
Safety and Security of Supplies Enquiry Service Statement

Introduction

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 end customers. The companies that sell electricity to consumers and send out bills are called electricity suppliers. Any enquiries relating to billing or the supplier's Priority Services Register should be directed to the customer's supplier. Contact details can be found on a recent electricity bill.

Safety and Security of Supplies Enquiry Service

This statement is produced in accordance with Condition 8 of Independent Power Networks' Licence, and has been approved by the Gas and Electricity Markets Authority. It describes the enquiry service operated by Envoy on behalf of Independent Power Networks, which is 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 Independent Power Networks' distribution system; or
- Arises from or in connection with the operation of, or otherwise relates to, the Independent Power Networks' distribution system and which causes danger or requires urgent attention or is likely to cause danger or require urgent attention.

The enquiry service is continuously staffed and can be contacted 24 hours a day, 365 days a year. Please bear in mind that urgent reports are best made by telephone. The service is free at the point of use.

Reporting an emergency

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 also be found on customer's electricity bills. Calls may be monitored to ensure that customers receive a prompt and efficient service.

Our emergency enquiry service operates 365 days a year, 24 hours a day. In the case of more widespread emergencies, automatic answering facilities may be used to keep customers up to date with developments. In this event an alternative number will be made available to contact a member of our call centre staff to receive reports or provide additional information if required.

Further Information

- All reports and enquiries 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 Ofgem.

- If any electricity supplier chooses to provide its customers with an address and telephone number which differ from those given in paragraph 2 above for the reporting of such matters, that 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.
- Enquiry service staff 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.
- Envoy will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of electricity.
- 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 established in accordance with this statement, we will take steps to inform each authorised electricity operator that uses the service as soon as is practicable but in any event prior to the change becoming effective. The current version of the statement is available on our website www.independentpowernetworks.co.uk.
- A copy of this statement will be provided free of charge to any person who asks for it. It will be made available in different formats (paper or electronic), large print, Braille or on audiotape on request.

Contact details

Our 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

Our Office Hours

Monday – Thursday 8.30am – 5pm

Friday 8.30am - 4.30pm

Complaints

If you have a complaint regarding any aspect of our service, please do not hesitate to contact us. We will endeavour to resolve your complaint quickly and efficiently in accordance with our complaints procedure.