



**NORTHERN POWERGRID (NORTHEAST) plc and NORTHERN POWERGRID (YORKSHIRE) plc
(together "Northern Powergrid")**

Safety and Security of Supplies Enquiry Service

1. This statement is produced in accordance with standard condition 8 of Northern Powergrid's electricity distribution licences and has been approved by the Gas and Electricity Markets Authority. It describes the enquiry service available to any person for the purposes of receiving reports and offering information, guidance or advice about any matter or incident that does, or is likely to:
 - (a) cause danger or require urgent attention in relation to the operation of Northern Powergrid's electricity distribution system; or
 - (b) affect the maintenance of the security, availability and quality of service of Northern Powergrid's electricity distribution system.
2. In accordance with paragraph 8.4 of standard condition 8 of its electricity distribution licence, Northern Powergrid provides a safety and security of supplies enquiry service which is continuously staffed and can be contacted by any person 24 hours a day, every day of the year.

- (a) **Reports should, wherever possible, be made by telephone on either 105 or 0800 66 88 77 (Northeast) or 0800 375 675 (Yorkshire)**

All calls to these numbers are free of charge. Calls are monitored to ensure customers are receiving a prompt and efficient service and, in the case of more widespread emergencies, automatic answering facilities may be used to keep customers up to date with developments.

Northern Powergrid's live power cut map is also available at www.northernpowergrid.com, which provides information regarding estimated times of restoration of the power supply.

- (b) Where there is no possibility of any danger arising, reports of a non-urgent nature may be made either by e-mail to distributioncallcentre@northernpowergrid.com or by post to:

**Contact Centre Manager
Northern Powergrid
Riverside House
Colima Avenue
Sunderland
SR5 3XB**

3. All reports and enquiries received in accordance with this statement, whether they are made by telephone, in writing or in person, will be processed in a prompt and efficient manner and in accordance with any relevant guaranteed standards of service set from time to time by the Gas and Electricity Markets Authority.
4. If any licensed 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 is responsible for ensuring that full details of all reports are passed promptly to Northern Powergrid. Standards of service provided will be measured from the time at which reports are received by Northern Powergrid.
5. In addition to receiving reports concerning the electricity distribution system, the safety and security of supplies service may be used by any person to enquire about the likely extent or duration of power cuts. Every effort will be made to provide complete and up-to-date information. However, in

the event of widespread power cuts, for example due to severe weather, callers may be referred to the live power cut map at www.northernpowergrid.com for periodic updates regarding restoration of the power supply.

6. Northern Powergrid's enquiry service advisors are trained to provide non-technical advice for the avoidance of danger from the electricity distribution system and from loss of the power 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.
7. Northern Powergrid will deal with all reports and enquiries strictly on their merits, will not discriminate in the provision of the service and will only use the service for the purposes of standard condition 8 of its electricity distribution licence.
8. The arrangements set out above are made available to any person or organisation, including other utilities, local authorities and the emergency services.
9. Northern Powergrid will, as soon as is practicable but, in any event, before a change becomes effective, take steps to inform each Authorised Electricity Operator which uses the service, of any change to the address, website address or telephone numbers of the service prior to such change becoming effective. Any such changes will also be publicised so that Northern Powergrid's customers are aware that they have occurred.
10. A copy of this statement will be provided free of charge to any person requesting one. Requests can be made by calling our General Enquiries line on 0845 011 3332.
11. If you would like an audio recording of this statement or a copy of it in Braille, large print or a different language, please call us on 0800 169 2996.