



Making a positive difference  
for energy consumers

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Date: 14 March 2016

Dear Mr Welsh

### **Decision on UK Power Distribution Ltd's proposed Safety and Security of Supplies Enquiry Service Statement**

This letter describes our decision to approve UK Power Distribution'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<sup>1</sup> 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 UK Power Distribution Ltd 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.

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<sup>1</sup> The use of "we", "us" and "our" refers to the Authority

If you have any questions in relation to this letter please contact Lesley Ferrando at [lesley.ferrando@ofgem.gov.uk](mailto:lesley.ferrando@ofgem.gov.uk) or on 02079 011808.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'J Veaney', is positioned below the closing text.

**James Veaney**  
**Head of 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

# SLC 8 DRAFT STATEMENT UK POWER DISTRIBUTION LTD

## Safety and security of supplies enquiry service

**UK Power Distribution Limited (UKPD)**, a UK Independent Distribution Network Operator (IDNO), is a wholly owned subsidiary of **Matrix Networks (Holdings) Limited**.

In line with our aim of providing the best possible levels of service we have established an enquiry service to enable our customers to obtain information, guidance or advice about any matter or incident that relates to UKPD's electricity distribution equipment.

The following statement, which is approved by Ofgem, the regulatory authority for the gas and electricity markets, provides full details of the service we provide.

The statement provides for both urgent and non-urgent matters plus information on how we will deal with any future changes in our contact details. It is effective from **XX MONTH 2015**.

### **Statement of safety and security of supply in accordance with condition 8 of UKPD's electricity distribution licence**

#### **Urgent matters**

This section of the statement describes the enquiry service available to any person for the purpose of urgently reporting any of the following occurrences that affects, or is likely to affect, UKPD's electricity distribution equipment:

- a power cut;
- a dangerous situation;
- a situation, such as a hazard, that requires urgent attention; or
- anything concerning the maintenance of the security, availability and quality of service afforded by UKPD's electricity distribution system.

To report any of these occurrences please contact UKPD on the following 'freephone' number:

**0800 xxx xxx**

This telephone 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. Your call will be dealt with swiftly and, where technical assistance is needed, you will be passed to an appropriate specialist.

We will deal with each call strictly on its merits and neither discriminate in the provision of our services nor use the contact to promote any other business.

This emergency number may also be used to contact us regarding the likely duration of any power cut affecting UKPD's 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.

#### **Non-urgent matters**

This section of the statement provides for more general enquiries relating to UKPD's electricity distribution equipment. For these non-urgent matters please contact us by any of the following means:

Telephone: **XXX XX XXX**

By facsimile: **XXX XX XXX**

By email:

By post: UKPD

XX XXXXXXXXXXXX XXXXXXXXXXXX

XXXXXXXXX

XXXXXXXXXXXXXXXXXX

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

### **Changes to our contact details**

In advance of our needing to change any of our contact details we will advise each of our affected customers, the relevant electricity supplier(s) and relevant local Distribution Network Operator(s) accordingly.

### **Special requirements**

For any special service requirements (domestic customers who are blind, partially sighted, deaf or hearing impaired) you may call, write or e mail UK Power Distribution using the contact details given in this statement. Any correspondence will be then be provided in a suitable format and returned in an efficient 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. It can also be downloaded from our website.