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## Code of Practice

*Our Commitment to You*

## Introduction

This booklet explains how you can get in touch with us, what to do in case of an electrical emergency, what the special services we provide for vulnerable customers are, how to recognise our staff should they visit your home and how we ensure that those staff are trained and authorised. It is written in line with Conditions 17, 18, 19, 21 and 22 of our Distribution Network Operators Licence and approved by Ofgem.

Independent Power Networks is a licensed distribution network operator responsible for the safe delivery of electricity through its networks to properties across Great Britain.

Independent Power Networks contracts all asset management and customer service activities to its sister company, Envoy. Any queries regarding the activities of Independent Power Networks should be addressed in the first instance to Envoy.

Independent Power Networks does not sell electricity but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

### Our Contact Details

#### Address

Independent Power Networks  
Ocean Park House  
East Tyndall Street  
Cardiff  
CF24 5GT

**General Enquiries Line** 0845 055 6199

**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

## Emergencies

To report a loss of supply or a concern about the safety of our equipment, call us free on:

**Telephone: 0800 013 0849 TextDirect: 18001 0800 013 0849**

This number can be used to report emergencies 365 days a year, 24 hours a day. For more information on the emergency reporting procedure, please see our Emergency Services and Enquiry Service Statement.

## Priority services register

If you are a domestic customer who has special requirements, it is important that we are aware of what these may be. Your supplier is obligated to keep a special register of customers who they have been advised are:

- Blind or partially sighted.
- Deaf or hard of hearing.
- Disabled.
- Of pensionable age.
- Dependant on electrical equipment for medical reasons.
- Chronically sick.
- Living with a minor or someone who qualifies for the service.

These details will then be passed to us so that we can bear in mind any special requirements you might have should we need to visit your home.

You can register your details by:

- Contacting your supplier, who can also register you for their other services related to their Priority Services Register. Their number is on your latest bill. Your supplier will then pass your details on to us.
- Writing to or calling Independent Power Networks using the telephone number or address on page 2. Please tell us your name, address, telephone number, details of any medical equipment you use in your home and how regularly you use it. We will pass your details on to your supplier if you wish.

Once we place you on our Priority Services Register you may choose a password so that if we need to visit your home, you can be confident that the person entering your home is an Independent Power Networks or Envoy employee or contractor acting on our behalf.

We will let you know in advance of a planned interruption to your electricity supply where possible, and we will try to keep you informed in the event of a power failure. You can also give us the name of a friend or relative to act on your behalf in the event of a supply interruption or planned interruption.

You can also call us to request a copy of this Code of Practice in another language, a different format (paper or electronic), large print, Braille or on audiotape.

## **Planned interruptions to your supply**

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

If you need any further information or advice about a specific planned interruption, please contact us using the phone number on the top of the notification letter advising you of the interruption.

Please note it is not possible to guarantee a constant supply of electricity and it is essential therefore that you have alternative arrangements in place should you be dependant upon a supply of electricity for the operation of medical equipment.

## Unplanned loss of supply

If the electricity supply to your home is interrupted, we recommend that you follow these instructions as appropriate:

- Check to see if your neighbours have lost their supply. If they have not, the problem could be with your own fuses.
- 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 your area.
- To report the loss of supply, or if you depend on electrical equipment for medical needs and you are experiencing difficulties, please call our emergency number **0800 013 0849**, or contact us using the other details on page 2.
- We will try to restore electricity supplies as quickly as possible. However if you rely on electrical equipment for medical needs, it is essential to have made alternative arrangements such as a back-up battery supply to help you in an emergency. Your doctor or hospital should be able to advise.
- If you have a battery-operated radio, listen to the local radio station as we will keep them informed of electricity supply problems especially during times of severe weather. We will also keep your supplier informed.
- It is useful to keep a torch handy for such situations.
- Turn off your electrical appliances and lights, but leave one light switched on so that you know when the power has been reconnected.
- Be careful when using other forms of heating and lighting, such as paraffin heaters and candles.
- Remember that the doorbell will not work (unless it runs on batteries), neither will an alarm system (unless it has a battery back-up).
- If we have warned you in advance that the electricity will be turned off, boil some water and keep it in a thermos flask to make hot drinks or fill a hot water bottle.
- When your supply is back on, you may need to reset timers, alarm clocks etc.
- Food in the freezer should keep for about eight hours without power. Do not open the freezer doors unless you have to. Check the food when the power is back on to make sure it has not thawed. If it has, do not refreeze it.

## Entering your home

From time to time we may need to visit your home to inspect or maintain our equipment. Visits will either be made by one of our staff or a contractor working on our behalf, and we will do our best to adhere to any appointments that we make with you. We have arrangements in place so that customers can be sure that all visits are made by appropriate persons:

- All Independent Power Networks or Envoy employees and contractors will have an identity card showing their company name, their own name, a colour photograph of the individual and a contact number in the event that you have any concerns. Always check a visitor's identity card before letting them into your home.
- Where possible, all Independent Power Networks or Envoy employees will wear clothing indicating they are from Independent Power Networks or Envoy.

- Where possible, all vehicles used for visits to customers' premises will carry the Independent Power Networks, Envoy or contractor's logo.
- Independent Power Networks or Envoy employees will be able to give you explanations and information on matters relevant to the purposes of their visit.
- Envoy will take steps to ensure that all ID cards are returned when an employee leaves the company.

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

Independent Power Networks will ensure that its employees and contractors are aware of the contents of this Code and will comply with it at all times. They will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you, giving clear and accurate explanations as well as respecting your premises. If Independent Power Networks or Envoy needs to visit you on behalf of your electricity supplier to install, change or maintain your meter, we will abide by the supplier's Code of Practice that includes similar safeguards.

If you would like to feel more secure, we can agree a password with you when we make an appointment. If your electricity supplier has arranged the appointment, please ask them to arrange a password with you for us to use.

## Customer satisfaction

If you have a problem with your electricity bill or your meter, please contact your electricity supplier. Their telephone number is on your most recent electricity bill.

If you are dissatisfied with any aspect of the service you have received from Independent Power Networks or from Envoy, please contact us and let us know using the details on page 2. A copy of our Customer Complaints procedure can be supplied free of charge and also found on our website at [www.independentpowernetworks.co.uk](http://www.independentpowernetworks.co.uk).

## Standards of service

Our service is managed within industry wide standards of performance. If these standards are not met we will, subject to certain conditions, make a payment to you via your electricity supplier. Your supplier is obligated to send you details of these standards each year, or you can contact us to request a copy.