



Making a positive difference
for energy consumers

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Date: 27 February 2017

Dear Ms Edgar

Decision on Utility Distribution Networks Ltd Proposed Safety and Security of Supplies Enquiry Service Statement

This letter describes our decision to approve Utility Distribution Networks Ltd (UDN) 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).

We recognise however that you have submitted your proposed Statement in advance of commencing operations as an Independent Distribution Network Operator. Once UDN 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. Furthermore, we expect that the Statement will be published on your website once UDN enters to an operational phase.

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

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,



James Veaney
Head of Electricity 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

Introduction

Utility Distribution Networks Ltd (UDN) owns and operates electricity networks throughout the UK that provide a supply of electricity to customers' homes and business premises.

License Obligations

This statement sets out UDN approach to SLC 8, 9 & 10:

- Safety and Security of Supply Service
- Access to Customer Premises
- and Special Services

It is prepared in accordance with the requirements of UDN distribution licence issued under the Electricity Act 1989 (as amended by the Utilities Act 2000).

UDN has responsibilities to its customers for:

- Safety and Security of Supply
- Providing adequate contact routes to UDN
- Provision of Special Services for domestic customers who are blind or deaf, of pensionable age, disabled or chronically sick.
- Minimizing interruptions to your Supply
- Adequate and effective complaints and Customer Satisfaction

This Code of Practice sets out the way UDN exercises the above responsibilities and the way that we provide the services that our customers are entitled to, when connected to a UDN network.

Whilst UDN 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.

Details of your Electricity Supplier can be found on your latest electricity bill. This Code of Practice document explains in the next few pages how UDN undertakes the above responsibilities.

Electronic copies of this Code of Practice are available, free of charge, from our website or by emailing your request to info@UDNetworks.co.uk

A hard copy of the code of Practice will be provided free of charge by contacting us on:

Post: UDNetworks, 12 Sketty Close, Brackmills, NN4 7PL
or email: info@UDNetworks.co.uk

UDN will review this statement annually to ensure that the document remains current with the latest licence conditions.

Description of the Safety and Security of Supply Service

This statement sets out the enquiry service that has been made available to any person for the purposes of receiving reports and offering information, guidance, or advice about any matter or incident 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 which causes danger or requires urgent attention or is likely to cause danger or require urgent attention.

UDN provides an emergency enquiry service which is staffed 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.

SERVICE

All reports and enquires received in accordance with this statement, whether made by telephone, in writing, or in person, will be processed in a prompt and efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Authority.

ELECTRICITY SUPPLIERS

If any electricity supplier chooses to provide its customers with an address and telephone number which differ from those given in this document for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us. In all such cases, the standards of service provided would be measured from the time at which reports are received by UDN.

LOSS OF ELECTRICITY SUPPLY

In addition to receiving reports concerning the electricity distribution system, the service may be used by any person to enquire about the likely extent or duration of supply emergencies.

Every effort will be made to provide precise and up-to-date information.

URGENT INFORMATION

If customers have information concerning the safety or security of their supply or of UDN cables, lines or substations, customers should telephone our emergency telephone number detailed herein.

ENQUIRY SERVICE STAFF

UDN 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. If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.

NON-DISCRIMINATION

UDN will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service or use the contact to promote any electricity supply business.

AVAILABILITY

The reporting arrangements set out herein are also made available to other utilities, local authorities, and emergency services.

Change of Address or Telephone Number

If we have to change the address or telephone number of the service established in accordance with above, UDN will take steps to inform each authorised electricity operator using the service prior to such change becoming effective.

Contacting UDN

UDN will clearly detail and make available information on how customers can contact us on matters associated with the electricity network and any other concerns about electricity.

OUR EMERGENCY SERVICE

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.

If you wish to report the loss of your electricity supply or detail any concern about the safety of the meter, overhead lines or underground cables please contact us on the 24 hour , 365 day a year emergency number : **EMERGENCY TELEPHONE NUMBER: 0800 000 0000**

OUR NORMAL HOURS SERVICE

To enquire by telephone about any of the services we provide, or if you wish to make a complaint, please telephone us between 8am and 5.30pm on: - 01604 830 316

CUSTOMERS WHO ARE DEAF OR WHO HAVE DIFFICULTY HEARING

If you are deaf or you have difficulty hearing, you may write, email or fax UDN using the contact details outlined below.

Your correspondence will then be given a priority.

Post:	UDNetworks, 12 Sketty Close, Brackmills, NN4 7PL
or email:	info@UDNetworks.co.uk
general enquiries	01604 830 316
emergencies	0800 000 0000

TRANSLATION ADVICE

If English is not your first language you may write, email or fax UDN using the contact details outlined above and we will provide the necessary assistance or advice that you request to ensure your understanding of any of IDN correspondence or statements. Your correspondence will then be given a priority

The UDN Priority Service Register.

Provision of 'Priority Service' for Domestic Customers who are Blind or Deaf, of Pensionable Age, Disabled or Chronically Sick.

We are aware that some of our customers have special requirements and need a priority service. If you are blind, partially sighted, deaf, have hearing difficulties, are of pensionable age, are disabled, chronically sick or depend on electricity for medical reasons you may register your details with us.

Some examples of what we mean by "medical reasons" are if you have a kidney dialysis machine, a ventilator, a stair-lift or a bath hoist.

We can keep your information on our Priority Service Register and this will help us to meet your needs. Examples of what our Priority Service Register provides are:

- advance notice of planned interruptions to your electricity supply a password facility to enable you to recognise our engineers should they have a need to visit your home (either at your request or in a case of an emergency). This is in addition to the photographic ID cards we already provide to our engineers.
- providing advice on how to best prepare for an expected shutdown and manage in an
- unexpected shutdown

To register with us **free of charge** please telephone 01604 830 316 during the hours of 8am to 5.30pm or write to:

Post: UDNetworks, 12 Sketty Close, Brackmills, NN4 7PL

or email: info@UDNetworks.co.uk

We need to know your name, address, telephone number and details of your special needs or special equipment and how regularly you use it.

Your details will be kept in strictest confidence and only passed on to other organisations for energy-related purposes e.g. a meter company who would need to know your special requirements should they require access to your home to read the meter. We will inform your Electricity Supplier, who can also register you under their own Priority Service Register.

Alternatively, if you register with your Electricity Supplier, they will pass on your details to us.

Please note that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on. 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 unexpectedly.

Interruptions to Your Supply

Ensuring that customers have adequate warning if we have to interrupt the electricity supply to their home or business premises. Sometimes we have to switch off the electricity supply to carry out essential planned maintenance of items on our electricity network or to connect new customers. We will either write to you or deliver a card showing the details of the times of interruption at least 2 days in advance.

Please note that where the interruption of supply is caused by an issue outside of UDN control e.g. emergency street works that require a cessation of electricity or a fault on another organisation's network that is connected to ours, we will endeavour to inform you within 2 days of receiving the advance notification ourselves.

Our written notice delivered directly to your home will provide a telephone number to use if you wish to call us to obtain further details or to advise us of any other specific problems.

Please note that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on.

Ensuring that if a fault occurs on our distribution network, we will seek to restore supplies as soon as practically possible

Although we will notify you in advance of planned outages, we are not able to give notice of 'emergency outages' or 'dangerous situation outages'. Switching off the supply of your electricity during this type of emergency would be necessary should there be a danger to human life or to vital equipment.

If you have registered on our Priority Service Register we will endeavour to keep you informed of progress in restoring supply and will discuss any special requirements with you.

Please note, however, that we are not able to provide you with advance warnings for major emergencies or widespread fault situations. If you feel at risk, please contact your local hospital.

If your electricity supply is lost then we recommend you read the following advice:-

- Check to see if your neighbors' 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 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 call our emergency number listed above.
- If you have a battery operated radio, please listen to the local radio station as it may be possible to keep informed of the more widespread electricity supply problems particularly during times of severe weather.

Entering your home

RESPECTING THE PRIVACY AND SECURITY OF YOUR HOME

Sometimes we may need to visit your home.

The visit will either be made by one of our staff or a contractor working for us. When this happens we want customers to be assured that the visitor is either a genuine member of staff or a genuine contractor working for us. To provide this reassurance:

- Wherever possible, all UDN employees and contractors will show an identity card showing their Company name, their own name, date of issue and a colour photograph of the individual. For customers who are blind or partially sighted, we can also arrange for a password (chosen by yourself) that can be tested on the engineer to ensure their authenticity. Please refer to our Priority Service Register service detailed here in and our section on Passwords below.

- All UDN employees and contractors will be able to inform you of UDN emergency telephone number or general enquiry telephone number.
- All UDN employees and contractors will be able to give you explanations and information on matters relevant to the purpose of their visit.
- UDN will take all necessary steps to ensure that all ID cards are returned to the Company when an employee leaves or following the expiry of the card.

If you have any doubts about whether a caller is genuine, do not let them into your home.

UDN will ensure that all employees and contractors are aware of the contents of this Code of Practice and will comply with it at all times. They will be suitable, appropriately qualified and fully trained for the purpose of their visit and will be calm and courteous at all times in their dealings with you. They will respect you and your home and give clear and accurate explanations of the work they are to carry out.

In arranging for a visit, you will be offered a morning or afternoon appointment. The morning times are from 8am to 12 noon and the afternoon times are from 12 noon to 4:30pm.

If we agree an appointment, we will do our very best to keep it - unless we agree an alternative date with you.

PASSWORDS - PROVIDING YOU WITH ADDITIONAL SECURITY

If you are blind, have poor sight or would just like to feel more secure, we can agree a password with you that we will use, if we need to visit your home.

Any member of our staff or agent who has to visit your home will give this password to prove they are genuine.

To set up your personal password please telephone, **free of charge**, 01604 830 316 during the hours of 8am to 5.30pm or write to:

Post: UDNetworks, 12 Sketty Close, Brackmills, NN4 7PL

or email: info@UDNetworks.co.uk

Alternatively, you may register a password with your Electricity Supplier and they will pass on that password for us to use.

If you have registered a password with us you should always ask for the password before you allow access. If you have any doubts about whether a caller is genuine, do not let them into your home.

As an organisation involved in the provision of electricity we do have Rights of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954. UDN or our agents will only exercise these rights in extreme situations e.g. should there be a requirement to inspect your meter following an interruption in supply or disconnect the supply in an emergency situation. Our entry will be in strict compliance with the terms of the Act.

Complaints and Customer Satisfaction

Handling complaints from customers in a sensitive way that seeks to resolve matters at the earliest opportunity

If you are dissatisfied with UDN for any reason, please feel free to contact us, **free of charge**, on 01604 830 316 during the hours of 8am to 5.30pm or write to:

Post: UDNetworks, 12 Sketty Close, Brackmills, NN4 7PL

or email: info@UDNetworks.co.uk

UDN will respond to all forms of contact within 10 working days. Should we fail to respond within this deadline, we will provide you with a compensation payment in accordance with Ofgem's Guaranteed Standards. A full list of these standards is provided here in :

Ofgem's Guaranteed Standards

Meeting the Guaranteed Standards of Service as agreed with Energywatch and Ofgem

UDN aims to at least meet the Guaranteed Standards of Service that are required by Ofgem. If we do not meet a standard, we will, subject to certain exclusions, make a payment to you.

Regulation	Description	Prescribed period	Prescribed sum (domestic customer)	Prescribed sum (non-domestic customer)
5(2)(a)	Supply failure – normal conditions	12 hours	£75	£150
5(2)(b)	as above - each 12 hours thereafter		£35	£35
6(2)(a)	Supply failure – more than 5000 customers	24 hours	£75	£150
6(2)(b)	As above – each 12 hours thereafter		£35	£35
7(4)(a)	Supply failure – Cat 1 severe weather	24 hours	£70	£70
7(4)(b)	as above - each 12 hours thereafter		£70	£70
7(5)(a)	Supply failure – Cat 2 severe weather	48 hours	£70	£70
7(5)(b)	as above - each 12 hours thereafter		£70	£70
7(6)(a)	Supply failure – Cat 3 severe weather	(Calculated by formula for each distributor)	£70	£70
7(6)(b)	As above – each 12 hours thereafter		£70	£70
8(2)	Supply failure – rota disconnection	24 hours	£75	£150
11(4)	Multiple interruptions		£75	£75
12(3)	Distributors fuse failure	3 hours - working day	£30	£30
12(3)	Distributors fuse failure	4 hours - any other day	£30	£30
14(4)	Failure to notify shutdown to customer	2 days	£30	£60
14(5)	Failure to notify shutdown to other distributor	5 days	£30	£60
14(6)	Failure to notify customer of upstream shutdown	2 days	£30	£60
15(2)	Voltage outside limits	7 working days	£30	£30
15(4)(a)	As above, failure to visit		£30	£30
15(4)(b)	Voltage outside limits, failure to explain	5 working days	£30	£30
19(2)	Failure to offer an appointment		£30	£30
19(3)	Failure to keep an appointment		£30	£30
21(4)	Failure to make a customer payment or to other distributor for onward transmission to customer	10 working days	£30	£30
21(5)	Failure to make a customer payment or to or the electricity supplier for onward transmission to customer	10 working days	£30	£30

Payments, as detailed above, are governed by The Electricity (Standards of Performance) Regulations 2015 and we will be happy to provide you with a copy of the Statutory Instrument upon request.

If you are concerned about your meter, or your electricity bill please call your Electricity Supplier. Their telephone number is on their latest bill.

Our members of staff are trained to listen carefully to your complaint in a polite and understanding way. They will give their full name and telephone extension and may ask you further questions to assist them in fully understanding your complaint or query.

They will seek to resolve your problem themselves, but sometimes a visit by another member of staff will be the best way of resolving the difficulty. Where this is proposed, you will be given the visitor's name and designation and an appointment will be arranged as indicated above.

Where visits are made to assist in the resolution of your complaint, we will empower our member(s) of staff with the authority to make an 'on the spot' decision on the best course of action needed to resolve the issue to your complete satisfaction.

Many of our key electricity services are covered by guaranteed standards. Your complaint may be about one of these Standards. There is more information about this later in this document.

Where technical investigations are needed, for example if the voltage of the electricity supply to your premises is fluctuating outside the permitted limits, we aim to correct it within 6 months in line with Ofgem requirements. We may need to install recording or test equipment and these will be installed subject to the visits and appointment procedures outlined above.

Sometimes it is necessary to make significant alterations to our network and this work may take some time to arrange. However, we will keep you informed of progress at each stage of the process.

ESCALATING YOUR COMPLAINT

If you are not happy with your initial response or any decision made by UDN in resolving your complaint, you can, at any time, escalate the matter further by:

Firstly, contact UDN Operations Manager explaining why you remain dissatisfied. She/he will endeavour to resolve your complaint promptly. However, should she/he fail to do so, they will escalate the complaint directly to Director level. Our Directors monitor our complaint statistics to ensure we are meeting our own key performance indicators.

In the unlikely event that you are still not satisfied with UDN response, you may then refer the matter to The Citizens Advice Consumer Service (CACS). They offer free, independent advice and will look at your complaint, but they do expect us to try to resolve it first.

To contact CACS:

- Call an adviser for help or advice: 03454 04 05 06
- Typetalk is available by dialling 18001 followed by the full CACS number
- Visit their website at <http://www.adviceguide.org.uk>
- Write to them at: Citizens Advice consumer service,
Post Point 24, Town Hall, Walliscote Grove Road, Weston super Mare BS23 1UJ