

Indigo Power Limited

Code of Practice

ELECTRICITY DISTRIBUTION LICENCE STANDARD LICENCE CONDITIONS 8, 9 AND 10

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Document Number	IPW-COP-001
Current Version	V1.0

REVISION HISTORY

Version	Date	Description
V1.0	30th October 2025	Initial Publication

Version 1 This printed document is valid at 30/10/2025, check after this date for validity.

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Introduction

Indigo Power Limited does not sell electricity but ensures it is transported to you in a safe and efficient manner. The companies that sell electricity to you are called Electricity Suppliers, and you should contact your Electricity Supplier if you have any questions about buying electricity, your electricity bill, your meter, or meter reading. You can find your Supplier's contact details on your electricity bill or statement.

Indigo Power is committed to delivering the best possible service to our consumers. This leaflet sets out when and how you might expect to be contacted by Indigo Power and how you can get in touch with us to enquire or complain about any service we provide. It also details the steps Indigo Power takes to ensure that only properly trained staff or approved contractors visit your home and the special services available for customers who are blind, partially sighted, deaf or hearing impaired.

This leaflet can be obtained in Braille, audio, or large print on request.

Our Responsibilities to You

Indigo Power has responsibilities to our domestic and micro-business customers around:

- Entering your Home
- Provision of Special Services for domestic customers who are blind or deaf, of pensionable age, disabled or chronically sick, or have other vulnerable conditions
- Interruptions to your Supply
- Complaints and Customer Satisfaction.

This Code of Practice document explains how Indigo Power puts the above responsibilities into practice. Electronic copies of this Code of Practice are available from our website **FREE OF CHARGE** or by emailing your request to enquiries@indigonetworks.co.uk

One hard copy of the code of Practice will be provided **FREE OF CHARGE** per request by contacting us on **0118 436 2510** , by post or email (details of which are outlined in section 2).

We will review this statement annually to ensure that the document remains current with the latest licence conditions.

Electricity Emergencies

You can call the free-phone national electricity emergency and power cut helpline 365 days a year, 24 hours a day:

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EMERGENCY TELEPHONE NUMBER – CALL: 105

Non-emergency Enquiries

For non-emergencies you can contact us:

By phone on 0118 436 2510

By email indigopower@indigonetworks.co.uk

By post: Indigo Power Limited 200 Brook Drive, Green Park, Reading RG2 6UB.

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.

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.

Where possible, all of 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.
- 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.

If you have any doubts about whether a caller is genuine,

DO NOT let them into your home.

As Indigo Networks is an organisation involved in the provision of electricity we do have Rights of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954. Indigo Networks or our agents will only exercise these rights in extreme situations e.g. should there be a requirement to inspect your meter following an interruption in supply or disconnect the supply in an emergency situation. Our entry will be in strict compliance with the terms of the Act.

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Priority Services Register

We are happy to provide extra help and advice to customers who need it. By registering on the Priority Service Register (PSR), you will be entitled to free additional support, such as advance warning of planned electricity supply interruptions.

Please contact your Supplier for more information of the free support that they can offer you.

You are eligible for PSR services if you are:

- of Pensionable Age
- disabled
- chronically sick
- live with children aged under 5
- in need of additional services related to your access, safety or communication needs
- temporarily in need of extra support

We will never use your details for marketing purposes. We may share your information with your gas supplier, our contractors, or emergency responders, as we work together to provide priority services. We will only share your information when it is necessary, relating to health and safety, in an emergency or where we are required by law to do so.

The Indigo Power Limited privacy notice, can be accessed at <https://www.indigonetworks.co.uk/privacy-policy/>

Password scheme

If you are blind, have poor sight or would just like to feel more secure, we can agree a password with you that we will use, if we have the need to visit your home. Any member of our staff or agent who has to visit your home will give this password to prove they are genuine.

To set up your personal password with us please contact us between 8am and 5pm, email or write to us.

Alternatively, you may register a password with your Electricity Supplier, and they will pass on that password for us to use. This service is **FREE OF CHARGE**.

Communication Needs

If you (or your representative) have additional communication needs we can provide these.

Interruptions to Your Supply

To ensure that we can provide you with the safest and secure network to your property, sometimes we have to switch off the electricity supply to carry out essential planned maintenance of apparatus on our electricity network or to connect new customers. We will either write to you or deliver a card showing the details of the times of interruption at least two days in advance of any planned interruption.

Please note that where the interruption of supply is caused by an issue outside of Indigo Power's control e.g. emergency street works that require a cessation of electricity or a fault on another organisation's network that is connected to ours, we will endeavor to inform you within two days of receiving the advance notification ourselves.

Our written notice delivered directly to your home will provide a telephone number to use if you wish to call us to obtain further details or to advise us of any other specific problems that you would like to discuss with our team.

Please be aware that it is not possible to guarantee a constant supply of electricity, and it is essential that you have alternative arrangements to fall back on in the unlikely event of an unplanned interruption. Please see our information on our Priority Services in Section 3 if you have such requirements and would like to log them with us.

Ensuring that if a fault occurs on our distribution network, we will seek to restore supplies as soon as practically possible.

Although we will notify you in advance of planned outages, we are not able to give notice of 'emergency outages' or 'dangerous situation outages'. Turning off the supply of your electricity during this type of emergency would be necessary should there be a danger to human life or to vital equipment.

We make every effort to ensure that if a fault occurs, your electricity supply is restored as soon as practically possible. Where you have special circumstances, it is essential for you to have made alternative arrangements, to assist you in an emergency.

If you have registered on our Priority Service Register, we will endeavor to keep you informed of progress in restoring supply and will discuss any special requirements with you. Please note, however, that we are not able to provide you with advance warnings for major emergencies or widespread fault situations. If you feel at risk, please contact your doctor or local hospital.

If your electricity supply is lost (commonly known as a power cut) then we recommend you read the following advice:

- Check to see if your neighbors have lost their supply. If they have not, the problem causing your loss of supply may be the result of one of your own fuses blowing.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.

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- If the trip switch has not operated, and you can find no other reason, there may be a problem with the electricity supply. In which case, please call our emergency number listed above.
- If you have a battery-operated radio, please listen to the local radio station as it may be possible to keep informed of the more widespread electricity supply problems, particularly during times of severe weather.

If You Are Not Satisfied with Our Service

Indigo Power are committed to offering the very best in customer service; however, we recognize that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible. Indigo Power treats all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt, and straightforward manner.

Our Complaints Process

Step 1 – when you contact us, our advisor will attempt to resolve the matter with you directly, however, if necessary, your complaint will be escalated to a manager or specialist team. We aim to fully resolve the issue within 10 days of receiving your call, email or letter. Where required, Indigo Power will make a home visit to resolve your complaint or enquiry. If this is the case, we will agree to a mutually convenient time with you.

Step 2 – If we have not been able to resolve your complaint fully within 10 working days, your complaint will be passed to a Senior Manager who will do everything possible to address your concerns and make sure you are happy with the resolution. We aim to agree a mutually satisfactory resolution within 10 working days of escalation from Step 1.

Step 3 – Following Step 2, if the complaint has not been resolved to your satisfaction, you can raise the matter further with the Chief Executive Officer of Indigo Power, who will endeavour to reach a resolution within 10 working days:

You can contact the Chief Executive Officer at:

Indigo Power Limited

200 Brook Drive,

Green Park

Reading

RG2 6UB

Tel: 0118 436 2510

Email: enquiries@indigonetwork.co.uk

If at any stage of your complaint you would like to speak to someone face to face, then please contact us to arrange a suitable appointment.

Resolving Your Complaint

The resolution of your complaint may include:

- an apology
- an explanation
- the taking of appropriate remedial action; and
- the award of compensation in appropriate circumstances.

Internal Review

We will undertake an internal review of your complaint if you would like such a review to occur because you are dissatisfied with the handling of your complaint.

Independent Review

We recognise that we may not always succeed in wholly resolving your complaint. Once our internal complaints process has been exhausted or after 8 weeks, whichever is soonest, you can seek the assistance of the Ombudsman Service. The Ombudsman Service is free and independent and investigates complaints fairly by listening to both sides and looking at the facts. The Ombudsman Service then decide what action should be taken when you and Indigo Power can't agree.

The Ombudsman Service can be contacted on:

Energy Ombudsman
P.O. Box 966
Warrington
WA4 9DF

Tel: 0330 440 1624

Email: enquiry@ombudsman-services.org

Website: www.energyombudsman.org

Regulator

The Office of Electricity and Electricity Markets (Ofgem) regulates the Energy Industry and approves the dispute resolution service operated by The Energy Ombudsman. Ofgem can be contacted on:

The Office of Electricity and Electricity Markets

10 South Colonnade

Canary Wharf

London

E14 4PU

Tel: 020 7901 7295

Email: consumeraffairs@ofgem.gov.uk

Website: www.ofgem.gov.uk

Other Sources of Help

Citizens Advice service provides free, confidential, and impartial advice on consumer issues.

England

Tel: 0800 144 8848

Website: www.citizensadvice.org.uk

Wales

Tel: 0800 702 2020

Tel: 0808 223 1144 (Welsh speakers)

Website: www.citizensadvice.org.uk

Scotland

Tel: 0800 028 1456

Website: www.cas.org.uk

Standards of Service

For our Guaranteed Standards of Performance please see our separate documents here www.indigonetworks.co.uk/regulatory-power-files/

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