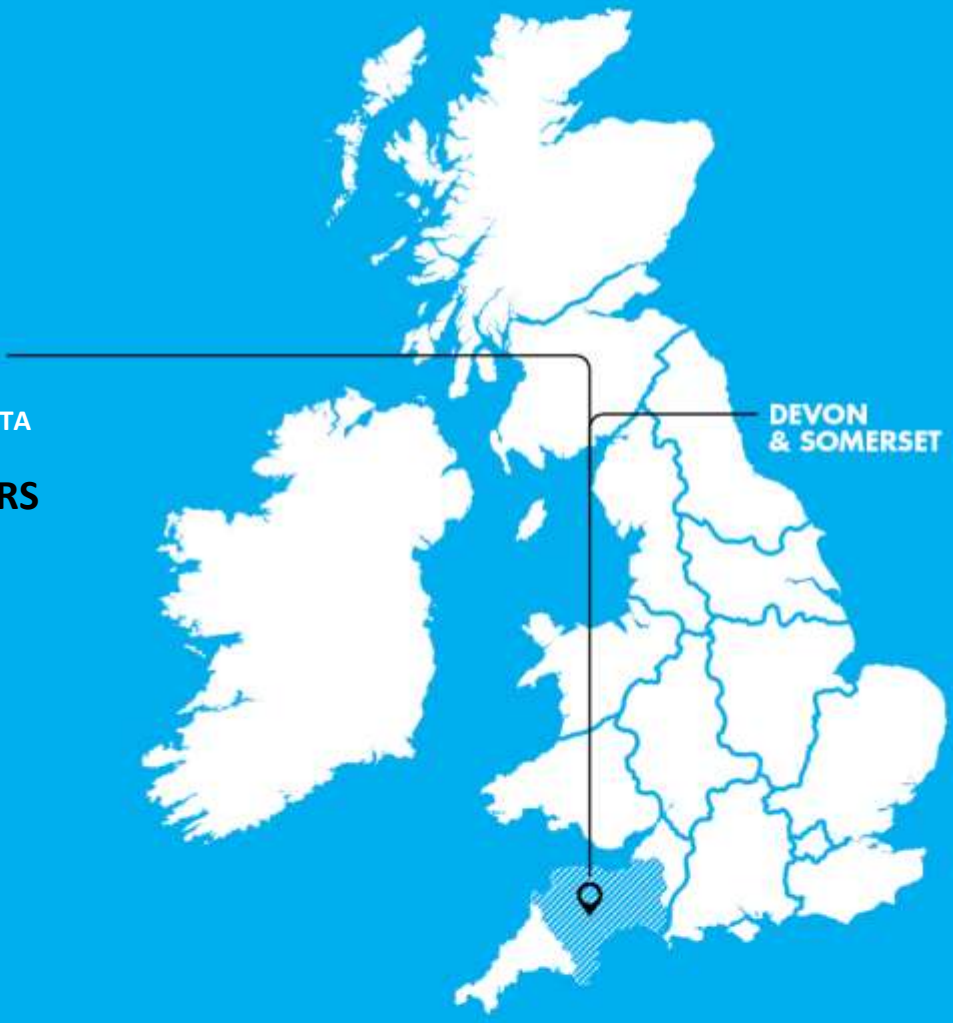
WESTERN POWER DISTRIBUTION

NETWORK EQUILIBRIUM

BALANCING GENERATION AND DEMAND



CUSTOMER COMMUNICATIONS & DATA PROTECTION PLAN

FOR RELEVANT CUSTOMERS

LCN Fund
Low Carbon Networks

Contents

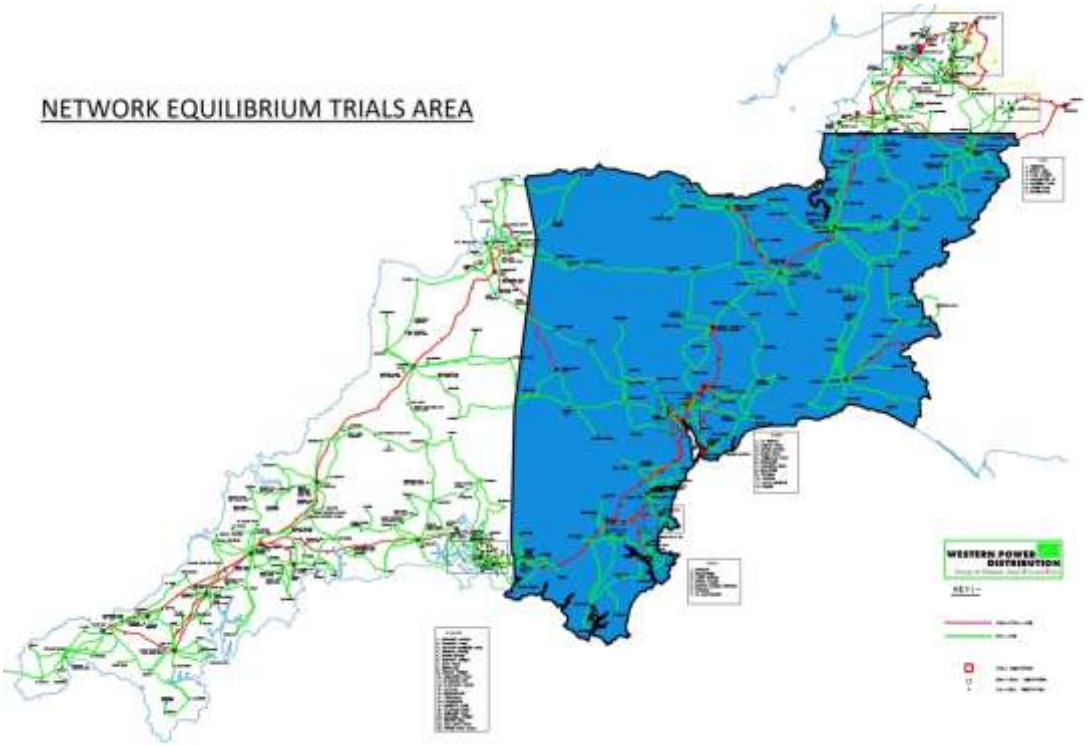
Glossary

Abbreviation	Term
AVC	Automatic Voltage Control
BaU	Business as Usual
BSP	Bulk Supply Point
DG	Distributed Generator
DMS	Distributed Network Management System
DNO	District Network Operator
FPL	Flexible Power Link
RtSP	Return to service plan
SVO	System Voltage Optimisation
TSDS	Time Series Data Store
WPD	Western Power Distribution

1 Introduction

1.1 Network Equilibrium

Network Equilibrium was awarded £13m Low Carbon Networks Funding in November 2014 and commenced in March 2015. The project will undertake an analytical study and will develop three methods that will be demonstrated across Somerset and Devon in the trial area.



Network Equilibrium will be run as one project across the trial area. Network Equilibrium will help to integrate additional distributed generation within electricity networks more efficiently and deliver major benefits to distribution customers. The outcomes from the analytical study and the demonstration of the three resilient project methods will help WPD managing power flows and controlling voltages across a wide area of the South West distribution network.

1.2 EVA – Part 1, Method One – Advanced Planning Tool

Network Equilibrium will work with a supplier to deliver a scripted power system analysis tool, using historical demand and generation profile data for steady state evaluation of the 132kV, 33kV and truncated 11kV networks.

The tool will create a number of profiles for substation loads and generator exports using available historical data, weather corrected forecast profiles for demand and generators using available historical data or historical profiles. Historical and forecast profiles created by the tool will be stored in a TSDS (Time Series Data Store).

The tool will be used by Primary System Design Engineers, Operations Support Engineers and Control Engineers for proactive and reactive network modelling using profile data. This will give better information on the expected power flows and voltage profiles under both normal and abnormal network operations.

The tool will incorporate the South West 132kV network, the associated 33kV and truncated 11kV network in the trial area. The tool will also be used to evaluate and configure smart solutions including SVO, FPL, Statcoms and generation operating in reactive power control modes. The tool will quantify the available

headroom, on their 11kV and 33kV networks under normal and abnormal conditions with and without the smart solutions being applied.

1.3 EVA – Part 2, Analytical Study – Voltage Limits Assessment

The project will conduct a theoretical investigation into whether steady state statutory voltage limits (±6%) and step change limits for the 11kV and 33kV networks could and should be amended. The study will assess the rationale for the current standards, assess if the validity of the original assumptions remains, assess if any District Network Operator (DNO) or customer equipment could limit the future amendments to voltage limits, if there is any commercial, safety or customer reasons which could limit future amendments to limits and based on the analysis, create a recommendation for future amendments to voltage limits.

It is expected that this project will create a definitive recommendation stating how the Electricity Safety Quality and Continuity Regulations (ESQCR) statutory limits could be amended, how the P28 step change limits could be amended and if there any limitations which could prevent voltage limits from being changed, the further actions that would need to be taken. This is expected to be disseminated both in a report and presentation format.

1.4 Method Two – System Voltage Optimisation (SVO)

Network Equilibrium will work with a supplier to create an analysis and a control system and integrate this with WPD's existing centralised DMS (Distribution Network Management system) PowerOn, this has been called System Voltage Optimisation (SVO). SVO will assess the voltage impact of DG (Distributed Generation) and network demands on selected 11kV and 33kV networks, evaluate the real time and forecasted power flows available from a TSDS and the subsequent voltage profiles across the SVO substations taking into account current and plausible abnormal network running arrangements. Using this information, if a more optimum target voltage setting can be applied, it will be sent to modern microprocessor AVC (Automatic Voltage Control) relays through the existing DMS using the existing SCADA network, optimising the network voltage profiles over the substations that SVO is applied.

The SVO system must be able to compute more optimal voltage set-points for the AVC relays, on a number of substations in the trials area. The method must be robust, accounting for failures of communications channels, SVO algorithms and the DMS systems

1.5 Method Three – Flexible Power Links (FPL)

Network Equilibrium requires a supplier to provide and install a back to back power electronic convertor (AC-DC-AC) which will allow power transfers across two different 33kV networks which cannot currently be connected due to a number of issues including circulating currents, protection grading or fault level constraints. This has been called a Flexible Power Link.

The project will install and trial one 20MVA link between two 33kV networks, ideally between two different grid groups that cannot be paralleled due to circulating current issues. The FPL will allow controlled transfers of both real and reactive power flows between the two networks. The FPL will be used in conjunction with the SVO to influence the local voltage profiles, it will also control power flows between the two different Bulk supply points (BSP) networks, unlocking additional capacity under both normal and abnormal network conditions.

Further information can be found at www.westernpowerinnovation.co.uk/Projects/Network-Equilibrium.aspx

2 Customer Communications Plan

The purpose of the Customer Communications Plan is to provide a summary of how Western Power Distribution (WPD) and any of its External Collaborators or partners will engage with, or impact upon, customers during the Project.

The Customer Communications Plan relates specifically to communications with Relevant Customers and is an appendix to our Communications Management Strategy which outlines of our communications management approach, constraints, requirements and roles, and incorporates internal communications and stakeholder engagement plans.

This plan includes information on whether the following customer interactions are required for Network Equilibrium and if so the purpose, mechanism and timelines associated with these communications:

- Interruptions to a customers' supply (Section 3);
- Access to a customer's premises or installation of equipment at a customers' premises (Section 4);
- Any proposed interaction with a Relevant Customer or premises of a Relevant Customer (Section 5);
- On-going communications with the Relevant Customers involved in the Project (Section 5.2);
- Arrangements for responding to queries or complaints relating to the Project from Relevant Customers (Section 0);
- Information on the Priority Services Register Customers who will be involved in the Project and how they will be appropriately treated (including providing information to any person acting on behalf of a Priority Services Register Customer in accordance with condition 26 of the Electricity Supply Licence, where applicable) (Section 3); and
- Any safety information that may be relevant to the Project; and details of how any consents that may be required as part of the Project will be obtained (Section 0).

Any customer involvement with the project will be on a voluntary basis. This plan incorporates our Data Protection Plan.

3 Relevant Customer Interruptions

There are no planned customer interruptions associated with this project. This includes the installations of any monitoring equipment, new technologies and the associated operation of these technologies

As with all works on the electricity distribution network, there is a minimal risk that customers could experience unplanned interruptions. For the primary substations that will have monitoring equipment installed or having equipment installed as part of Network Equilibrium there is an average of 4,400 customers per primary substation. For the Bulk Supply Points (BSP) substations that will have monitoring equipment installed or having equipment installed as part of Network Equilibrium there is an average of 37,000 customers per BSP substation.

For each site, where work is being carried out, there will be a detailed return to service plan (RtSP), which will ensure that any customer that has an unplanned interruption will be reconnected within eight hours. This loss of supply to customers may arise due to either a human error or a fault on the system at the same time the work is being carried out. The risk of a human error will be mitigated, as is standard with all works on a distribution system, by utilising detailed method statements, detailing the works to be carried out and the processes and procedures to be followed, along with risk assessments to ensure that the work being carried out is as safe as reasonably practicable.

In the event of an unplanned interruption we will follow WPD's Business as Usual (BaU) procedure (see Appendix A – Guaranteed Standards of Performance for metered demand customers of Electricity Distribution Companies in England, Wales and Scotland).

4 Relevant Customer's premises

4.1 Accessing Relevant Customers' premises

No equipment will be installed within relevant customers' premises and therefore access will not be required.

4.2 Installing equipment at Relevant Customers' premises

As 4.1 no equipment will be installed within relevant customers' premises.

4.2.1 Notifying suppliers

No additional equipment will be installed within relevant customers' premises and therefore suppliers will not require notification.

4.2.2 Coordinating with supplier Smart Meter rollout

No equipment will be installed within relevant customers' premises and therefore there is no requirement to coordinate with supplier Smart Meter rollout.

4.3 Gaining and recording customer consent

No equipment will be installed within relevant customers' premises and access will not be needed, there is no requirement for customer consent.

5 Interactions and communications with Relevant Customers

5.1 Specific communications with the Relevant Customers involved in the Project

Network Equilibrium will be conducting a Voltage Limits Assessment as part of EVA. As part of this assessment the project will engage with a wide number of industry bodies across the UK and a selected number of organisations in Europe.

These bodies are expected to include:

- Other Distribution Network Operators, both in the UK and Europe
- The GB Transmission System Operator,
- BIS, ENA, Ofgem, DECC,
- Manufacturing companies via suitable trade associations,
- Distributed Generators via suitable trade associations,
- UK and European academic institutions,
- Energy Intensive Users Group and other Energy User bodies,

These organisations and trade bodies will be sent a questionnaire. The questionnaire will explain that WPD, like all UK DNOs, operate 11kV and 33kV networks within the ±6% statutory limits set out in the Electricity Supply Quality and Continuity Regulations (ESQCR). We also design voltage step change limits to GB Distribution Code requirements and Engineering Recommendation P28, Planning Limits for Voltage Fluctuations caused by Industrial, Commercial and Domestic Equipment in the UK.

The statutory voltage limits for 33kV and 11kV electricity networks were specified for passive operation and have remained unchanged since the introduction of the "Electricity Supply Regulations, 1937: For Securing the Safety of the Public and for Insuring a Proper and Sufficient Supply of Electrical Energy". The existing network contains a range of DNO and customer assets installed over many years; these were designed to operate within the existing British Standards voltage requirements. At present, the safe and effective operating ranges

of electrical equipment, beyond the existing limits, are not clear. Neither is it clear which DNO or customer equipment types are limiting the amendment of both the upper and lower statutory limits.

The project will comprehensively research the rationale behind the original 11kV and 33kV network limits, the equipment installed on DNOs' and customers' networks to understand if there are any historical or current equipment types, which are limiting the amendment of voltage limits. The Voltage Limit Assessment will identify which changes may be required to the existing network equipment, or current equipment specifications, before statutory limits could be amended.

The questionnaire will ask organisations to detail any technical or commercial reasons why either statutory voltage levels or step change limits could or could not be amended. For the avoidance of doubt, no customer will experience any changes in statutory limits or step change limits as part of this project.

The questionnaire will be sent to these organisations in June 2015, a reminder email will be sent shortly before the return date.

Responders will be asked to provide their name, company name and the option of providing a daytime telephone number or email for follow up questions. All responders have an option for their responses to be anonymised.

5.2 On-going communications with the Relevant Customers involved in the Project

As well as specific customer contact (as outlined above) the main routes for more general on-going communication and other public engagement activities include:

The WPD project website westernpowerinnovation.co.uk - provides general information to the public, including:

- An overview of all LCNF projects, including Network Equilibrium
- An explanation of the project and the benefits that could be generated;
- A downloadable leaflet and reports;
- A feedback channel - wpdinnovation@westernpower.co.uk and a telephone number for the LCNF team office. Emails or telephone calls will be passed to the Network Equilibrium team for a response.

Other public engagement – Workshops and Dissemination events including Press releases at project milestones.

There will be no further contact with customers involved in the project following the contact outlined in section 5.1.

5.3 Responding to Relevant Customers

All documentation produced by the project will include details of the email address and telephone number of the LCNF team (wpdinnovation@westernpower.co.uk). Any such query received via this route will be forwarded to the Equilibrium Project Manager.

Should a query arise through the existing WPD contact channels (e.g. www.westernpower.co.uk) these will be escalated within WPD to the Future Networks Manager. Should we have any complaints via either route these will be escalated to the Future Networks Manager and Western Power Distribution's internal complaints procedures will be adhered to.

6 Relevant Safety Information

Any customer queries will be dealt with in accordance with WPD's standard Process. Contact details for the project are published on the WPD website wpdinnovation@westernpower.co.uk and a telephone number for the LCNF team office. Emails or telephone calls will be passed to the Network Equilibrium team for a response.

A. All construction activities relating to Network Equilibrium will be carried out on existing WPD substation sites and will not create any additional relevant safety issues. During the trials there will also be no additional relevant safety issues.

The works will be carried out in accordance with WPD's existing Health, Safety and Environment policies:

- POL:HS1/3 – Health and Safety Policy;
- POL:HS2/5 – Relating to Safety Management of Contractors'
- POL:HS5/1 - Investigation of Incidents and Provision of Safety Related Information to Third Parties;
- POL:HS8/3 - Personal Protective Equipment;
- POL:HS9/1 - Compliance with the Construction (Design & Management) Regulations 2007;
- POL:HS13/1 - Fire Precautions and Arrangements;
- POL:HS15 - General Requirements for Purchase, Use and Maintenance of Tools and Equipment;
- POL:HS16 - Safety in the Workplace;
- POL:HS19 - Manual Handling; and
- POL:HS20/1 - Proactive Safety Risk Assessment and Near Miss Reporting.

7 Data Protection Strategy

The following definitions are taken from the Data Protection Act 1998.

"Personal Data" is defined as any information which is capable of being used to identify a living individual. In addition to name, address and contact details, this could include individual preferences, transactional history, record of activities or travels, profiles or credit scores.

"Sensitive Personal Data" is defined as any personal data that relates to any of the following: racial or ethnic origin, political opinions, religious or other similar beliefs, membership of a trade union, physical or mental health, sexual orientation, and alleged or convicted criminal offences.

In this project, data is defined as the following type of information collection that is covered by the DPA: Information processed or intended to be processed, wholly or partly by electronic means (in other words the data collected will be analysed and stored by a computer)

There will be no manual data collection (i.e. filing system), accessible records (such as health and educational record) or public authority records (category data).

From these definitions it follows that information about a corporate entity is not personal data as it does not relate to an individual. Thus while we intend to handle the names and addresses of non-domestic customers responsibly, this data does not require the same treatment as personal data.

7.1 What personal data will be collected for the purposes of the project?

The project will not collect any sensitive data as part of Network Equilibrium. The personal information collected as part of the project will be limited to the names of parties responding to the questionnaire and if supplied their contact details (daytime telephone number and email).

7.2 How will this personal data be used?

This personal information will only be used for the project for a single follow up with the responder if required.

7.3 How will consent for use of the personal data be obtained?

In responding to the questionnaire, respondents will have the option of providing this information and confirming they consent to a single follow up contact if required.

7.4 What information will be provided to the customer prior to consent being sought?

Customers will be sent a description of the project and the aims and content of the survey will be explained to the customer. The customer will be able to decide whether or not to participate at this stage. The questionnaire requests their views on any amendments to either statutory voltage levels or step change limits.

7.5 If priority services register customers are included in the project, how will their personal data be obtained?

No priority service register customers are included in the project

7.6 Who owns the personal data?

WPD will solely own the personal data.

7.7 How long this personal data will be retained?

In line with the DPA the data will be securely stored until the end of the project. At the end of the project when the data is of no further use to WPD all personal and data will be systematically and securely deleted.

7.8 Data Protection and Collaboration Partners

Collaboration Partners must abide by this Customer Communications & Data Protection Plan. They must also comply with the confidentiality agreement included with the collaboration agreements.

7.9 How will this personal data be managed?

The personal data collected for the purpose of Network Equilibrium, as will any other data received by Western Power Distribution will be treated in accordance with our Business as Usual policies. All project personnel with access to WPD data resources will comply with:

- POLICY DOCUMENT: IR1/12 - I.T. Security Policy, Relating to Computer and Communications Security.

Policy Summary - This policy sets out the minimum IT Security standards that are required to be observed by all WPD IT Users. Its objective is to prevent unauthorised access to WPD systems and to protect the integrity of computer data on those systems.

- POLICY DOCUMENT: IR5/3 - I.T. Data Storage Policy, Relating to the Storage and Retention of Computer Data on File and E-Mail Servers.

Policy Summary - This policy defines the guidelines for the storage and retention of data within the Company's network drive environment. Its objective is to preserve the integrity of file and e-mail servers by controlling the unrestricted growth and improving management of both personal and business data.

- POLICY DOCUMENT: LE5/1 – Data Protection Policy.

Policy Summary - This policy is intended to define WPD responsibilities in relation to the collection, storage and use of personal data in accordance with the Data Protection Act 1998. The DPA governs the way in which WPD may process personal information about individuals and also gives those individuals certain rights and remedies in respect of their information.

The Information Commissioners Office Data Sharing Code of Practice was used to inform the approach to data sharing.

WPD processes data in accordance with its ICO notification and in compliance with its data protection policy. The Data Protection Principles have been considered as follows;

1. " Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless-(a) at least one of the conditions in Schedule 2 is met, and (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met".	As highlighted above a limited amount of personal data will be collected. Therefore it must be noted that we have legitimate grounds to request information regarding customer views on any amendments to either statutory voltage levels or step change limits. No sensitive data will be requested
2 "Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes".	The purpose for which the data may be used by the contractors is clear and bounded by contractual arrangements.

3 "Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed".	Personal data has been limited to that which is required.
4 "Personal data shall be accurate and, where necessary, kept up to date".	There are normal processes for sharing updates to address data within the industry.
5 "Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes".	Contractual clauses require the data to be returned or destroyed at the end of the project.
6 "Personal data shall be processed in accordance with the rights of data subjects under this Act".	This data processing and sharing does not contravene the rights of data subjects.
7 "Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data".	Secure methods of data transfer and storage will be used and obligations placed on contractors to do the same.
8 " Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data".	Data will remain within the EEA.

Table 3 – Responses to Data Protection Principles

WESTERN POWER DISTRIBUTION

Serving the Midlands, South West and Wales

Guaranteed Standards of Performance for metered demand customers

April 2015

Introduction

In accordance with the Electricity (Standards of Performance) Regulations 2015, this document sets out the guaranteed standards of Western Power Distribution, the electricity distribution company which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you ("you" being a domestic or non-domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be due to you because of our failure.

Sometimes the guaranteed standards may not apply, due to, events beyond our control, such as the actions of third parties, being unable to gain access to premises or our own equipment, being unable to identify the customers affected by supply interruptions and in some cases severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure.

GUARANTEED STANDARDS

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 restore it within 12 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £150 if you are a domestic consumer or £300 if you are a business consumer. You will also receive a further £70 for each additional 12 hours you are without supply.

Regulation 6 - Supply Restoration during Normal Weather – Incidents affecting 5,000 customers or more

If your electricity supply fails during normal weather conditions because of a single incident on our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £150 if you are a domestic consumer or £300 if you are a business consumer. You will also receive a further payment of £70 for each additional 12-hour period that you are off supply up to a maximum of £600.

Regulation 7 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather we will restore it within the period prescribed by the Regulations dependent upon the scale of the event:-

Category of severe weather	Definition
Category 1 (medium events)	Lightning events - when a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day – supplies will be restored within 24 hours
	Non-lightning events - when a distributor experiences 8 or more but fewer than 13 times the normal amount of higher voltage 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 we will arrange for you to receive £75 (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 very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimize the amount of time that your supply would be affected in such cases. We will at any rate ensure a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. 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 fail we will arrange for you to receive £150 if you are a domestic consumer or £300 if you are a business consumer.

Regulation 10 - Multiple Interruptions

If your electricity supply fails because of a problem on our distribution system and you are without power for three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April, you are entitled to a £150 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Regulation 11 - Distributor's Fuse

If you report information that leads us to believe that the main fuse between the incoming supply cable and your meter has or might have failed, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and bank holidays we will attend within 4 hours if you contact us between 9am and 5pm. If you notify us outside these times, we will treat your call as if we had received it at the start of the next day.

If we fail we will arrange for you to receive a £60 payment.

Regulation 12 - Notice of Planned Supply Interruption

If we need to switch off your power to work on our network for planned maintenance work we will give you at least 2 days' notice. (We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.)

If we fail to give 2 days' notice or we switch your electricity off on a different day, then you can claim (within 1 month of the failure) £60 if you are a domestic consumer or £120 if you are a business consumer.

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 £60 payment.

Regulation 17 – Appointments

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. As of 1 October 2010, this standard no longer applies to visits related to connections work.

If we fail to make or keep an appointment we will arrange for you to receive a £60 payment.

Regulation 19 - Notification of Payment under Guaranteed Standards

We will notify you 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 to you 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 £60.

Making a Claim for Payment

Should you wish to make a claim under Regulations 5, 6, 7, 8, 10 or 12, please telephone us for details of how to claim on the general enquiries number listed in the section on "Contacting your Electricity Distributor". If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day.

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on the numbers below.

Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of business on the next working day.

Codes of Practice

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy of our statements is available free of charge from us or can be downloaded from our website.

Complaints

If you have a complaint about any aspect of our service, please let us know. You will find our complaints-handling procedure on our website or you can ring the general enquiry line to request a copy. If we are unable to resolve the matter with you, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let us try to sort it out first. You can telephone the Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Services website: www.ombudsman-services.org/energy

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland at www.citizensadvice.org.uk

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
Western Power Distribution East Midlands:	East Midlands	0800 678 3105 mobile : 0330 123 5009	0845 724 0240 09:00 to 17:00	0800 055 6833 08:30-17:00	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	0800 678 3105 mobile: 0330 123 5008	0845 724 0240 09:00 to 17:00	0800 055 6833 08:30-17:00	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	0800 678 3105 mobile : 0330 123 5002	0845 601 3341 09:00 to 17:00	0800 055 6833 08:30-17:00	www.westernpower.co.uk
Western Power Distribution South West	South West England	0800 678 3105 mobile: 0330 123 5001	0845 601 2989 09:00 to 17:00	0800 055 6833 08:30-17:00	www.westernpower.co.uk
UK Power Networks − Eastern Power Networks plc	East Anglia	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to17:00	www.ukpowernetworks.co.uk
UK Power Networks − London Power Networks plc	London	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.ukpowernetworks.co.uk
UK Power Networks − South Eastern Power Networks plc	South East England	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	0800 668 877 or 0330 123 0877	0845 070 7172 24 hours	0800 781 8848 09:00 to 17:00	www.northernpowergrid.com

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	0800 375 675 or 0330 123 0877	0845 070 7172 24 hours	0800 781 8848 09:90 to 17:00	www.northernpowergrid.com
Scottish & Southern Energy Power Distribution	North Scotland	0800 300 999 mobile : 0345 072 1901	08000 483 515 08:00 to 17:00 Sat: 08:00-14:00	0800 9801394 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	www.ssepd.co.uk
Scottish & Southern Energy Power Distribution	South England	0800 727 282 mobile : 0345 072 1905	08000 483 516 08.00 to 17.00 Sat: 08:00-14:00	0800 9801395 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	www.ssepd.co.uk
SP Energy Networks	Central & Southern Scotland	0800 092 9290 mobile : 0330 1010 222	0330 1010 444 08:30 to 18:00	0330 1010 444	http://www.spenergynetworks.co.uk/
SP Energy Networks	Merseyside, Cheshire & North Wales	0800 001 5400 mobile : 0330 1010 400	0300 1010 444 08:30 to 18:00	0330 1010 444	http://www.spenergynetworks.co.uk/
Electricity North West	North West England	0800 195 4141	0800 0481820 Mon – Fri 08:00 to 20.00 Sat 8.00 – 14.00)	0800 048 1820 (8.00 – 19.30)	http://www.enwl.co.uk/
Electricity Network Co Ltd	Great Britain	0800 032 6990	01359 243311 08:30 to 17:00	01359 24 3311	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	0800 731 6945	01372 227560 08.00 - 18.00	01372 22 7560 08.00 - 18.00	www.espelectricity.com

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
Independent Power Networks	Great Britain	0800 013 0849	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	http://www.independentpowernetworks.co.uk/
Energetics Electricity	Great Britain	0800 804 8688	01698 404640 08:30-16:45	0169 840 4640 08:30-16:45	www.energetics-uk.com