



**SP Energy Networks**  
**320 St Vincent Street**  
**Glasgow**  
**G2 5AD**

Email:  
[CustomerCare@spenergynetworks.co.uk](mailto:CustomerCare@spenergynetworks.co.uk)

**Ref: NFNO contact**

31<sup>st</sup> December 2020

Dear Sir / Madam

Thank you for your continued patience regarding the supply interruption you experienced at your property on the 24th December 2020. On behalf of SP Energy Networks please accept my sincere apologies for the distress and upset that this incident has caused to you and your family.

Although you may have noticed that our incident centre and food van are no longer in place at Murray Square, Customer Service staff and our contractors continue to remain working in the area.

We will also continue to work over the holiday period and are available if you need us. You can call us on:

- **0330 1010 109**, between 8.30am and 4.45 pm, Monday to Sunday or
- Faults and Emergency line on **0800 092 9290, which is open 24 hours.**

### **Damage**

Damage to appliances that are not in everyday use may become apparent in the coming days/weeks. We will continue to work to resolve any issues you may still be experiencing and will do this as quickly as possible. If there are any issues that are not currently being addressed, then please do not hesitate to contact my team on the telephone numbers noted above. If we have not been able to contact you or visit your home, can you please contact my team on an urgent basis, so that we can understand the impact this incident has had.

Our contractor, Haste, will also continue to work on our behalf to complete all repair or replacement work as soon as possible. They will carry out a full assessment on any damaged items that have been highlighted.

### **Prioritising Heating and Hot Water**

Good progress has been made on boiler repairs. Parts have been ordered where a temporary repair has been made and we will continue to focus on this until all issues

have been fully resolved. I would also like to assure you that all repairs are fully guaranteed for a 12-month period and your home will be returned to the same level as it was before the fault occurred.

### **Customer engaged own contractors**

For those customers who engaged their own contractor to inspect and repair any damaged electrical installations or appliances, or for those customers who purchased replacement small items (e.g. lamps, radios), then please send the receipts for any cost incurred to the above address, and this cost will be reimbursed if already agreed to do so.

### **Hotels**

For those customers who took advantage of our offer to provide hotel accommodation, please let us know if you incurred any further food expenditure. This can also be claimed back by forwarding on your receipts.

**We are still booking hotels for those customers that may require accommodation.** You can contact us on the numbers noted above.

### **Guaranteed Standard & Customer Service Payments**

In respect of the interruption to your supply, the Industry Regulator, Ofgem, sets the guaranteed standards of operation for the Distribution Network Operators. Under Regulation 5, if your electricity supply fails during normal weather conditions because of a problem on our distribution system we will restore it within 12 hours of first becoming aware of the problem. If we fail, we will arrange for you to receive £75. A payment of £75 is due to you under this standard, as it took longer than 12 hours to restore your electricity supply.

We are not usually required to compensate you for loss caused by anything beyond our reasonable control. The fault which occurred was beyond our reasonable control, as we could not foresee where, or when, this may happen. However, this is reviewed on an individual basis for each customer. We accept that on this occasion we need to look favourably on requests for reimbursement of fridge/freezer supplies and heating costs where we have supplied temporary electric heaters.

In view of this, in addition to the Guaranteed Standard payment noted above of £75, I will also raise an additional customer service payment of £80 for each customer, to cover food items and any additional heating costs. Therefore, you will be receiving a total payment of £155.

Our customer contact team will be in touch with you, over the next few days to confirm details and a cheque payment will be issued in from Friday 22<sup>nd</sup> January 2021.

### **Electric Heaters**

For those customers who are awaiting repair to damaged boilers, we have 2kW heaters available at the incident centre located at Murray Square. The typical cost of a 2kW heater to run for 6 hours per day is approximately £2.15.

### **Prepayment Metering**

For those customers who have a pre-payment meter installed in their homes, it is important that you continue to vend and pay for the energy that you use. Throughout the festive period (weekends and public holidays) Electricity Suppliers have a friendly non-disconnect policy in place however should you believe that beyond this date you may struggle to vend and purchase credit for energy please contact us on the numbers noted below or contact your energy supplier directly.

Once again please accept my sincere apologies for the disruption caused by this incident, and rest assured that Energy Networks are doing everything possible to resolve all outstanding matters on an urgent basis.

Yours sincerely,

A handwritten signature in black ink that reads "Guy Jefferson". The signature is written in a cursive style with a blue dot above the letter 'j' in "Jefferson".

Guy Jefferson  
Customer Service Director