



Making a positive difference
for energy consumers

Mr Peter Hill
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Date: 28 July 2016

Dear Mr Hill

Decision on G2 Energy IDNO Limited's proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve G2 Energy IDNO Limited's Safety and Security of Supplies Enquiry Service Statement ("Statement").

Standard licence condition ("SLC") 8 of the Distribution Licence requires that you have in force a statement approved by us¹ 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 offer 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, or
- 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.

Your proposed Statement, which describes how you will establish, operate and maintain this service, was submitted with your Distribution Licence application.

We have decided to approve the proposed Statement (Appendix 1).

We recognise however that you have submitted your proposed Statement in advance of commencing operations as an Independent Distribution Network Operator. Once G2 Energy IDNO Limited has begun to operate, we expect you to carry out a comprehensive review of the effectiveness of your Enquiry Service. You should consider how other network operators fulfil their obligations and what stakeholders consider to be best practice. We therefore expect you to update and resubmit your Safety and Security of Supplies Enquiry Service Statement within a year of your licence being granted.

¹ The use of "we", "us" and "our" refers to the Authority

If you have any questions in relation to this letter please contact Lesley Ferrando at lesley.ferrando@ofgem.gov.uk or on 02079 011808.

Yours faithfully,



James Veaney
Head of Connections and Constraint Management
Energy Systems

Signed on behalf of the Authority and authorised for that purpose