

Matthew Bacon
Vattenfall Networks Limited
1 Tudor Street,
London,
EC4Y 0AH

Direct Dial: 020 3263 9841
Email: shai.hassid@ofgem.gov.uk

Date: 6 November 2017

Dear Mr Bacon

Decision on Vattenfall Networks Limited Proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Vattenfall Networks 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 Vattenfall 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

VATTENFALL NETWORKS LIMITED – ELECTRICITY INDEPENDENT DISTRIBUTION NETWORK LICENCE APPLICATION

ANNEX C: SAFETY AND SECURITY OF SUPPLY ENQUIRY SERVICE STATEMENT

Emergency service

If you are suffering from a power cut, or you see something which might be dangerous on our electricity distribution network, please dial:

105

This service is free for you to use and is available all day, every day. The 105 service will route your call directly to our safety and security of supply enquiry service.

Recommended actions in a power cut

- Check to see if your neighbours have lost their supply. If they have not, the problem causing your loss of supply may be the result of one of your own fuses or circuit breakers blowing.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.
- If the trip switch has not operated, and you can find no other reason, there may be a problem with the electricity supply. In which case, please contact us using the methods outlined above.

Do not do anything which may put yourself in danger.

Non-urgent queries

If it is not an emergency but you would like to contact us about any of the services we provide, or if you wish to make a complaint, you can call us during office hours Monday–Friday between [9am and 5pm]: [Insert office number]

You can also contact us by e-mail: [insert e-mail]

Or visit our website: [insert website]

If Vattenfall Networks Limited needs to carry out maintenance works which may result in a temporary interruption to supply we will contact you in writing in advance.

Background

In accordance with Standard Licence Condition 8 of its electricity distribution licence, Vattenfall Networks Limited will provide an enquiry service in the event of an emergency such as a power outage.

This service will be continuously staffed and can be contacted by any person all day, every day of the year. This service is free of charge and is accessible to all consumers. All calls will be recorded for monitoring and training purposes.

Enquiry staff will be trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of electricity supply. They have the necessary skills in communication and customer contact. Where a query cannot be dealt with by a customer operative the enquiry will be passed to an appropriate specialist who, if required, will dispatch a field engineer to conduct emergency repairs.

Outside of office hours queries may be directed to the nearest stand-by engineer to deal with the incident.

Where a site repair is required the engineer will keep the call centre informed of progress. Vattenfall Networks Limited will issue progress reports to all affected customers where appropriate.

Priority Service Customers

Vattenfall Networks Limited will hold and maintain a 'priority service register' for customers who may require additional support in the event of a loss of power linked to a fault on our network. Customers may wish to be added to our priority services register if they are:

- Deaf or with hearing difficulties;
- Blind or partially sighted;
- Of pensionable age;
- Disabled;
- Dependent on medical equipment;
- Looking after young babies in the household;
- Chronically sick

Consumers can register with Vattenfall Networks Limited free of charge by contacting us during office hours using the non-urgent contact details set out above. If any customer of ours has a special communications need we are happy to provide statements and information in a suitable format, such as in braille or audio.

If you would prefer to receive information in a language other than English, please let us know and we will provide information in an alternative language.

Customers will need to provide Vattenfall Networks Limited with the following personal details:

- Name (of persons who may need help during a power cut)
- Address
- Telephone number
- Details of special requirements
- Details of any special electronic equipment (e.g. medical) and how regularly the consumer uses it.

Your details will be kept in strictest confidence in accordance with data protection legislation. Details of those on our priority services register will not be used for sales purposes.

We will also inform your electricity supplier, who can also register you under their own priority service register. If you register with your electricity supplier, they will pass on your details to us. If you are unsure please contact us to confirm registration.

Please help us to keep our priority services register up to date by informing us as soon as possible if you move address or additional support is no longer required.

Please note that although power cuts are rare it is not possible to guarantee a constant supply of electricity and it is very important that you have alternative arrangements to fall back on in case of loss of electricity supply. If a constant supply is essential for you, please ask us about other arrangements you may be able to use if your electricity supply goes off without warning.