact details. This service may be provided via the Electricity Supplier via the electricity bill. Where it is not, G2 Energy IDNO Ltd, will write to the Customer directly.

4.4 Utility and Emergency Services Notification

G2 Energy IDNO Ltd will advise in writing to all utility and emergency services providers operating in the areas where G2 Energy IDNO Ltd have operational equipment and ensure efficient liaison is established.

5 Systems and Process

G2 Energy IDNO Ltd operates a 24/7 Emergency call centre available on free phone 0330 055 3986. A separate Utilities and Emergency Services number will be issued to these agencies to ensure contact is possible from these services.

Multiple lines available for incoming calls and normal call agent numbers can be increased to meet demand during the working day.

Out of hours, Call agents will be able to invoke an escalation process that will increase call agent numbers as necessary. This may involve opening the main office after normal hours where necessary.

Where all lines are busy, the Customer will be played a regularly updated Telephone Network Message detailing any known faults on the G2 Energy IDNO Network and be offered to leave a message and request a call back.

Call agents utilise an enquiry logging systems which will be used to record the details of all enquiries made to the Safety and Security of Supply Enquiry Service. The system allows for the recording of the contact details of the person reporting an incident or making an enquiry as well as the details and location of the specific case / incident.

All calls will be recorded and stored with the enquiry record.

Where an enquiry cannot be answered by the Call Agent, these will be prioritised in accordance with urgency and passed through to the most appropriate person within G2 Energy IDNO Ltd.

Where an urgent incident occurs after normal working hours, the details will be passed through to the closest available Standby Engineer, to the incident, who will deal with the case.

Operational field staff will keep the call centre updated with progress throughout the incident. Progress reports will be sent in line with the following:

- Engineer notified ETA xx:xx
- Engineer on site xx:xx
- Estimated time of restoration xx:xx
- Supplies restored xx:xx

The Call centre will update the incident notes with the specific information received to enable the best available information to be passed to Customers or Services contacting the Call Centre.

6 Resources

6.1 Periods of operation

The Safety and Security of Supply Enquiry Service will be manned 24 hours a day, 365 days a year.

6.2 Call Agents

Call agents will be trained to deal with enquiries effectively and efficiently. The call taking enquiring system provides call agents with predetermined scripts to enable them to ask the right questions for each type of incident. Where they are unable to deal with a specific enquiry, these will be referred to the most appropriate member of staff within G2 Energy IDNO Ltd.

6.3 Emergency Escalation

Where an incident affects a wide area or a large number of customers result in high volumes of calls, the Call Agents will have the ability to invoke an Escalation Process resulting in an increased number of call agents being utilised and may result in the opening of the main office after normal hours.

6.4 Field Staff

G2 Energy IDNO Ltd operational and authorised field staff will be deployed across the country in areas near to where we operate our networks. Where direct resources are limited we will procure the services of suitably qualified, experienced and authorised resources in the locality of our networks.

7 Priority Services Register

We will hold and maintain a Priority Services Register. This is a list of customers who would feel particularly vulnerable during a power cut and we will provide them with extra support if needed.

All Customers connected to our networks will be offered to join the register that are:

- Customers who are dependent on medical equipment;
- Customers who are chronically ill;

- **Customers with a disability;**
- **Customers who are visually impaired or blind;**
- **Customers who are hearing impaired or deaf;**
- **Elderly customers;**
- **A nursing or residential home;**
- **Customers with young babies in household.**

On joining the register customers will be:

- **Registered on our system so that they can be identified on our network;**
- **Provided with a priority phone number that can be called 24 hours a day to report an incident or obtain regular updates until your power is back on.**

The register will be maintained on a regular basis to ensure that the data does not become out of date.

