



Making a positive difference
for energy consumers

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Date: 24 July 2020

Dear Louise,

Decision on Forbury Assets Limited proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Forbury Assets Limited's (FAL'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 us 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.

A draft of your proposed Statement was submitted with your Distribution Licence application. We granted FAL an electricity distribution licence on 8 April 2020 and you subsequently resubmitted a final version of the proposed Statement on 15 May 2020.

We have decided to approve the proposed Statement which is published alongside this letter.

Ongoing expectations

We expect that the Statement will be published on your website as soon as possible after our decision.

We also expect you to review the accuracy and effectiveness of your Enquiry Service on an ongoing basis and give notice to the Authority in accordance with SLC 8(7) of any changes that you consider are appropriate. In doing so, you should consider how other network operators fulfil their obligations and what stakeholders consider to be best practice.

If you have any questions in relation to this letter please contact David McCrone at david.mccrone@ofgem.gov.uk or on 0141 354 5441.

Yours faithfully,

Jon Parker
Head of Electricity Network Access
Systems and Networks

Signed on behalf of the Authority and authorised for that purpose