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Date: 04 August 2020

To Indigo Power Limited,

## **Decision on Indigo Power Limited Proposed Safety and Security of Supplies Enquiry Service Statement**

This letter gives notice of our decision to approve Indigo Power Limited's draft Safety and Security of Supplies Enquiry Service Statement.

### **The Service**

Indigo Power Limited has applied for an Electricity Distribution Licence ("the licence"). If the licence is granted, Standard Licence Condition ("SLC") 8<sup>1</sup> of the Licence will require you to operate and maintain a Safety and Security of Supplies Enquiry Service ("the service").

The purpose of the 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.

If the licence is granted, SLC 8 will also require you to have in place a statement, approved by the Authority, setting out how you will establish, operate and maintain the service<sup>2</sup>.

### **Decision**

You submitted a draft statement with your licence application on 14 October 2019 and an updated draft statement on 15 June 2020. We have considered the draft statement and decided to approve it. The approved statement is set out at Appendix 1.

### **Ongoing expectations**

You have submitted the draft statement in advance of being granted an Electricity Distribution Licence. Should the Authority decide to grant the licence, you will require to publish the approved statement on your website.

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

<sup>2</sup>The use of "we", "us" and "our" refers to the Authority

You are expected to review the service on an ongoing basis and to make any changes to it, and the statement, that may be required in order to ensure that the service is fit for purpose.<sup>3</sup>

As part of any review of the service you should consider how other network operators fulfil their obligations in relation to Safety and Security of Supplies Enquiries Service and what stakeholders consider to be best practice.

If you have any questions in relation to this letter please contact Jack Ambler at [RIIO-ED1@ofgem.gov.uk](mailto:RIIO-ED1@ofgem.gov.uk) or on 0207 901 3107.

Yours faithfully,

**Mark Hogan**

Head of Electricity Distribution Cost Analysis

Signed on behalf of the Authority and authorised for that purpose

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<sup>3</sup> SLC 8 of the licence requires that you give the Authority notice of any proposed changes to the statement.

## **Appendix 1 – proposed Safety and Security of Supplies Enquiry Service Statement**

### **INDIGO POWER SAFETY AND SECURITY OF SUPPLY ENQUIRY SERVICE**

#### **Introduction**

Indigo Power Limited is a licensed distribution network operator. We do not sell electricity but operate and maintain some of the wires that distribute that electricity to customers' homes and business premises. Companies that sell electricity are called electricity suppliers. Electricity suppliers are the companies that send out bills to customers. Billing and Priority Services Register enquiries should be directed to your Electricity Supplier using the contact details set out on a recent electricity bill. This information relates to enquiries about incidents that affect the distribution system through which your electricity is delivered or any incident that requires our urgent attention.

#### **Licence Obligations**

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

Condition 8 requires Indigo Power 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 our website [indigonetworks.co.uk](http://indigonetworks.co.uk)
- will be made available in different formats (paper or electronic), large print, Braille or on audiotape on request. For those whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of this statement.
- will be provided free of charge to any person who asks for it.

#### **Safety and Security of Supplies Enquiry Service**

Indigo Power provides, operates and maintains an enquiry service to allow any person to send and receive information, guidance and advice on any matter that:-

- affects or is likely to affect the distribution service we provide;
- causes or is likely to cause danger or requires urgent attention and is related to the distribution service we provide.

This service is continually staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use. Reports by post or in person should only be made for non-urgent matters.

Indigo Power'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 may be assisted by other non-technical staff during widespread emergencies. If technical advice is required the enquiry will be passed to an appropriate specialist.

In the case of widespread emergencies, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities to keep customers up to date.

#### **• URGENT MATTERS**

**Call free of charge on:-**

**EMERGENCY TELEPHONE NUMBER: 105**

- **NON-URGENT MATTERS**

Email: [IndigoPower@indigopipelines.co.uk](mailto:IndigoPower@indigopipelines.co.uk)

Post: 15 Diddenham Court, Lambwood Hill, Reading, RG7 1JO

**Telephone: +44 07900 403231**

**Prohibition of Discrimination**

Indigo Power will ensure all reports and enquiries are promptly addressed in an efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Gas and Electricity Markets Authority (GEMA). Indigo Power will not discriminate in the provision of the service between any persons or classes of persons. The reporting arrangements will be made available to other utilities, local authorities and emergency services.

**Changes to the Statement**

This statement will be reviewed annually to ensure it remains current with the latest licence conditions. Any changes to this statement will be notified to GEMA and will not come into force until a period of one month from the date of the notice or GEMA's approval has been obtained.

Any changes to the address or telephone number of this service will be communicated as soon as practicable but in any event prior to the change becoming effective