



## Leep Electricity Networks Ltd Safety and Security of Supplies Enquiry Service Statement

### **Introduction**

This statement has been produced in accordance with Standard Licence Condition 8 of Leep Electricity Networks Ltd's electricity distribution licence and has been approved by Ofgem.

It confirms that we will provide, operate and maintain an enquiry service (the Service) facility where any person can contact us to receive information, guidance or advice on any matter or incident that relates to the security and integrity of their electricity supply or any relevant incident that requires our urgent attention.

### **Enquiry Service**

The Service is free of charge and available 24 hours a day, 365 days of the year.

The Service is available to any person and it will not discriminate against any type of customer or supplier.

This statement is available to customers in different media options, which are suitable for the communication needs of all persons. This will accommodate needs for the blind, partially sighted or persons with hearing difficulties. We will, when requested, assist any person in understanding this statement including those whose first language is not English.

The Service is available to anyone who requires or requests to receive reports, information, guidance and advice about any matter or incident that does or is likely to:

- a) require urgent attention in relation to the operation of Leep Electricity Networks Ltd Distribution System;
- b) be a cause of concern or danger; or
- c) affect the security, availability and quality of supply received from Leep Electricity Networks Ltd's Distribution System.

Reports of an **urgent nature** should, wherever possible be made by telephone to:

**Our Emergency Telephone Number: 105**



Any non-urgent enquiries, which do not pose a threat of any danger whatsoever, may be made by calling our general enquiries number on:

**0333 005 0271 between 08:00 and 18:00, Monday to Friday.**

Or by email at: [electricity@leeputilities.co.uk](mailto:electricity@leeputilities.co.uk)

Or alternatively by post to:  
Leep Electricity Networks Ltd  
Level 2  
Metro Building  
33 Trafford Road  
Manchester  
M5 3NN

**Additional information:**

1. We will provide a free of charge copy of this statement to any person requesting one. Requests can be made by calling our general enquiries service on 0333 005 0271. Lines are open from 08:00 - 18:00, Monday to Friday.

The above contact telephone numbers and all other contact details are published on our website and on bills and statements in respect of charges for the supply of electricity from us.

Calls will be monitored to ensure callers receive a prompt and efficient service, which provides accurate, valuable and up-to-date information at all times.

2. In the event of widespread emergencies (for example following severe weather events), automatic answering facilities may be used to keep customers and enquirers informed of developments. Alternatively, in situations where this may not be possible, customers may be referred to other sources such as local radio or television for periodic updates.
3. Leep Electricity Networks Ltd will handle all reports and enquiries strictly on their merit and will not discriminate in any manner in the provision of this Service.

All reports and enquiries will be processed promptly and within timescales provided in any guaranteed standards of service that may be set by GEMA. Standards will be met, irrespective of the report or enquiry being made by telephone, in writing, or in person. Standards of service will be measured from the time at which reports are received by Leep Electricity Networks Ltd.



4. Enquiry service staff are trained to provide simple, non-technical advice on how to avoid danger from the Distribution System and what to do in the event of a loss of supply. They have the necessary communication skills to do this but may be assisted by other non-technical staff during widespread emergencies. In this scenario, and if technical advice or assistance is required, the caller will be passed to an appropriate specialist.
5. The reporting arrangements noted 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 annually to ensure communications are effective.
6. At all times, and in case of an emergency situation, enquiry service staff will have access to a list of contact details for members of our senior management team, including directors. Where a senior manager is contacted, that senior manager will take full responsibility in ensuring the situation is resolved and that all affected parties are kept informed of progress.
7. Leep Electricity Networks Ltd will, as soon as is reasonably practicable and prior to making changes, notify all its customers and each Authorised Electricity Operator which uses the service, of any change to the telephone numbers and address of the Service noted above.