



Here for you 24/7
Statement of Services 2023



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UK Power Networks owns and maintains the cables and wires that keep the power flowing into the homes and businesses of more than 20 million people in London, the East and South East of England.

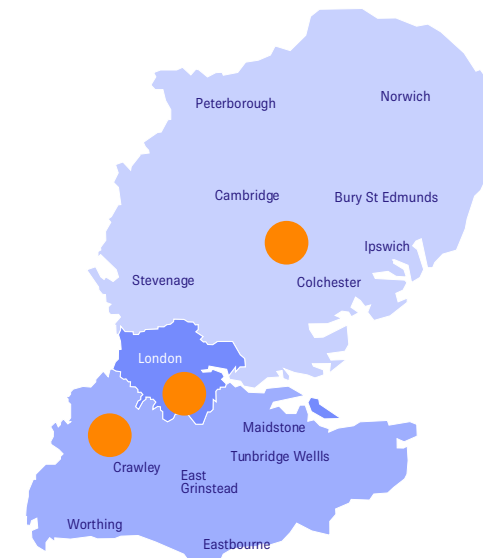


We're not the same as your energy supplier, so you don't pay your bills directly to us, but our service is covered through your electricity bill.

If you lose power, we're the utility you can contact to get your lights back on. We're here to help you 24/7.

We know some customers might need additional help during a power cut, and that's why we provide extra support, free of charge, through our Priority Services Register. You can sign up or find out more about the Priority Services Register in this information pack.

UK Power Networks




Getting in touch with UK Power Networks

I have a power cut

 Enter your postcode or address to search, track and report power cuts:
ukpowernetworks.co.uk/powercut

 Tweet us:
[@UKPowerNetworks](https://twitter.com/UKPowerNetworks)

 Send us a Facebook message and we'll respond 24 hours a day:
facebook.com/ukpowernetworks

 Call us 24 hours a day:
105 or **0800 31 63 105**

Want to connect an electric vehicle charge point?

Visit:
ukpowernetworks.co.uk/electricity/electric-vehicle-charging-point

Need something else or not sure who to contact?

Find out how we can help:
ukpowernetworks.co.uk/help-and-contact



Accessibility

If English is not your first language please call **0800 31 63 105**.

Our customer service team uses LanguageLine, a real-time interpretation and translation service in over 240 languages.

We offer a 24-hour text relay service for customers who are deaf, hard of hearing or have any other communication difficulties.

Using your textphone dial **18001** followed by the telephone number you need. This will connect you to a text relay operator.

If you have a power cut, text:
Relay to 18001 0800 31 63 105

Free priority service for you



If you or someone close to you needs extra care and support during a power cut, make sure you add your details to our Priority Services Register. This free service means you can get targeted support tailored to your individual needs in the rare event of a power cut.

Who can sign up to the Priority Services Register

If you believe you or anyone in your household would be adversely impacted in the event of a power outage or need extra support, you can let us know by signing up to our Priority Services Register. Don't worry if your personal situation is not covered by this list. We'd still encourage you to sign up if you believe you need extra support.

- Customers dealing with health challenges, including mental health
- Customers with a disability
- Customers with young children
- Customers of pensionable age
- Customers who don't speak English
- Nursing homes and residential homes
- Customers dealing with life changes such as recent bereavement, redundancy or recovery from medical treatment

Do you depend on medical equipment?

If you depend on medical equipment that requires power, you should speak to your medical equipment provider and if you are having difficulties contact your healthcare provider to create a care plan. Power cuts might be uncommon, but they can happen all-year-round so it's important you are prepared and know what to do.

Sign up to our Priority Services Register

ukpowernetworks.co.uk/power-cut/priority-services



If you have a power cut

Even on an electricity network that's 99.9% reliable, power cuts sometimes happen. We're here to help if your electricity supply does go down.



Unplanned power cuts

We'll do all we can to get your power back on within a reasonable time as set by the government body Ofgem, which regulates and oversees the electricity and gas companies.

If we can't, you'll automatically receive a payment from us under something called the Electricity Guaranteed Standards of Performance.

[You can find out more about these guaranteed standards here](#)



Planned power cuts

We invest millions every year in upgrading and improving our electricity network. Sometimes, for our engineers to carry out this work safely, we may have to turn off the power in the area.

If we need to switch off your power, we will give you as much notice as possible, unless it's an emergency situation. We'll aim to give you at least 48 hours notice before we carry out the work.

Your home

If one of our engineers needs to visit your home it will generally be at your request, for example if you'd like us to move or upgrade your electricity supply. We might also occasionally need to come into your home to inspect or work on our equipment leading up to your electricity meter.



Keeping you safe

All our staff or contractors working on our behalf have been through appropriate checks to make sure they are fit and proper persons to enter your home.

All our employees and contractors will show you an identity card that includes the company name, their own name and reference number plus their photograph.

You can also telephone our 24-hour security centre on **0845 300 9225** so you can check that the caller is genuine.



Password scheme

If you would like to feel more secure when we call at your home, we can agree a password with you when we make an appointment. We will then ensure that our employees and contractors use this password when they visit.

If we need to visit your home, we will:

- Explain the purpose of our visit
- Make sure all employees and contractors can tell you the emergency and enquiry telephone numbers if you want them to
- Carry the logo of UK Power Networks or our contractors on our vehicles
- Wear branded clothing showing we are from UK Power Networks

Our commitment to you



Keeping appointments

If we agree an appointment with you, we will do our best to keep it, and if we can't, we will offer you an alternative date. If we do not keep the appointment, we will make you an automatic payment under the Electricity Guaranteed Standards of Performance – [read the Guaranteed Standards of Performance in full here](#)



If something goes wrong

We want to give you the great standard of service you expect every time, and if we haven't lived up to your expectations then let us know. We promise to deal with every complaint and enquiry confidentially, fairly and honestly.

If you need to make a complaint, please contact our Customer Care team. You can reach us on **0800 028 4587**. Our lines are open from **8.30am to 5pm**, Monday to Friday.

You can also submit a complaint or compliment on our [online form here](#)



The Energy Ombudsman

If you are not satisfied with the way we have handled your complaint, or if your complaint has not been resolved to your satisfaction, you can contact the Energy Ombudsman.

The Ombudsman will look at your case only once we have done all we can to resolve the issue and have sent you a 'deadlock letter' informing you of our final decision.

This process should take no more than eight weeks. The role of the Ombudsman is completely impartial and its decision will be final. The Ombudsman's contact details are:
Telephone: **0330 440 1624**
Textphone: **0330 440 1600**
Website: ombudsman-services.org



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