

INTRODUCTION

UK Power Networks (IDNO) Limited looks after the electricity network for the 2012 Olympic Games and the Stratford City Shopping Centre site in London (substations and underground cables).



TO REPORT OR ENQUIRE ABOUT A POWER CUT, DANGEROUS SITUATION, OR HAZARD TO THE DISTRIBUTION SYSTEM

Emergency and Power Cut line

0800 171 2012

Line is open 24 hours a day.

GENERAL NETWORK ENQUIRIES

Please call the number below for queries regarding maintenance to substations and underground cables.

0830-1700 Mon-Fri

Tel 0845 601 4516
Fax 01473 294 401

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

TO CONTACT CUSTOMER RELATIONS

Either write, call or e-mail us at:

UK Power Networks (IDNO) Limited Customer Relations
Fore Hamlet
IPSWICH
Suffolk
IP3 8AA
Tel 0800 0284587
Fax 01473 266866
e-mail customer.relations@ukpowernetworks.co.uk

TO MAKE A REPORT IN PERSON

Calls 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 the address below:

Centenary House
161 Bidder St
West Ham
LONDON
E16 4ET

Please note the Customer Relations correspondence should NOT be sent to this address.

FURTHER INFORMATION

This statement is produced in accordance with Condition 8 of UK Power Networks (IDNO) Limited's electricity distribution licence, 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.

UK Power Networks (IDNO) Limited 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 and overall standards of service set from time to time by the 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 or 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.

Call 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 (IDNO) Limited 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.

October 2010