

UK Power Networks Safety and Security of Supplies Enquiry Service

Introduction

UK Power Networks own and maintain electricity cables and lines across London, the South East and East of England making sure your lights stay on.



To report or enquire about a power cut, dangerous situation or hazard to the distribution system

Call us free on **105** or **0800 31 63 105**. Lines are open 24 hours a day, 365 days a year.

General enquiries

For queries regarding maintenance to substations, overhead lines and underground cables including tree trimming: Call **0800 029 4285** Lines open Monday to Friday 9am-5pm.

You can also fill in our [online form](#)

For any billing or metering issues please speak to your electricity supplier whose number can be found on your bill.

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To make a report in person

Issues of an urgent nature are best reported by telephone, but if you wish to make a report in person please do so in normal office hours at one of the addresses below:

East of England	Barton Road Bury St.Edmunds Suffolk IP32 7BG
London	Centenary House 161 Bidder St West Ham London E16 4ET
South East	Energy House Carrier Business Park Hazelwick Avenue Three Bridges Crawley RH10 1EX

Please note the Customer Relations correspondence should NOT be sent to these addresses.

To contact Customer Care

We try our best to always get things right first time but recognise when things don't go to plan you might want to speak to our one of our Customer Care Team.

Write to us at:
Customer Care
UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA

Call **0800 028 4587**
Free to call from a mobile or a landline phone. Lines open Monday to Friday 8:30am-5pm.

You can also fill in our [online form](#)

Further information

This statement is produced in accordance with Condition 8 of Eastern Power Networks plc, London Power Networks plc and South Eastern Power Networks plc's electricity distribution licences, and has (to be) approved by the Gas and Electricity Markets Authority (Ofgem). It describes 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

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UK Power Networks provides an emergency service in accordance with the above paragraph which is continuously staffed and can be contacted by anyone 24 hours a day, 365 days a year. The service is free at the point of use. All reports 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 standards of service set from time to time by Ofgem.

If any electricity supplier chooses to provide its customers with an address or telephone number for the reporting of such matters which differ from those given in this statement, the supplier will be responsible for ensuring that full details of all reports are passed promptly to us.

In addition to receiving reports concerning the electricity distribution system, the service may be used by any person to enquire about the likely extent of duration of supply emergencies. Every effort will be made to provide precise and up-to-date information. However, if such emergencies are widespread this may not be possible and customers may be referred to other sources, including local radio, for periodic updates.

All agents 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, but may be assisted by other non-technical staff during widespread emergencies. If technical advice or assistance is required the enquiry will be passed to an appropriate specialist.

UK Power Networks 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.

The reporting arrangements set out above are made available to other utilities, local authorities, and emergency services. Appropriate liaison arrangements with these and other representative bodies are in place and are reviewed from time to time to ensure that effective communications are maintained.

If we have to change the address or telephone number of the service we will take steps to inform each authorised electricity operator (e.g. electricity supplier) which uses the service before the change becomes effective.

A copy of this statement will be provided free of charge to any person who asks for it.

January 2017