



# delivering fairness

Codes of practice



Our commitment to deal with your concerns  
quickly, fairly, effectively

SP Energy Networks owns and operates ScottishPower's electricity transmission and distribution network. With around 3.45m customers, we operate primarily in a regulated environment with targets set by the UK regulator, Ofgem.

Our assets, and transmission and distribution licences are owned by three wholly-owned subsidiaries; SP Transmission Ltd, SP Distribution Ltd and SP Manweb plc. These act as an integrated business unit, with the aim of outperforming our regulatory targets and implementing our investment strategy to expand the network.

Like any business, our customers are important to us, all of our customers have one thing in common; their property relies on a safe and reliable electricity supply from our networks.

We have produced these Codes of Practice that set out our customer service objectives and describe what we can do to help you. If you would prefer to speak to someone please ring our enquiry number **0845 273 4444** where one of our team will be happy to help you.

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# Introduction

SP Energy Networks is responsible for managing and operating the distribution network that delivers electricity to your premises.

This booklet tells you about the services we provide.

- Contacting Us
- Caring for customers with Special Needs
- Managing supply interruptions
- Visiting your home
- Complaints handling and customer satisfaction

We realise that customers with special needs may be more dependent on a reliable supply of electricity than some of our other customers, particularly where the use of special electrically operated equipment is essential.

This is why our service “[Caring for Customers with Special Needs](#)” is specifically aimed at this customer group and those who may be responsible for their care.

Your chosen supplier is responsible for your electricity bill and meter. They also operate a range of services particular to their business.

If you have an enquiry about your bill, your meter or, any of your supplier’s special services, you should contact them.

Contact details relating to your supplier are printed on your electricity bill.

# Contacting us

If you wish to report the loss of your electricity supply, or are concerned about the safety of our equipment, please telephone our **24 hour emergency number**

■ **0845 27 27 999**

*For customers in Central and Southern Scotland*

■ **0845 272 2424**

*For customers in Merseyside, Cheshire and North Wales*

If you would like to contact us regarding any of our other services, please telephone: **0845 273 4444**

If you require any further information about a planned interruption to your electricity supply, please telephone the number on the notification letter we send to you. Alternatively, if you would prefer to contact us in writing in relation to any matter, please write to the:

**Customer Services Director  
SP EnergyNetworks  
PO Box 8729  
Bellshill ML4 3YD**

These codes of practice are available, on request, in alternative formats such as Braille, large print or audio-tape.

**Ethnic Policy** If your first language is not English, we may on request, be able to offer a translation service.

# Caring for customers with special needs

We share your concerns as a domestic customer who has special requirements and the fact that you may depend more on a reliable supply of electricity than many of our other customers. It is important that our staff are aware of any special requirements you may have. To help us help you, we have developed a free, confidential register which is aimed at our customers who are:

- *blind or visually impaired*
- *deaf or hard of hearing*
- *chronically sick*
- *disabled*
- *of pensionable age*
- *dependent upon some other type of special need*

If you are a domestic customer and feel that our special services register would be of benefit to you, or any member of your household, please call us on **0845 273 4444**

Even although you may not consider that the special needs listed above apply to you, we would be pleased to try and address your specific requirements.

If you register directly with us we will, with your approval, inform your supplier and pass on your details. Your supplier will be able to register you on their Priority Services Register and offer additional services related to their business. Alternatively, if you contact your supplier in the first instance, they will pass on your details to us.

**Password Protection** Once we place you on our Special Services Register you may choose a password, so that if we need to visit your home, you can be confident that the person entering your home is our employee or contractor acting on our behalf.

**Additional Support Services** You can also give us the name of a friend or relative to act on your behalf, in the event of a supply interruption or pre-planned outage. We take great care to ensure that we have details of customers who rely on essential electrical equipment, such as home dialysis machines. We can record where your home is, so that we can do our best to provide you with any additional help that may be necessary during supply interruptions. We can't guarantee that supply interruptions will never happen, therefore we recommend that you make alternative arrangements, e.g. contact family, friends or local hospital.

# Interruptions to your supply

**Planned Interruptions** Sometimes we have to interrupt the electricity supply to carry out maintenance on our network.

We will write and tell all our customers, at least 5 days in advance, about a planned interruption to their electricity supply. If you depend on electricity for special medical equipment (e.g. kidney dialysis unit, nebuliser), are visually impaired or, you would be at risk due to the loss of the electricity supply, please contact us on the number listed on the notification letter sent to you.

If you require any further information and advice about a specific planned interruption, again please contact us at the telephone number listed on the notification letter we send to you.

**Unplanned Interruptions** If you unexpectedly lose your electricity supply, we will do everything possible to restore it quickly. If this can be done safely, it may be helpful to carry out the following prior to contacting us:

- Check to see if your neighbours have lost their supply. If they have not, the problem could be with your own electrical installation.
- 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.

If you are still off supply, and you can find no other reason for the supply interruption, then please contact us on our 24 hour emergency number.

To assist you during any supply interruption, the following tips may prove useful:

- Keep our contact numbers close to hand. Calling our emergency telephone number will provide you with up to date information:

0845 27 27 999

*For customers in Central and Southern Scotland*

0845 272 2424

*For customers in Merseyside, Cheshire and North Wales*

- If you have a battery operated radio, listen to the local radio station. We will try to keep the radio stations informed of electricity supply problems in your area, especially during times of severe weather when we will also keep your supplier informed.
- Keep a torch handy.
- Keep fridge and freezer doors closed.
- Keep informed about your entitlements which are listed in our Standards of Service leaflet. Your supplier sends these leaflets to you every year.
- We have also published a “**Care for the Elderly**” leaflet, aimed at providing additional guidance during major supply interruptions. This leaflet is available in local doctors surgeries, at many caring organisations, or by contacting us on **0845 273 4444**
- Keep warm and active
- Keep in touch with your neighbours, family and GP

# Visiting your home

Normally, our staff or contractors working on our behalf, will visit your home by appointment. However, from time to time we may need to visit your home to inspect or maintain our equipment during emergency conditions.

We will ensure that our staff or contractors working on our behalf are aware of our Codes of Practice and will comply with these at all times. They will be appropriately qualified and fully trained for the purpose of their visit and will act in a calm and courteous manner.

**If you have any doubts at all about whether a caller is genuine do not let them into your home.**

**Our staff or contractors will adhere to Company policy as follows:**

- Show an identity card displaying their Company name, own name and reference number and a colour photograph of themselves.
- Will treat your home with respect.
- Where possible, all vehicles used for visits to customers' premises will carry the ScottishPower EnergyNetworks or contractor's logo.
- Will, where possible, wear clothing indicating they work for ScottishPower EnergyNetworks.

*continued overleaf*

- Will be able to inform you of our emergency telephone number upon request.
- Will explain the reason and provide information on matters relating to their visit.
- Will return their ID card when they leave the Company or the card expires.

**Passwords** If you would like to feel more secure, we can agree a password with you when we make an appointment. These details can be held on our Special Services Register by contacting us on:

0845 273 4444

**Keeping Appointments** If we agree an appointment with you, we will do our best to keep it, unless we agree an alternative date with you. If we do not keep the appointment we will make a fixed payment to you, via your supplier, in line with our Guaranteed Standards commitment.

**Time Bands** When we agree an appointment with you, we will offer you am or pm time-band to suit your own personal requirements.

Our time-bands are:

**8am to 1pm or 12noon to 5pm, Monday to Friday**

If requested by you, we will agree to a more specific two hour time band.

# Complaints and customer satisfaction

## Our Commitment

We are committed to delivering a high standard of service to all our customers. Unfortunately there may be occasions where we do not meet your expectations. If you feel that we can improve on our level of service in any way, please contact us and we will try our best to make amends as quickly and fairly as possible.

## Complaint Handling

If you have a complaint about any of our activities please let us know. Here is all the information you need to use our complaints procedure.

Telephone - please call us on **0845 273 4444**

Email - you can email us at

**[customer.care@sppowersystems.com](mailto:customer.care@sppowersystems.com)**

In writing - you can write to us at

For Central and  
Southern Scotland  
Customer Contact Team  
SP Energy Networks  
Strathkelvin House  
Campsie Road  
Kirkintilloch  
G66 1RN

For Merseyside  
and North Wales  
Customer Contact Team  
SP Energy Networks  
3 Prenton Way  
Prenton  
CH43 3ET

Please let us know your address including post code with a contact telephone number in your letter. We will acknowledge your letter or e-mail within one working day.

### **Step 1 – Review by Customer Contact Team**

However you contact us, we will aim to provide a substantive response within 5 working days and to resolve your query within 10 working days.

### **Step 2 – Review by your Local Manager**

If you are not happy with the response to your initial query and contact us again, we will acknowledge receipt of your complaint and arrange for a manager responsible for the electricity network in your area to review your complaint. We will contact you within 5 working days, or sooner if possible, and will do our best to resolve the problem at that stage. We will call you by the end of the next working day, if you have given us your telephone number. The Manager dealing with your complaint will do their best to resolve the problem with you when they call.

If we do not have a telephone number for you, we will write to you or email you back within 3 working days of receiving your letter or email.

### **Step 3 – Referral to a Senior Manager**

If you are not happy with the way that the local manager has dealt with your complaint, you can ask for it to be looked at by a senior manager responsible

### Step 3 – Referral to a Senior Manager (*continued*)

for your region. The Senior Manager will contact you within 10 working days, – by telephone or personal visit. We will investigate your complaint and work with you to resolve the problem.

### Step 4 – Final Review by Director

If after discussing your complaint with the senior manager responsible for your region you are not fully satisfied by their actions, you can ask for your complaint to be formally reviewed by our Customer Service Director.

We will then send you a letter setting out our final position within 10 working days.

### Step 5 – Energy Ombudsman

We will do all we can to solve your problem by working with you. However if you are still unhappy with our actions and you have followed Steps 1-4, you have the right to contact the energy ombudsman. This is a free and independent dispute resolution service. The ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective. The Ombudsman will make a final decision and inform you of the outcome.

*For contact details please see overleaf*

## Step 5 – Contact Details

Energy Supply Ombudsman  
PO Box 966  
Warrington  
WA4 9DF

Telephone : 0845 055 0760

Fax : 0845 055 0765

Email : [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)