

Mr Frank Welsh
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Direct Dial: 0203 263 9841
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Date: 28 February 2017

Dear Mr Welsh

Decision on UK Power Distribution Limited's Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve UK Power Distribution 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.

On 15 March 2016 we approved your Safety and Security of Supplies Statement.² We however recognised that you had submitted your statement in advance of commencing operations as an Independent Network Operator (IDNO). We noted that once you had begun to operate we expected you to carry out a comprehensive review of the effectiveness of your Enquiry service, and consider how other network operators fulfil their obligation and what stakeholders consider to be best practice. We therefore requested that you update and resubmit your statement within a year of your licence being granted.

You have given us the assurance that you have taken steps to ensure that your security of supplies enquiry service meets the industry's best practice. On that basis, we have decided to approve the Statement. Please note that we may take further action if we receive any indication that your security of supplies enquiry service is not meeting the requirements of SLC 8.

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

² <https://www.ofgem.gov.uk/publications-and-updates/uk-power-distribution-ltd-s-proposed-safety-and-security-supplies-enquiry-service-statement>

Our decision

We note that the Statement has been revised to include how customers can contact you on related matters. We therefore consider that the proposed modification to your Safety and Security of Supplies Enquiry Service Statement meets the requirements of SLC 8. We consent to this statement being effective from the date of this letter. A copy of the approved statement should be made available on your website.

If you have any questions in relation to this letter please contact Shai Hassid at shai.hassid@ofgem.gov.uk or on 0203 263 9841.

Yours faithfully,



James Veaney
Head of Connections and Constraint Management
Energy Systems

Signed on behalf of the Authority and authorised for that purpose

Appendix 1 – Safety and Security of Supplies Enquiry Service Statement



Safety and Security of Supplies Enquiry Service

1. This statement has been produced in accordance with Standard Licence Condition 8 of UK Power Distribution Limited's electricity distribution licence, and has been approved by the Gas and Electricity Markets Authority (GEMA).

It gives details below that we will provide, operate and maintain, a service facility where any person can contact us to obtain information, guidance or advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention.

It describes the enquiry service available to any person for the purposes of receiving reports and offering information, guidance or advice about any matter or incident that does or is likely to:

- (a) cause danger or require urgent attention in relation to the operation of UK Power Distribution Limited's electricity distribution system; or
 - (b) affect the maintenance of the security, availability and quality of service of UK Power Distribution Limited's electricity distribution system.
2. In accordance with paragraph 8.1 of Standard Licence Condition 8 of its electricity distribution licence, UK Power Distribution Limited, provides for the operation of an enquiry service, which is continuously staffed and can be contacted by any person 24 hours a day, every day of the year.
 - (a) **Reports should, wherever possible, be made by telephone on 0800 311 8074.**

All calls to this number are free of charge. This number and all other contact details are published on our website and on bills and statements in respect of charges for the supply of electricity from UK Power Distribution Limited's electricity distribution system. Calls are monitored to ensure customers are receiving a prompt and efficient service.

In the case of more widespread emergencies, such as following severe storms, automatic answering facilities may be used to keep customers up to date with developments.

- (b) Where there is no possibility of any danger arising, reports of a non-urgent nature may be made by post. Such reports should be sent to General Manager at:

UK Power Distribution Limited,
Head Office,
6500 Daresbury Park,
Daresbury,
Warrington.
WA4 4GE.

This address is published on bills and statements in respect of charges for the supply of electricity from UK Power Distribution Limited's electricity distribution system.

3. All reports and enquiries received in accordance with this statement will be processed in a prompt and efficient manner and in accordance with any relevant guaranteed and overall standards of service, set from time to time by GEMA, whether made by telephone, writing or in person.
4. If any licensed electricity supplier elects to provide its customers with an address and telephone number which differs from that as provided in paragraph 2 above for the reporting of such matters, that supplier is responsible for ensuring that full details of all reports are passed promptly to UK Power Distribution Limited. Standards of service provided will be measured from the time at which reports are received by UK Power Distribution Limited.
5. In addition to receiving reports concerning the electricity distribution system, the service may be used by any person to enquire about the likely extent or duration of supply emergencies. Every effort will be made to provide precise and up to date information. However, if such emergencies are widespread, this may not be possible and callers may be referred to other sources, including local radio, for periodic updates.
6. Enquiry service staff 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 skill in communication and customer contact but may be assisted by other non-technical staff during widespread emergencies. If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.
7. UK Power Distribution Limited will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service or use the contact to promote any other business.
8. The reporting arrangements set out above are made available to other utilities, local authorities and the emergency services. Appropriate liaison arrangements with these and other representative bodies are in place and are reviewed annually to ensure effective communications are maintained.
9. UK Power Distribution Limited will, as soon as is practicable, but in any event before a change becomes effective, take steps to inform each of its customers, and each Authorised Electricity Operator which uses the service, of any change to the address and telephone number of the service established in accordance with paragraph 1 above, prior to such change becoming effective.
10. We will provide a copy of this statement free of charge to any person requesting one. Requests can be made by calling our general enquiries telephone service on 0844 7400074, where lines are open 08:30 to 17:00 Monday to Friday.
11. We will, where asked to do so, provide this statement in a manner or format that is suitable for the communication needs of a domestic customer who is blind, partially sighted, deaf or hearing impaired.

12. We will, where asked to do so, provide assistance to a person whose first language isn't English, to enable that person to understand the contents of this statement.