

**SP Energy Networks
Standard Licence Condition 10**

Special Services Statement



1. Standard Licence Condition 10 – Special Services

SP Energy Networks are committed to providing the best possible service to all our customers.

In the event of a power cut, our teams work around the clock to restore electricity as quickly as possible.

We appreciate for some customers this may be particularly distressing and that's why we offer extra support to customers who feel they need our help.

Our aim is to ensure we identify and support those most vulnerable through our Priority Services Register and providing additional support services in collaboration with our partners.

Condition	Rule	How SPEN Comply
10.1	The licensee's obligations under this condition apply in relation to Domestic Customers at premises connected to the licensee's Distribution System.	SPENs obligations under this condition relate to domestic customers.



2. Duty to establish and maintain a Priority Services Register

Condition	Rule	How SPEN Comply
Duty to establish and maintain a Priority Services Register		
10.2	Establish and maintain a Priority Services Register which contains such details of Priority Services Register Customers	<p>SP Energy Networks holds and maintains a Priority Services Register. The register is open to any customer who wishes to join and feels they may require additional support during a power cut.</p> <p>The register covers 30 categories of needs across areas such as Medically Dependent Equipment, Safety, Poor Mobility, Age Related, Communications, Health and Temporary support.</p>
10.3	The licensee must set up and maintain practices and procedures to identify Domestic Customers who may be eligible to become PSR Customers as a result of its customer interactions and offer to add them to the Priority Services Register.	<p>SP Energy Networks identify customers who may benefit from being on the PSR in several ways, including:</p> <ol style="list-style-type: none"> 1. Customer Contacts – Our Call Centre will ask if there is anyone at the property who is vulnerable and needs additional support as part of our process for all Faults and Emergencies calls and add customers where they wish to join our Priority Services Register. 2. Planned Outages – we will contact each customer effected prior to the outage to understand customer needs & requirements to enable us to support during planned outages and make customers aware of our register. 3. Two-way data flows (D0225) are in place between Distribution Network Operators and Suppliers. Where customers are identified as requiring support they are added to the Priority Services Register. With customer consent SP Energy Networks will notify a customer’s Supplier to enable their register to be updated. Suppliers will notify SP Energy Network of customers wishing to be added to our register through their consenting processes. 4. Customers can join our Priority Services Register through our website 5. We run annual awareness campaigns to reach customers in the most effective ways across a wide range of methods some examples are - radio campaigns, advertising at shopping centres, and transport hubs, social media, awareness through community groups and community events. 6. We work closely with partners and charities representing customer groups to reach customers who may not contact us directly. Arrangements are in place with a network of partner organisations who may identify customers in their day to day work, our partners will support customers in joining our register with their consent



		<p>7. We also partner with other Utilities such as Gas and Water to identify customers who could benefit from joining our register with their consent. This is a two-way process.</p> <p>8. Our staff go into community groups to explain who we are and what we do and promote our Priority Services Register and the other wider support services we offer.</p>
<p>10.4</p>	<p>PSR Customers are Domestic Customers who:</p> <p>(a) are either - of Pensionable Age, disabled, chronically sick, or live with children aged under 5; or due to otherwise being in a vulnerable situation, in need of - additional services related to their access, safety, and communication needs and -</p> <p>(b) have - personally asked the licensee to add their name to the Priority Services Register, or had a person acting on their behalf ask for their name to be added, or had a Relevant Supplier or Relevant Gas Transporter ask for their name to be added</p>	<p>Our Priority Services Register holds details of customers across 30 needs codes which have been agreed by all Distribution Network Operators. These 30 categories cover 7 main areas</p> <ol style="list-style-type: none"> 1. Medically Dependent Equipment <ul style="list-style-type: none"> • Heart, Lung or ventilator machine • Dialysis, feeding pump and automated medication • Oxygen concentrator • Nebuliser • Sleep apnoea monitor • Medically dependent on electric showering • Careline/telecare system • Stair lift • Bath Hoist • Electric Bed 2. Safety <ul style="list-style-type: none"> • Oxygen Use • Poor sense of smell 3. Poor Mobility <ul style="list-style-type: none"> • Physical impairment • Unable to answer door • Restricted hand movement 4. Age Related <ul style="list-style-type: none"> • Pensionable age • Families with children under 5 5. Communications <ul style="list-style-type: none"> • Blind • Partially sighted • Hearing impairment • Speech impairment • Unable to communicate in English 6. Health <ul style="list-style-type: none"> • Chronic/serious illness • Dementia(s)/cognitive impairment • Developmental condition • Mental Health • Water Dependent • Additional presence preferred 7. Temporary support <ul style="list-style-type: none"> • Life changes



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- Post Hospital Recovery
 - Young adult householder (<18)



3. Duty to give information and advice to PSR Customers

Condition	Rule	How SPEN Comply
Duty to give information and advice to PSR Customers		
<p>10.5</p>	<p>The licensee must:</p> <p>(a) when a PSR Customer’s name is first added to the Priority Services Register, give that customer (or their representative) appropriate information and advice about what precautions to take and what to do in the event of interruptions in the supply of electricity to the customer’s premises;</p> <p>(b) when it needs to make a planned interruption in the supply of electricity to a PSR Customer’s premises, give that customer (or their representative) such prior advice and information as may be appropriate in relation to that event; and</p> <p>(c) ensure, so far as is reasonably practicable, that during any unplanned interruption of supply to their premises, PSR customers are promptly notified and kept informed: (i) of the time at which the supply is likely to be restored, and (ii) of any help that may be able to be provided</p>	<p>When a customer is added to our Priority Services Register, we issue a welcome letter which contains all relevant information, including links to our website for safety advice</p> <p>If we need to make a planned outage, we will contact each customer affected prior to the outage. We will notify customers in advance of the time and duration of the outage and the reason for the work being carried out. We will provide contact details should the customer wish to contact us prior to the outage or on the day of the outage. We will text customers the day before where we hold an up to date number and will in some cases visit customers face to face in advance of the work. Our process aims to identify any additional support required in advance of the outage and identify any customers who are not registered for Priority Service who would like to join the register.</p> <p>When an unplanned power cut occurs we will take action to make sure our customers have the most up to date information.</p> <ul style="list-style-type: none"> • Our IVR (Interactive Voice Recording) will be updated to provide customers with information on the incident and the expected restoration time • Our Postcode Look Up tool will be updated to provide up to date information and this is automatically refreshed every 2 minutes • Customers on our Priority Services Register are prioritised in the call queue • Our Customer Service Team will proactively contact PSR customers with personal phone calls prioritising first those who are medically dependent on electricity and those suffering with Dementia. • Our Customer Service Team will understand the individual needs of customers during these



		<p>calls and we will work with our field teams, other organisations and partners to deliver the support each customer needs.</p>
<p>10.6</p>	<p>The licensee must provide the information given under paragraph 10.5:</p> <p>(a) free of charge to any PSR Customer; and</p> <p>(b) when asked to do so by a PSR Customer (or their representative) with additional communication needs (including a visual or hearing impairment), in a manner or a format that is suitable for that customer’s additional communication needs.</p>	<p>Customers are not charged for any communications which are available in various formats:</p> <ul style="list-style-type: none"> • Large Print • Braille • Easy Read • Welsh • Text Relay • Interpretation Line (Language translation) • Translation Cards in Field • All Website information (postcode lookup, fault updates, PSR pages, etc) is available with language translation.



4. Provision of information to the Relevant Supplier and Relevant Gas Transporter

Condition	Rule	How SPEN Comply
Provision of information to the Relevant Supplier and Relevant Gas Transporter		
10.7	Where a request for inclusion on the Priority Services Register has come directly from the PSR Customer or a third party (other than the Relevant Supplier or Relevant Gas Transporter) who is acting on behalf of that customer, in so far as permitted by any laws relating to data protection and/or privacy, the licensee must give the Relevant Supplier and/or Relevant Gas Transporter such details of that customer and their reasons for being included on the register, in such form and at such intervals, as are relevant to the performance of that supplier's and/or gas transporter's obligations under their Licence.	<p>Where PSR Customers have given us consent to do so, we share their personal data with the relevant energy supplier through the electricity industry's secure data transfer network using the D0225 data flow or via an encrypted spread sheet.</p> <p>The format of which is an industry agreed format with agreed information to be passed between companies.</p>
10.8	For the purposes of complying with its obligations under this condition (including in respect of obtaining, recording, using and sharing information), the licensee must comply with any laws relating to data protection and/or privacy.	<p>We ensure consent is obtained from each customer in relation to using and sharing information.</p> <p>Our privacy statement is available on PSR leaflets, our website and welcome letter.</p>



5. Services for other vulnerable Domestic Customers

Condition	Rule	How SPEN Comply
Services for other vulnerable Domestic Customers		
10.9	<p>The licensee must offer, free of charge, to agree a password, with the PSR Customer (or their representative) that can be used by any Representative of the licensee to enable the customer to identify that person.</p> <p>Standard conditions of the Electricity Distribution Licence – 17 October 2019 Consolidated conditions are not formal Public Register documents and should not be relied on</p>	<p>SPEN allows PSR customers to create a password which ensures customers feel safe in their home when someone visits their home on our behalf.</p> <p>Customers can sign up to the password scheme either using our PSR leaflets or via our dedicated PSR section within the SPEN website.</p>
10.10	<p>The licensee must provide facilities, free of charge, which enable any Domestic Customer (or their representative) who has additional communication needs to ask or complain about any service provided by the licensee.</p>	<p>All customers are able to contact us by telephone, email, or letter should they need to speak to us or complain with regards to any service provided by SPEN.</p> <p>We also offer multiple communication channels for those customers who are hard of hearing or visually impaired or where English is not their first language. Alternative channels of communication include: Text phone; Text Relay Language line; Braille/large print; and website translation and accessibility to AA standard.</p>



6. Requirement to publicise services and procedure

Condition	Rule	How SPEN Comply
10.11	The licensee must prepare statements, in plain and intelligible language, that set out and explain its arrangements for complying with its obligations under paragraphs 10.2 to 10.10 (including how PSR Customers may become listed on its Priority Services Register).	<p>Our website explains how customers can become listed on our Priority Services Register. We also raise awareness through various annual awareness campaigns aimed directly at customers as well as through partnerships and stakeholders representing customers. Promotional materials and leaflets are used to raise awareness of our register and use national data for the postcode areas in our licences to ensure we are reaching customers who may not actively come directly to us to register. We also promote our register through our operational process when customers have a power cut or when we have planned maintenance on our network.</p> <p>This statement sets out how we are meeting our obligations under standard licence condition 10.</p>
10.12	<p>In relation to statements prepared under paragraph 10.11, the licensee must:</p> <ul style="list-style-type: none"> (a) publish them on and make them readily accessible from its Website (if it has one); (b) take all reasonable steps to inform Domestic Customers, at least once a year, of the existence of the statements and how to obtain them; (c) when asked to do so by a Domestic Customer (or their representative) with additional communication needs, provide the statements in a manner or a format that is suitable for that customer's additional communication needs; (d) when asked to do so, provide to a person whose first language is not English such assistance or advice as will enable that person to understand the contents of the statements; and (e) give a copy of a statement on request and free of charge to any person. 	<p>This statement is available to download from our website and is available in accessible formats at https://www.spenergynetworks.co.uk/pages/priority_services_registration_form.aspx</p> <p>We also take steps to text customers annually to make them aware of this statement.</p> <p>Documents are available in accessible formats</p> <p>Documents are available in accessible formats</p> <p>All documents, leaflets and other information is provided free of charge</p>

