

Our Statement: the service you deserve

Important information about your electricity



Contacting UK Power Networks

Emergency & Powercut helpline

24 hour
London

0800 028 0247

Kent, Sussex & Surrey

0800 783 8866

East of England

0800 783 8838.

Text 'power' followed by your postcode to 80876 to confirm if you are part of a local fault. You will then receive either updates or a contact number to call us.

Find out who your supplier is

0900-1700 Monday-Friday
London

0845 6000 0102

Kent, Sussex, Surrey & East of England

0870 1963 082.

If you have an enquiry about your bill or your meter please contact your supplier directly. You'll find their contact details on your electricity bill

General networks enquires

0900-1700 Monday-Friday
0845 601 4516

Customer relations

0830-1700 Monday-Friday
0800 028 4587.

Connections enquiries

0830-1700 Monday-Friday
0845 234 0040.

Service alterations, temporary cable moves, temporary building supplies, new supply enquiries, disconnection to decorate.

TYPETALK LINE – 24 hour

If you have a textphone, you can communicate with us using "typetalk". To make a call, dial **18001** before the number you need to call.



Language line – 24 hour

For languages other than English call our language line on **0800 1690 247.**

Regions covered by UK Power Networks.



Welcome

Welcome to UK Power Networks. We look after the electricity networks in London, the East of England and the South East. This means we are responsible for the overhead lines, underground cables and substations.

We also provide new connections to the network and alterations to existing services. This leaflet tells you about:

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This statement is available on our website www.ukpowernetworks.co.uk
We can also provide copies in large print, Braille, Moon and in audio format if required.

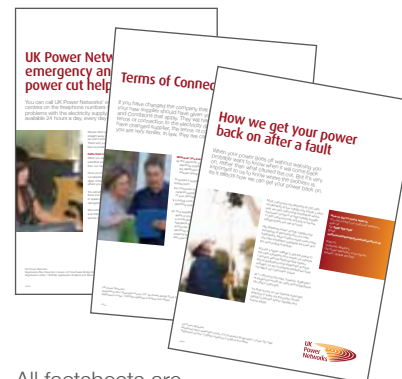
Factsheets

A number of factsheets are available from our Customer Relations team (see page 8) and our website:

www.ukpowernetworks.co.uk

They include:

- How we get your power back on after a fault
- Terms of connection
- Emergency and power cut helplines



All factsheets are also available in audio, Braille and Moon.

Planned and unplanned power cuts

Sometimes we have to interrupt the electricity supply to carry out maintenance on our network. We will write and tell you about the planned interruption to the electricity supply at least two days in advance.

If you need electricity for special medical equipment (home dialysis machine, oxygen concentrator, nebuliser, artificial ventilator, etc), please dial the phone number on your letter (see also page 02).

At times faults occur on our network, causing power cuts. We will do all we can to restore your supply quickly and safely. If we are unable to restore your supply within the timeframe set by our regulator, Ofgem, you will receive a payment from us (see page 09).

Faults on our network usually happen without warning, so we cannot guarantee a constant supply of electricity.

What to do if you have a power cut

First, check if your neighbours have also lost their supply. If your neighbours do not have power, call the emergency line for your area:

London

0800 028 0247

Kent, Sussex & Surrey

0800 783 8866

East of England

0800 783 8838.

If your neighbours do have power:

- check your trip switch – if the trip switch is still on, call the emergency line for your area
- if the trip switch is off, switch it back on
- if it switches back off, one of your appliances or lights may be faulty, so unplug everything and reset the trip switch
- if only part of your supply has failed, and the trip will not reset, there may be a fault with your wiring – contact a registered electrician. You can find a list of local registered electricians from:
www.niceic.org.uk
0870 013 0382
www.eca.co.uk
020 7313 4800
- if you use a pre-payment meter, check that you still have credit.

Useful tips in case of a power cut

- Keep a torch and spare batteries handy.
- In cold weather, keep warm by wearing several layers.
- If you have a stair lift fitted, check if it has a battery back-up or a manual release handle. Contact your manufacturer for advice.
- Keep a battery-operated or wind-up radio handy, as local stations will often broadcast helpful information during storms or floods.
- Keep fridge and freezer doors closed during a power cut and they will normally stay cold for many hours.
- Always have a standard phone on each floor of your home as cordless phones will not work in a power cut.

- UPS (Uninterruptible Power Supply) devices are now readily available for computers.
- Take care if using candles, tea-lights and other naked flames.

FOR YOUR SAFETY: never leave lit candles in unoccupied rooms or with unsupervised children or animals.



Visiting your home

Most visits will be at your request, although from time to time we may need to come into your home to inspect or work on our equipment.

When we visit, we may send a member of our own staff or a contractor working on our behalf. Appropriate checks are carried out on company employees and contractors to ensure that they are fit and proper persons to enter your home.

All our employees and contractors will show an identity card that includes the company name, their own name and reference number plus their photograph. You can also telephone our 24-hour security centre on **0845 300 9225** if you want to check that the caller is genuine. This telephone number is displayed on all identity cards.

Under this statement we will operate in the following way when making a visit:

- Where possible, all the vehicles we use to visit your premises will carry the logo of UK Power Networks or our contractor's logo.
- Where possible, all employees will wear clothing showing that they are from UK Power Networks. Our employees and contractors will explain the purpose of their visit.
- We will ensure that all employees and contractors can tell you the emergency and enquiry telephone numbers on request.



For your safety

We make sure that all identity cards are returned when an employee leaves us. We recommend that you use a door chain and always ask to see an identity card (always check the expiry date). If you have any doubts about a caller, do not let them in.

You can call us on the telephone number that appears on the identity card **(0845 300 9225)** to check that the caller is genuine.

We make sure that our employees and contractors know the contents of this statement and that they act accordingly at all times. They will be fully trained, appropriately qualified and suitable for the purpose of the visit. They will be polite, helpful and courteous in their dealings with you. They will give clear and accurate explanations of the work they are carrying out.

Password scheme

If you would like to feel more secure when we call at your home, we can agree a password with you when we make an appointment.

Keeping appointments

We will agree any meeting with you in advance, by telephone or in writing. We offer morning, afternoon or two-hour time-banded appointments. If we agree an appointment with you, we will do our best to keep it or we will agree an alternative date with you. If we do not keep the appointment, we will make a payment to you.

Please note that appointments are not available in an emergency or during a power cut situations.

24-hour Security Line: 0845 300 9225

Customer Relations

We want to give you the best service possible so if you are not completely happy with something we have done, please let us know. We will deal with all complaints and enquiries confidentially, fairly and honestly.

If you telephone us, we will aim to answer your enquiry there and then. If this is not possible, we will either arrange for the right person to contact you or we will investigate the matter further and write to or call you within 10 working days.

If we need to carry out a technical investigation, we may need to visit your home. Although some types of problems take time to research, we will of course keep you updated on our progress. We will also confirm the results and agree any actions we may need to take.

If you are in any way dissatisfied with our response, you can always ask for it to be reviewed by a senior manager.

Customer relations 0800 028 4587

If you have gone through our complaint procedure and are still not satisfied, you can refer the matter to the Energy Ombudsman (see page 15).

Customer Relations can be contacted at the address below:

Customer Relations
UK Power Networks
Fore Hamlet
Ipswich
Suffolk IP3 8AA

Tel: **0800 028 4587**

Fax: **01473 266 866**

Email:

customer.relations@ukpowernetworks.co.uk

Customers whose first language is not English can always call our language line on **0800 1690 247** 0830-1700 Monday-Friday.



Guaranteed standards

Our performance is measured by a number of Guaranteed Standards. These are standards of service set by Ofgem, the energy regulator.

Some payments have to be claimed and some payments are automatic. See pages 10-11 for details.

Compensation for widespread power cuts caused by severe storms

We normally operate within the Guaranteed Standards (EGS 2, see page 10) but in extreme circumstances, such as severe storms, we can suspend them in agreement with Ofgem. Under such an agreement, we will instead make a storm payment to customers who are still without power, in accordance with the requirements of EGS 11 (see page 11).

If we are going to make storm payments, we will tell you through our call centre, the media and on the company's website (www.ukpowernetworks.co.uk).

Full details can be found in the Notice of Rights, published on our website. A copy of the Notice of Rights is also available from your electricity supplier.

We will always try to let you know when you are entitled to a payment but if you do not hear from us, please make a claim by writing to or emailing Customer Relations (see page 08) within three months of the power being restored.



EGS 1 – Distributor’s Fuse (Regulation 12)

If the main fuse between our supply cable and your meter fails, we will visit within three hours on weekdays if you call us between 7am and 7pm.

At weekends and on Bank Holidays we will visit within four hours if you call us between 9am and 5pm. If you call us outside these times, we will treat your call as if we had received it at the start of the next working day. If we do not meet the standard we will arrange for you to receive £22.

EGS 2 – Supply Restoration During Normal Weather (Regulation 5)

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will work hard to get the power back on as quickly as possible. However, if it takes us more than 18 hours, we will pay you £54 if you are a domestic customer and £108 if you are a business customer.

You will also receive a further £27 for each additional 12 hours you are without supply.

EGS 2a – Multiple Interruptions (Regulation 11)

If you have had four or more power cuts in a year, each longer than three hours, we will pay you £54.

The payment is the same whether you are a domestic or a business customer. You must claim the payment within three months of the end of the year, which runs from 1 April to 31 March.

When making a claim you will need to provide the address of the property affected and the dates of the electricity supply failure (You cannot include in your claim any incident where we have already paid you, or any power cut we have told you about in advance).

EGS 2b Supply Restoration: Normal Conditions – 5,000 or more premise interrupted (Regulation 6)

If we have single failure, fault or damage on our distribution system affecting 5,000 or more premises, we will work hard to restore power as quickly as possible. However, if it takes us more than 24 hours, we will pay you £54 if you are a domestic customer and £108 if you are a business customer. We will pay another £27 for each additional 12 hours you are without supply.

EGS 2c – Supply Restoration During: rota disconnection (Regulation 8)

This standard applies when supply to the customer's premises is interrupted as a result of rota disconnection on our network. If we do not restore your supply within 24 hours, we will pay domestic customers £54 and non-domestic customers £108. The standard requires you to make a valid claim within three months of the date the supply was restored.

EGS 4 – Notice of Planned Supply Interruptions (Regulation 14)

If we need to switch off your power to work on our network we will give you at least two days' notice, unless the work is for emergency repairs. Where possible, we try to give five days' notice.

If we don't give you the required notice, or we switch your electricity off on a different day, then you can claim (within one month of the failure) £22 if you are a domestic customer or £44 if you are a business customer.

EGS 5 – Voltage Complaints (Regulation 15)

If you report a problem with the voltage of the electricity to your property we will send you an explanation within five working days or offer to visit you to investigate within seven working days. If we do not meet these times, we will arrange for you to receive £22.

EGS 8 – Appointments (Regulation 19)

If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will offer to visit on weekdays either in the morning between 7am and 1pm or in the afternoon between midday and 7pm, or within an agreed two-hour period. If we do not make or keep the appointment we will arrange for you to receive £22. Note: EGS 8 does not apply to visits that are the subject of new connection work.

EGS 9 – Notification of Payment Under Guaranteed Standards (Regulation 21)

We will notify you, or your supplier, of any Guaranteed Standards we have failed to meet (other than those for which you have to make a claim). In any case, we will send your payment directly to you within 10 working days of becoming aware of the failure except in the case of EGS 11

(Regulation 7). If we fail to notify you, or your supplier, or fail to send a payment within the relevant time scale, we will arrange for you to receive an additional £22.

EGS 11 – Supply Restoration During Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Electricity (Standards of Performance) Regulations 2005, dependent upon the scale of the event:

Category 1 (Medium Events)

Lightning events – when we experience at least eight times the normal amount of faults in one day – supplies will be restored within 24 hours.

Non-lightning events – when we experience between eight and 13 times the normal amount of faults in one day – supplies will be restored within 24 hours.

Category 2 (Large Events)

Non-lightning events – when we experience at least 13 times the normal amount of faults in one day – supplies will be restored within 48 hours.

Category 3 (Very Large Events)

Any severe weather events where at least 35% of exposed customers are affected – supplies will be restored within a period as calculated using a formula based on the number of customers affected, as set out in the Electricity (Standards of Performance) Regulations 2010.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £27 (for both domestic and business customers). You will also receive a further £27 for each additional 12 hours you are without supply. The maximum payment you will receive totals £216. These payments will be made as soon as reasonably practicable.

Priority Service Register for vulnerable customers

A power cut or planned interruption is always difficult but we recognise how especially worrying it must be if you are reliant on electricity for medical equipment or have other special needs.

Can we offer anything extra during power cuts?

Yes, we can.

We keep a Priority Services Register. While this will not necessarily mean that we can restore your power more quickly, it will enable us to offer additional help and support. We try to proactively contact customers on our register if we know of a problem in their area. In the case of a widespread fault, we cannot restore supply to just one property due to engineering restrictions but we will understand your problems and help wherever we can.

These services are free and provided you meet our criteria for inclusion you can register by filling in and returning the form on the right or calling us on the number below. We will then contact you with further details.

**Priority Services answerphone:
0800 169 9970
Email: psr@ukpowernetworks.co.uk**

Supporting all of our customers

During prolonged power outages everyone feels vulnerable so we have teamed up with the British Red Cross to ensure that we can give practical and emotional support to all of our customers.

The British Red Cross will offer:

- up-to-date information on estimated restoration times
- a door-to-door assessment of need and vulnerability
- basic refreshments and shelter for those affected
- a focal point for the community
- transport for customers on essential medical equipment to a place of safety
- multilingual phrase books to assist people whose first language is not English.

Application form

If you want to take advantage of this service and you feel you meet the criteria for inclusion on our register, please complete your details below and send them to us at: **Priority Services, UK Power Networks, Fore Hamlet, Ipswich IP3 8AA.**

- dependent on medical equipment such as PLEASE SPECIFY.
- oxygen/nebuliser/dialysis/ventilator/bed bath hoist chair/stair lift/chronically sick/disabled
- blind/deaf/speech difficulties/mobility problems
- a special case that we should consider.

Name

.....

Telephone number

Alternative number

.....

How to contact you in a power cut

Call your home phone and leave an automated message

Send a text

Address including postcode

.....

Reason for inclusion

.....

Email address

.....

By filling in this form you agree for us to share your details with the British Red Cross, our contractors and emergency responders.



Information held on the Priority Services Register will be treated as confidential and will only be used in fault situations. We will though share this information with your electricity supplier as you may benefit from additional services.

We work closely with the British Red Cross, our contractors and other emergency responders. When planning how to deal with, and during, emergencies we will pass your details on to them.

This is done with your safety and well being in mind.

Your rights as a customer

Consumer Direct

Consumer Direct provides information and advice about your rights as a consumer. It is a Government-funded telephone and online service offering information and advice on consumer issues. Consumer Direct is funded by the Office of Fair Trading and is delivered in partnership with Trading Standards.

Telephone: **08454 04 05 06**

Website: **www.consumerdirect.gov.uk**

The Energy Ombudsman

Customers can approach the Ombudsman if they are not satisfied with the way their complaint has been handled or if it has not been resolved to their satisfaction.

It is only when your energy company has done all it can to resolve the issue and sends the customer a deadlock (final decision) letter that the Ombudsman will look at the case. This process should take no more than eight weeks. The role of the Ombudsman is completely impartial and its decision will be final.

The Ombudsman's contact details are:

Telephone: **0330 440 1624**
or **01925 530 263**

Email:
enquiries@energy-ombudsman.org.uk

Website:
www.energy-ombudsman.org.uk

Address:
PO Box 966, Warrington WA4 9DF

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Darkes Lane, Potters Bar, Hertfordshire, EN6 1AG
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Registered number: 7290590 registered in England and Wales

