



Making a positive difference
for energy consumers

Katherine Jackson
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Date: 8 November 2017

Dear Ms Jackson

Decision on Murphy Power Distribution Limited Proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Murphy Power Distribution Limited's Safety and Security of Supplies Enquiry Service Statement ("Statement").

Standard licence condition ("SLC") 8¹ of the Licence requires that you have in force a statement approved by us² 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 Murphy 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 on an ongoing basis. 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

¹ Although the Statement also addresses SLCs 9 and 10, this decision letter refers only to the parts relevant to SLC 8.

² The use of "we", "us" and "our" refers to the Authority

ahead of connecting customers and once your Enquiry Service becomes operational to ensure this is the case.

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,

A handwritten signature in black ink, appearing to read 'Chris Brown', is positioned above the printed name and title.

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



Draft Policy Statement

SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE

Stuart Monk Feb 2017	Val Harris Feb 2017	Director Name Feb 2017
MAIN AUTHOR	REVIEWER	APPROVER

DOCUMENT No.	Click here to enter text.	
CURRENT REVISION	CURRENT STATUS CODE	SECURITY CLASSIFICATION
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REVISION HISTORY

REVISION	STATUS CODE	DATE	REVISION DESCRIPTION
01	Draft	13.02.2017	Draft Copy
02	Draft	29.03.2017	incorporating comments

Introduction

Murphy Power Distribution Limited (**MPDL**), a UK Independent Distribution Network Operator (IDNO), owns and operates electricity networks throughout the UK that provide a supply of electricity to customers' homes and business premises.

Whilst Murphy Power Distribution Limited are responsible for the electricity network that delivers electricity to customers' homes and business premises, your Electricity Supplier sends you a bill for your electricity and is responsible for your electricity meter. Any enquiries relating to billing or the Supplier's Priority Services Register should be directed to your Supplier. Contact details of which can be found on a recent electricity bill.

Licence Obligations

This Statement has been produced in accordance with Standard Licence Condition 8 of **MPDL's** Electricity Distribution Licence and has been approved by the Gas and Electricity Markets Authority (GEMA).

Condition 8 requires **MPDL** to provide, operate and maintain an enquiry service to be known as the **Safety and Security of Supplies Enquiry Service** for the use of any person to send and receive information, guidance or advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention

A copy of this statement -

- is available to view and download from on our website. www.xxxxxxxxxxxxxxx
- will be made available in different formats for blind, partially sighted, deaf or hearing impaired customers e.g. in large print, Braille, audiotape, or a format that is suitable to the individual customer's needs on request. For people customers whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of the statement.
- will be provided free of charge to any person who requests a copy

Safety and Security of Supplies Enquiry Service

Urgent matters

We aim to provide a safe and reliable electricity supply but unfortunately sometimes faults do occur on our electricity network which causes interruptions to our customers' electricity supply.

MPDL provides an emergency enquiry service which is continuously staffed and can be contacted 24 hours a day, 365 days a year. **Reports made by post or in person should be restricted to events of a non-urgent nature.** The service is free at the point of use.

In these circumstances, to report the loss of your electricity supply to us or any concern about the safety of the meter, or of our electricity overhead lines or underground cables, at any time of the day or night 365 days of the year, please telephone us **FREE OF CHARGE** on:-

EMERGENCY TELEPHONE NUMBER: 0800 xxxx xxx

MPDL's enquiry 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 skills 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.

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

Non-urgent matters

For non-urgent more general enquiries relating to MPDL's electricity distribution system or equipment please contact us by any of the following means:

By Post:

Murphy Power Distribution Limited
Hawks Green Lane
Cannock
Staffordshire
WS11 7LH

Facsimile: + 44 (0) 1543 572 877

Telephone: + 44 (0) 1543 466 711

By Email **XXXXXXXXXXXXXXXXXXXXXXXXXXXX** for general enquiries

Our office hours are Monday to Friday 08:00 to 17:00

Changes to the Statement-

MPDL will review this statement annually to ensure that the document remains current with the latest licence conditions with any amendments to this statement being approved by the Gas and Electricity Markets Authority (GEMA).

If we have to change the address or telephone number of the service established in accordance with this statement, we will take steps to inform each **Authorised Electricity Operator** that uses the service as soon as is practicable but in any event prior to the change becoming effective

Prohibition of Discrimination-

We will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of electricity.