



Making a positive difference
for energy consumers

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Direct Dial: 0203 263 9841
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Date: 6 November 2017

Dear Mr Foster

Fulcrum Limited proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Fulcrum Limited's 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).

Ongoing expectations

We recognise that you have submitted your proposed Statement in advance of commencing operations as an Independent Distribution Network Operator. Once Fulcrum has begun to operate, we expect that the Statement will be published on your website.

We also expect you to carry out a comprehensive review of the accuracy and effectiveness of your Enquiry Service. You should consider how other network operators fulfil their obligations and what stakeholders consider to be best practice. We expect you to update your Safety and Security of Supplies Enquiry Service Statement ahead of connecting customers and once your Enquiry Service becomes operational.

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,



Chris Brown
Head of Core and Emerging Policy
Energy Systems

Signed on behalf of the Authority and authorised for that purpose

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



Fulcrum Safety and Security of Supplies Enquiry Service Statement (SLC 8)

Introduction

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

It confirms that we will provide, operate and maintain an enquiry service facility where any person can contact us to receive information, guidance or advice on any matter or incident that relates to the security and integrity of their electricity supply or any relevant incident that requires our urgent attention.

Enquiry Service

The service will be free of charge and available 24 hours a day, 365 days of the year.

The enquiry service is available to any person and the service will not discriminate against any type of customer or supplier.

The statement will be made available to customers in different media options, suitable for the communication needs of all persons, and will accommodate for the blind, partially blind or persons with hearing difficulties. We will, when requested, provide assistance to any individual whose first language is not English in the understanding of this statement.

The service will be available to anyone who requires or requests to receive reports, information, guidance and advice about any matter or incident that does or is likely to:

- a) require urgent attention in relation to the operation of Fulcrum Electricity Assets Limited's Distribution System; or
 - b) be a cause of concern or danger; or
 - c) affect the security, availability and quality of supply received from Fulcrum Electricity Assets Limited's Distribution System.
2. Reports of an **urgent nature** should wherever possible be made by telephone:

Freephone 03330 146455

3. Any non-urgent enquiries, that don't pose a threat of any danger whatsoever, may be made by post to:

The Asset Manager
Fulcrum Electricity Assets Limited
2 Europa View
Sheffield Business Park
Sheffield
S91 1XH



Or alternatively via email at: enquiries@fulcrumelectricityassets.co.uk

Additional information:

4. We will provide a free of charge copy of this statement to any person requesting one. Requests can be made by calling our general enquiries service on **0330 146 466** where lines are open 08:30am - 16:30pm, Monday to Friday.
5. The contact telephone numbers above, 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 Fulcrum Electricity Assets Limited Distribution System.

Please note, calls are monitored to ensure callers are receiving a prompt and efficient service, which provides accurate, valuable and up-to-date information at all times.

6. In the event of widespread emergencies, for example following severe weather events, automatic answering facilities may be used to keep customers and enquirers informed of developments. Alternatively, in situations where this may not be possible, customers may be referred to other sources such as local radio or television for periodic updates.
7. Fulcrum Electricity Assets Limited will handle all reports and enquiries strictly on their merits and will not discriminate in any manner in the provision of the service.
8. All reports and enquiries received will be processed promptly and within timescales provided for within any guaranteed standards of service that may be set by GEMA. The standards will be met irrespective of the report or enquiry being made by telephone, in writing, or in person. Standards of service will be measured from the time at which reports are received by Fulcrum Electricity Assets Limited.
9. Enquiry service staff are trained to provide simple, non-technical advice in order to avoid danger from the Distribution System and from loss of supply. They have the necessary communication skills to do this but may be assisted by other non-technical staff during widespread emergencies. In this scenario, and if technical advice or assistance is required, the caller will be passed to an appropriate specialist.
10. The reporting arrangements noted above are made available to other utilities, Local Authorities and emergency services. Appropriate liaison arrangements with these and other representative bodies are in place and are reviewed annually to ensure communications are effective.
11. At all times, and in case of an emergency situation, enquiry service staff will have access to a list of contact details for members of our senior management team, including directors. The Senior Manager contacted will take full responsibility to ensure the situation is resolved and that all affected parties are kept informed of progress.
12. Fulcrum Electricity Assets Limited will, as soon as is reasonably practicable and prior to making changes, notify all its customers and each Authorised Electricity Operator which uses the service, of any change to the telephone numbers and address of the service noted above.



Should any licensed electricity supplier choose to provide its customers with an address and telephone number which differs from that provided within this statement, they will be responsible for ensuring that full details of all reports are passed promptly to Fulcrum Electricity Assets Limited.