



Indigo Power Limited

Safety and Security of Supplies Enquiry Service

Electricity Distribution License: Standard License Condition 8

MAIN AUTHOR

Megan Goss

Head of Regulation and Compliance
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APPROVER

Terry Dugdale

Chief Executive Officer
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REVISION HISTORY

Version	Date	Description
V1.0	4th August 2020	Initial Publication approved by GEMA
V1.1	7th October 2020	Change to Contact number and Reference
V1.2	13th March 2023	Correction to document name
V1.3	28th March 2024	Review, change to dates and content
V1.4	22nd April 2024	Review, change to address, dates and footer
V1.5	1st March 2025	Review and update dates and footer

Indigo Power Limited Safety and Security of Supplies Enquiry Service

Introduction

Indigo Power Limited is a licensed distribution network operator. We do not sell electricity but operate and maintain some of the cables that distribute that electricity to customers' homes and business premises. Companies that sell electricity are called electricity suppliers. Electricity suppliers are the companies that send out bills to customers. Billing enquiries should be directed to your Electricity Supplier using the contact details set out on a recent electricity bill. This information relates to enquiries about incidents that affect the distribution system through which your electricity is delivered or any incident that requires our urgent attention.

License Obligations

- This statement has been produced in accordance with Standard License Condition (SLC) 8 of Indigo Power's Electricity Distribution license and has been approved by the Gas and Electricity Markets Authority (GEMA).
- SLC 8 requires Indigo Power to provide, operate and maintain an enquiry service to be known as the Safety and Security of Supplies Enquiry Service for the use of any person to send and receive information, guidance or advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention.

A copy of this statement: -

- is available to view and download from our website indigonetworks.co.uk.
- will be made available in different formats (paper or electronic), large print, Braille or on audiotape on request. For those whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of this statement.
- will be provided free of charge to any person who asks for it.

Safety and Security of Supplies Enquiry Service

Indigo Power provides, operates, and maintains an enquiry service to allow any person to send and receive information, guidance and advice on any matter that: -

- affects or is likely to affect the distribution service we provide.
- causes or is likely to cause danger or requires urgent attention and is related to the distribution service we provide.

This service is continually staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use. Reports by post or in person should only be made for non-urgent matters.

Indigo Power's enquiry staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. They may be assisted by other non-technical staff during widespread emergencies. If technical advice is required, the enquiry will be passed to an appropriate specialist. In the case of widespread emergencies, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities to keep customers up to date.

Urgent Matters

Call free of charge on: -

EMERGENCY TELEPHONE NUMBER: 105

Non-urgent Matters contact us:-



Prohibition of Discrimination

Indigo Power will ensure all reports and enquiries are promptly addressed in an efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Gas and Electricity Markets Authority (GEMA). Indigo Power will not discriminate in the provision of the service between any persons or classes of persons. The reporting arrangements will be made available to other utilities, local authorities, and emergency services.

Changes to the Statement

This statement will be reviewed annually to ensure it remains current with the latest license conditions. Any changes to this statement will be notified to GEMA and will not come into force until a period of one month from the date of the notice or GEMA's approval has been obtained. Any changes to the address or telephone number of this service will be communicated as soon as practicable but in any event prior to the change becoming effective.