



SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE

Vital Energi Power Networks Limited (VEPNL), an Independent Distribution Network Operator (IDNO) owning and operating electricity distribution networks that provides a supply of electricity to customers' homes and business premises throughout Great Britain, is a wholly owned subsidiary of Vital Holdings Limited.

The following statement, which is approved by Ofgem, the regulatory authority for the gas and electricity markets, sets out the services we provide and the way we provide them for customers connected to VEPNL's electricity distribution network, in accordance with the requirements of Safety and Security of Supplies Enquiry Service, Condition 8, of VEPNL's electricity distribution licence issued under the Electricity Act 1989 (as amended by the Utilities Act 2000).

Our approach is to provide a high standard of prompt and efficient service through this enquiry service, to enable our customers to obtain information, guidance or advice about any matter or incident that relates to VEPNL's electricity distribution equipment.

The statement provides for both urgent and non-urgent matters plus information on how we will deal with any future changes in our contact details.

URGENT MATTERS

This section of the statement describes the enquiry service available to any person for the purposes of urgently reporting, and offering information, guidance or advice about any matter or incident that affects, or is likely to affect, VEPNL's electricity distribution network:

- a loss of electricity supply – reporting of supply interruptions and enquiring about the likely extent or duration where up to date information will be provided;
- a dangerous situation;
- a situation, such as a hazard, that requires urgent attention; or
- anything concerning the maintenance of the security, availability and quality of service afforded by VEPNL's electricity distribution network.

VEPNL provides a 'freephone' number: 0800 059 0129, where we can be contacted for any urgent matters and emergencies, which is continuously staffed and available 24 hours per day, 365 days of the year.

Enquiry service staff answering calls to this number are trained to provide non-technical advice on how to avoid danger from VEPNL's electricity distribution network and from loss of electricity supply. If technical advice or assistance is needed, you will be passed to an appropriate specialist.

In the case of widespread emergencies, such as those caused by severe weather, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities may be used to keep our customers up to date.

Please do not assume that we know you have no power and contact us as soon as possible.

We will deal with each call strictly on its merits and will not discriminate in the provision of our services or use the contact to promote any other business.





NON-URGENT MATTERS

This section of the statement provides for more general enquiries relating to VEPNL's electricity distribution equipment. For these non-urgent matters please contact us by any of the following means:

Telephone:	01254 296000
By email:	billing@vitalenergi.co.uk
By post:	Vital Energi Power Networks Limited, Century House, Roman Road, Blackburn. BB1 2LD

Our office hours are Monday to Friday 08:30 to 17:00

CHANGES TO OUR CONTACT DETAILS

In advance of our needing to change any of our contact details we will advise each of our affected customers, the relevant electricity supplier(s) and relevant local Distribution Network Operator(s) accordingly.

SPECIAL REQUIREMENTS

For any special service requirements (domestic customers who are blind, partially sighted, deaf or hearing impaired) you may call, write or email Vital Energi Power Networks using the contact details given in this statement. Any correspondence will then be provided in a suitable format and returned in an efficient manner. Assistance will be given to help understand the contents of the statement to a person whose first language is not English.

COPIES OF THIS STATEMENT

A copy of this statement will be provided free of charge to any person requesting one. It can also be downloaded from our website.

