



Making a positive difference
for energy consumers

John McLuskey
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Date: 28 March 2017

Dear Mr McLuskey

Decision on Energy Assets Power Networks Ltd Proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Energy Assets Power Networks Ltd (EAPN) 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 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 EAPN 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. Furthermore, we expect that the Statement will be published on your website once Energy Assets Power Networks enters to an operational phase.

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

If you have any questions in relation to this letter please contact Shai Hassid at shai.hassid@ofgem.gov.uk or on 020 3263 9841.

Yours faithfully,



James Veaney
Head of Electricity Connections and Constraint Management
Energy Systems

Signed on behalf of the Authority and authorised for that purpose

Appendix 1 – proposed Safety and Security of Supplies Enquiry Service Statement

Introduction

Energy Assets Power Networks Limited (EAPN) is an Independent Distribution Network Operator (IDNO) responsible for the safe distribution of electricity within our independent networks. This statement is produced in accordance with Condition 8 of our electricity distribution licence.

Energy Assets Power Networks is not an electricity supplier and we do not sell electricity to consumers, details of your electricity supplier can be located on your most recent electricity bill.

Emergency Services and Enquiry Service

This statement outlines the emergency enquiry service provision available for the purposes of receiving reports, offering information, providing guidance or advice about any matter or incident that may:

- 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 or require urgent attention.

To report any of these occurrences please contact us on **0800 xxx xxx**. This service is free of charge and can be accessed 24hrs a day, 365 days of the year.

Emergency Reporting

The Freephone 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 and information relating to a loss of supply. Your call will be processed in a prompt and efficient manner and, where technical assistance is needed, you will be passed to an appropriate specialist.

Energy Assets Power Networks will deal with each call strictly on its merits and neither discriminate in the provision of our services nor use your contact details to promote any other business.

The emergency number may also be used to contact us regarding the likely duration of any power cut or loss of supply affecting the 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.

If you experience a loss of supply please complete the following simple checks to ensure your supply is reinstated as quickly as possible as you may be charged for any site visit:

- Ensure your trip switch is in the "On" position, if it is in the "Off" position reset it to "On". If the switch trips again then there may be a problem with your installation or with one of your appliances.
- If you have a prepayment meter make sure that it is in credit.

Changes to our contact details

In the event that we require to change our contact details we will advise each of our affected customers, the relevant electricity suppliers and the relevant Distribution Network Operator accordingly.

Special requirements

For any special service requirements (domestic customers who are blind, partially sighted, deaf or hearing impaired) you may call, write or email Energy Assets Power Networks using the contact details given in this statement. Any correspondence will then be provided in a suitable format and returned in a prompt 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 it is also available on our website.

General Contact Information – Non Urgent Matters

If you require further information or guidance relating to this document or to discuss non urgent matters, please use the contact details provided below:

The Managing Director
Energy Assets Power Networks
6 Almondvale Business Park
Almondvale Way
Livingston
EH54 6GA

Tel: 01506 405 405
Email: powernetworks@energyassets.co.uk
Fax: 01506 405 629