

Our Statement to You

Vattenfall Networks - Code of Practice

Version 1.0

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What to do during a power cut?

We understand that electricity is a key need in our daily lives and can cause serious disruption when there is a power cut. The following tips might help you stay safe during a loss of supply to your property.

What to do first?

- **Firstly, if you see anything suspicious or that looks like an emergency (such as fire or smoke) please make sure you and your family are safe and then call 999 immediately.**
- Second, if everything is safe, check if your neighbours have also lost their electricity supply then call 105 to report a power cut in your area.
- A Vattenfall advisor will be able to take your details and provide some advice over the phone.

What if my neighbours do have power?

- Proceed to check your trip switch. If it all looks “on”, then call 105 to report a power cut in your area.
- If your trip switch has operated (in an “off” position), then you can switch it back on. If it trips again, then there is a problem with your internal supply or an appliance is faulty. In that case:
 - Try to unplug everything before you try again. Make sure that you and your family are safe.
 - If you are unsure what to do, contact us and we will be able to assist.

Other tips

- Keep a torch handy. Avoid using candles where possible.
- Keep a battery radio so you can listen to radio updates.
- Keep an analogue phone with a cord handy as your cordless or digital requires electricity to operate.
- Disconnect any sensitive electrical equipment.

Vattenfall Networks – Your iDNO

What is an iDNO?

Traditionally, electricity Distribution Network Operators or DNOs have been geographically assigned to deliver power to industrial, commercial and domestic users in the UK. They branch out from the national grid and can only operate in their geographical areas.

However, Independent Distribution Network Operators or iDNOs are able to develop, operate and maintain local electricity distribution networks anywhere in Great Britain. iDNOs connect to the local distribution network and are also regulated by Ofgem to ensure quality of service to the end consumer.

With the creation of iDNOs, competition in the market has been introduced and ultimately helps keep the bills low for consumers.

Who is Vattenfall Networks?

Vattenfall Networks Limited is an electricity independent distribution network operator licensed to work anywhere in Great Britain. This means we can own and operate the wires which take electricity from the grid to your home and business. We can also connect you to the grid if you generate electricity, for example, from solar or wind.

Vattenfall Networks Limited is part of Vattenfall AB, the state-owned electricity company of Sweden.



Contact us



Are you unsure who your DNO or iDNO is?

Give us a call on **+44 (0) 20 3955 5140**

In case of a power cut - Call 105

Vattenfall Networks is a member of the 105 service. A member of staff will be able to help with your query.



General enquiries and connections

Email us at UK-networks@vattenfall.com or give us a call on **+44 (0) 20 3955 5140**

We are able to provide a copy of this statement in an accessible format and provide assistance if your first language is not English. We are also able to provide this statement in Braille and Large Text.



Visiting your home

In certain occasions, we will need to visit your home to perform crucial inspections, maintenance or repair work.

What happens when we visit?

When we need to visit your home at your request, you will be contacted in advance to let you know when we will be able to attend. We will also contact you when we require to access your home for inspection, maintenance or repair work on our equipment.

On these occasions, we may send a member of our own staff or our contractor working on our behalf. We will ensure that there is a fit and properly trained person possessing the skills required to do the job.

How to identify a member of our team?

All our employees and contractors will have identification badges including their name, company name and photograph.

However, if you're unsure about this visit, please contact us at **+44 (0)20 3955 5140**

Setting a password with us

You might choose to have a safety password with us which our employee or contractor can use to identify themselves. If you would like to set up a password, please:

contact us at **+44 (0)20 3955 5140** or

email us at: **UK-networks@vattenfall.com**



Planned and unplanned power cuts

We work continuously to provide minimum disruption to your electricity supply. However, we might need to interrupt your connection to perform either planned work or to resolve unplanned power cuts.

Notice for planned power cuts

We will write to tell you about a planned interruption to your electricity supply with at least two days advanced notice.

What if I am medically dependent on electricity?

We operate a Priority Service Register which is free of charge. More information can be found on the next page.



Unplanned power cuts

Faults on the network can cause power cuts. We will work to restore your supply quickly and safely. The timeframe we take depends on the type of fault and if a wider weather condition is affecting our operations. However, see our Guaranteed Performance Standards for compensation in case we are unable to meet our timeframes for restoration.

Priority Service Register

Electricity is an integral part of our daily lives and some of our customer have special requirements which need further assistance. That is why we provide a free priority service register to be able to tailor our service to your needs.

Eligibility and registering

You can register to our priority service if you are either:

- of pensionable age;
- disabled;
- chronically sick;
- have special communication needs;
- live with children under 5; or
- you depend on electricity for medical reasons
- If you are unsure please call us to discuss **(+44 (0)20 3955 5140)**

You can register by filling in the form found on our website (please click [here](#) to go to our website). We can also provide a copy of the form free of charge via post.

What can you expect from us?

- Providing you with a direct phone number to call in the event of a unplanned power cut;
- Informing you at least 3 working days before we plan an interruption to your electricity supply;
- Giving you essential advice about how to stay safe during the power cut; and
- Keeping you as updated as possible, particularly with the actual time of the supply restoration to your house.



Guaranteed standards of service

The energy regulator Ofgem sets out standards of services which all distribution companies must adhere to. Our performance is measured by these indicators and are designed to incentivise a good performing electricity network.

You might be entitled to compensation

Depending on the event and circumstances around them, you may be entitled to compensation. The following pages explain some of the instances where you are able to claim or we will be in contact to pay you.

Under certain weather conditions, these compensations are not applicable.

You can find out more about our guaranteed standards of performance on our website (please click [here](#) to go to our website).



Regulation 5 – Supply restoration during normal weather

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will work to restore it within 12 hours of first becoming aware of the problem. However, if it takes us more than this time, we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer. You will also receive a further £35 for each additional 12 hours you are without supply.

Regulation 6 – Supply restoration during normal weather – Incidents affecting 5000 customers or more

If we have a single failure, fault or damage on our network which is affecting 5,000 premises or more, we will work to restore your supply within 12 hours of first becoming aware of the problem. However, if it takes us more than this time, we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer. You will also receive a further £35 for each additional 12 hours you are without supply to a maximum of £300 per customer.

Regulation 7 – Supply restoration during severe weather

If your electricity supply fails because of a problem on our distribution system due to severe weather condition, we will work to restore your supply as soon as possible and within the period prescribed by the Electricity Regulations.

The different categories are described as follows:

Category of severe weather	Definition
Category 1 (medium events)	Lightning events - when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
	Non-lightning events - when a distributor experiences between 8 or more but fewer than 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
Category 2 (large events)	Non-lightning events - when a distributor experiences at least 13 times the normal amount of faults in 1 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 Regulations

If we fail and you claim compensation within 3 months, we will arrange for you to receive £70 (for both domestic and business consumers). You will also receive a further £70 for each additional 12 hours you are without supply. The maximum payment you will receive is £700. These payments will be made as soon as reasonably practicable.

Regulation 8 – Rota Disconnections

On occasions we might need to interrupt your electricity supply due to supply shortages in your area. This will be done on a rota basis in order to share the available load. We will ensure that a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. Please note that if you are without supply for a period before we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If we are unable to maintain the 24 hour limit and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer.

Regulation 10 – Multiple Interruptions

If you are without power for three hours (or more) on four (or more) different occasions on a 12-month period starting 1st April, you are entitled to a £75 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies.

Regulation 11 – Distributor’s Fuse

If the main fuse between our supply cable and your meter fails, we will visit within 3 hours on weekdays if you call us between 7am and 7pm. At weekends and on Bank Holidays we will visit within 4 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 £30.

Regulation 12 – Notice of Planned Supply Interruption

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. 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) £30 if you are a domestic customer or £60 if you are a business customer.

Regulation 13 – Voltage Complaints

If you report a problem with the voltage of the electricity to your premises we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days.

If we fail we will arrange for you to receive a £30 payment.

Regulation 17 – Appointments

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 £30.

Regulation 19 – Notification of Payment under Guaranteed Standards

We will notify you, or your supplier, of any guaranteed standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send your payment either directly to you or to your electricity supplier within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during

Severe Weather, when we will issue payment as soon as is reasonably practicable.

If we fail to notify you, or your supplier, or fail to send a payment within the above timescales we will arrange for you to receive an additional £30.

Complaints

Should you have a complaint about any aspect of your distributor's service please contact your distributor. If they are unable to resolve the matter with you, you can refer it to the Energy Ombudsman. This is a free and independent dispute resolution service.

They are able to offer free independent advice and will look at your complaint and are approved by Ofgem (the energy regulator).

You can find further information on the Energy Ombudsman website <https://www.ombudsman-services.org/complain-now>



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