

Awaiting authorisation from Ofgem

Advanced Electricity Networks Limited

Safety & Security of Supplies Enquiry Service Statement

Electricity Distribution Licence: Standard Licence Condition 8



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SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE

ELECTRICITY DISTRIBUTION STANDARD LICENCE CONDITION 8

Advanced Electricity Networks operates the local electricity network that connects your property to the grid and enables the flow of power to you from your chosen energy company (Energy Supplier). Our aim is to ensure you always have a safe and reliable electricity supply. Sometimes, however, faults on the electricity network might occur that may interrupt the provision of power to you.

This statement explains the help we provide if you lose power, or you wish to report an incident related to your electricity supply.

Urgent matters

We provide you with an emergency enquiry service that is free of charge to access and operates 24 hours a day, every day of the year. If you have lost your electricity supply or have any concerns regarding the safety of our electricity equipment, please telephone:

EMERGENCY TELEPHONE NUMBER: 01376 312 520

Calls to this number are answered by non-technical staff trained to give you advice to avoid danger and to update you on the progress of fault repairs. Your call will be passed to a technical specialist if necessary. Please do not assume we already know about your power cut; we will be pleased to take your call.

Sometimes, because of severe weather, it is possible that a large amount of our and other electricity distribution companies' networks suffer widespread damage. In these instances, we may be reliant on information from other electricity networks companies, and you may find automated telephone answering facilities are used to update customers.

Non-urgent matters

If you wish to contact us regarding any non-urgent matter related to our equipment or service, please feel free to use any of the following methods:

Email: enquiries@advancedelectricitynetworks.co.uk

Phone: **01376 332 689** (our normal office hours are 8am to 5pm, Monday to Friday)

Post: Head of Networks Engineering, Advanced Electricity Networks, Nexus Park, Avenue East, Skyline 120, Great Notley, Braintree, Essex, CM77 7AL

Please remember that, if you have a query regarding your electricity bill or your meter, you should address this with your Energy Supplier. Their contact details will be on your latest bill.

Licence obligations, changes to this statement and prohibition of discrimination

This Statement has been produced in accordance with Electricity Distribution Standard Licence Condition 8 and has been approved by the industry regulator Ofgem. This Condition places an obligation on us to provide an enquiry service – the Safety and Security of Supply Enquiry Service – for any person to send and receive information, guidance and advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention.

A copy of this statement can be viewed and downloaded from our website, www.advancedelectricitynetworks.co.uk and can be made available in different formats suitable for customers who are blind, partially sighted, deaf or hearing impaired. We will assist those whose first language is not English in understanding the statement. Copies of the statement are available free of charge.

Advanced Electricity Networks reviews this statement annually to ensure it remains up to date with latest licence conditions. Any changes will be approved by Ofgem prior to publication. In advance of any need to change our contact details on the statement we will advise customers, relevant Energy Suppliers, and other relevant electricity distribution network operators.

In accordance with our licence, we operate in a non-discriminatory way. Accordingly, we will deal with all reports and enquiries strictly on their merits and will not discriminate in the service we provide between any person or class of person. In operating the Safety and Security of Supplies Enquiry Service we will ensure we do not restrict, distort, or prevent competition in the supply of electricity.