


Indigo Power Limited

Supporting our customers



| MAIN AUTHOR | APPROVER |
|---|---|
| Megan Goss | Andrew Blincow |
|  |  |
| Head of Regulation and Compliance | Chief Executive Officer |
| 7 th October 2020 | 7 th October 2020 |
| Document Number | IPN-CB-001 |
| Current Version | V1.0 |

REVISION HISTORY

| | Date | Description |
|------|-----------------|---------------------|
| V1.0 | 11 October 2020 | Initial Publication |

Contents

| | | |
|------------|--|----------|
| 1.0 | Welcome | 3 |
| 2.0 | Contacting Indigo Power Limited..... | 3 |
| 3.0 | Planned and unplanned power cuts | 4 |
| 4.0 | Visiting your home | 5 |
| 5.0 | Customer Relations | 6 |
| 6.0 | Priority Service Register for vulnerable customers..... | 6 |
| 7.0 | Your rights as a customer | 8 |

1.0 Welcome

Welcome to Indigo Power Limited. Indigo Power Limited is a licensed network operator. We do not sell electricity but operate and maintain some of the wires and equipment that distribute electricity to customers' homes and business premises. Companies that sell electricity are called electricity suppliers. Any enquiries you have related to your Billing and the Priority Services Register should be directed to your Electricity Supplier using the contact details set out on a recent electricity bill. The information in this document relates to enquiries about incidents that affect the distribution system through which your electricity is delivered or any incident that requires our urgent attention. We also provide new connections to the network and alterations to existing services.

This leaflet tells you about:-

- Contacting Indigo Power Limited
- Visiting your home
- Customer Relations
- Priority Services Register for vulnerable customers
- Your rights as a customer
- This statement is available on our website www.indigonetworks.co.uk

We can also provide copies in large print, Braille, Moon and in audio format if required.

2.0 Contacting Indigo Power Limited

| |
|---|
| Emergency & Powercut helpline 24-hour free helpline: 105 |
| Non-emergency enquiries By phone:- 0118 436 2510 By email:- indigopower@indigopipelines.co.uk By post:- Indigo Power Limited 15 Diddenham Court Lambwood Hill Reading RG7 1JQ |
| If you have an enquiry about your bill or meter, please contact your Electricity Supplier directly. You will find their contact details on your electricity bill. |

3.0 Planned and unplanned power cuts

Sometimes we may have to interrupt the electricity supply to carry out maintenance on our network. We will write and tell you about any planned interruption to the electricity supply at least two days in advance. Please note:-

- if you need electricity for special medical equipment (home dialysis machine, oxygen concentrator, nebuliser, artificial ventilator, etc), please dial the phone number on your letter;
- at times faults may occur on our network, causing power cuts. We will endeavour to do all we can to restore your supply quickly and safely. If we are unable to restore your supply within the timeframe set by the Gas and Electricity Markets Authority (GEMA) which grants our licence to operate, you will receive a payment from us.

Faults on our network usually happen without warning, so unfortunately, we cannot guarantee a constant supply of electricity.

What to do if you have a power cut

First, check if your neighbours have also lost their supply. If your neighbours do not have power, call 105.

If your neighbours do have power:-

- check your trip switch – if the trip switch is still on, call 105;
- if the trip switch is off, switch it back on;
- if it switches back off, one of your appliances or lights may be faulty, so unplug everything and reset the trip switch;
- if only part of your supply has failed, and the trip will not reset, there may be a fault with your wiring – contact a registered electrician.

You can find a list of local registered electricians from:-

- www.niceic.org.uk
0870 013 0382
- www.eca.co.uk
020 7313 4800;
- if you use a pre-payment meter, check that you still have credit.

Useful tips in case of a power cut

- Keep a torch and spare batteries handy.
- In cold weather, keep warm by wearing several layers.
- If you have a stair lift fitted, check if it has a battery back-up or a manual release handle. Contact your manufacturer for advice.
- Keep a battery-operated or wind-up radio handy, as local stations will often broadcast helpful information during storms or floods.
- Keep fridge and freezer doors closed during a power cut and they will normally stay cold for many hours.
- Always have a standard phone on each floor of your home as cordless phones will not work in a power cut.
- UPS (Uninterruptible Power Supply) devices are now readily available for computers.
- Take care if using candles, tea-lights and other naked flames.

FOR YOUR SAFETY: never leave lit candles in unoccupied rooms or with unsupervised children or animals.

4.0 Visiting your home

Most visits will be at your request, although from time to time we may need to come into your home to inspect or work on our equipment.

When we visit, we may send a member of our own staff or a contractor working on our behalf. Appropriate checks are carried out on company employees and contractors to ensure that they are fit and proper persons to enter your home.

All our employees and contractors will show an identity card that includes the company name, their own name and reference number plus their photograph. You can also phone us on 0118 436 2510 if you want to check that the caller is genuine. This telephone number is displayed on all identity cards.

Under this statement we will operate in the following way when making a visit.

- Where possible, all the vehicles we use to visit your premises will carry the logo of Indigo Power Limited or our contractor's logo.
- Where possible, all employees will wear clothing showing that they are from Indigo Power Limited. Our employees and contractors will explain the purpose of their visit.
- We will ensure that all employees and contractors can tell you the emergency and enquiry telephone numbers on request.

For your safety

- We make sure that all identity cards are returned when an employee leaves us. We recommend that you use a door chain and always ask to see an identity card (always check the expiry date). If you have any doubts about a caller, do not let them in.
- You can call us on the telephone number that appears on the identity card 0118 436 2510 to check that the caller is genuine.
- We make sure that our employees and contractors know the contents of this statement and that they act accordingly at all times. They will be fully trained, appropriately qualified and suitable for the purpose of the visit. They will be polite, helpful and courteous in their dealings with you. They will give clear and accurate explanations of the work they are carrying out.

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.

Keeping appointments

We will agree any meeting with you in advance, by telephone or in writing. If we agree an appointment with you, we will do our best to keep it or we will agree an alternative date with you. If we do not keep the appointment, we will make a payment to you.

Please note that appointments may not be available in an emergency or during a power cut situation.

5.0 Customer Relations

We want to give you the best service possible so if you are not completely happy with something we have done, please let us know. We will deal with all complaints and enquiries confidentially, fairly and honestly.

If you telephone us, we will aim to answer your enquiry there and then. If this is not possible, we will either arrange for the right person to contact you or we will investigate the matter further and write to or call you within 10 working days.

If we need to carry out a technical investigation, we may need to visit your home. Although some types of problems take time to research, we will of course keep you updated on our progress. We will also confirm the results and agree any actions we may need to take.

If you are in any way dissatisfied with our response, you can always ask for it to be reviewed by a senior manager.

If you have gone through our complaint procedure and are still not satisfied, you can refer the matter to the Energy Ombudsman.

Customer Relations can be contacted using the details on Page 2 of this document.

6.0 Priority Service Register for vulnerable customers

A power cut or planned interruption is always difficult, but we recognise how especially worrying it must be if you are reliant on electricity for medical equipment or have other special needs.

We keep a Priority Services Register (PSR) for vulnerable customers. While this will not necessarily mean that we can restore your power more quickly, it will enable us to offer additional help and support. If we know of a problem likely to occur in an area, we try to contact affected customers on our PSR ahead of time. In the case of a widespread fault, we cannot restore supply to just one property due to engineering restrictions, but we will understand your problems and help wherever we can.

These services are free. Provided you meet our criteria for inclusion you can register. We will then contact you with further details.

Just call us, email us, or write to us using the details on Page 2 of this brochure and say that you wish to register on the Priority Service Register. There is a form below which we will ask you to fill out.

Information held on the Priority Services Register will be treated as confidential. Our licence to operate sets out when and how we share this information. For instance, we are required to share your information with your Electricity Supplier. This may entitle you to additional services with that Electricity Supplier.

Also, we will need to share your information with our contractors and emergency responders when planning for and dealing with emergencies.

This is done with your safety and wellbeing in mind.

We will not use this information for marketing and we will only pass on information in specified situations.

PSR Register Application form

If you want to take advantage of this service and you feel you meet the criteria for inclusion on our register, please complete your details below and send them for attention of the Priority Services Register Administrator using the details on page 2 of this brochure.

| | |
|--|--|
| Name | |
| Telephone number | |
| Alternative number | |
| How to contact you in a power cut | Call your home phone and leave an automated message <input type="checkbox"/> |
| | Send a text <input type="checkbox"/> |
| Email address | |
| Address including postcode | |
| Reason for inclusion: | |

By filling in this form you agree for us to share your details with your Energy Supplier, our contractors and emergency responders.

7.0 Your rights as a customer

Consumer Direct

Consumer Direct provides information and advice about your rights as a consumer. It is a Government-funded telephone and online service offering information and advice on consumer issues. Consumer Direct is funded by the Office of Fair Trading and is delivered in partnership with Trading Standards.

Consumer Direct

Telephone: 08454 04 05 06

Website: www.consumerdirect.gov.uk

The Energy Ombudsman

Customers can approach the Ombudsman if they are not satisfied with the way their complaint has been handled or if it has not been resolved to their satisfaction. It is only when your energy company has done all it can to resolve the issue and sends the customer a deadlock (final decision) letter that the Ombudsman will look at the case. This process should take no more than eight weeks. The role of the Ombudsman is completely impartial and its decision will be final.

Energy Ombudsman

Telephone: 0330 440 1624 or 01925 530 263

Email: enquiries@energy-ombudsman.org.uk

Website: www.energy-ombudsman.org.uk

Address: PO Box 966, Warrington WA4 9DF