



Distribution Codes of Practice

e.on

Central
Networks

Table of Contents

1. Introduction.....	Page 3
2. What to do if your electricity goes off.....	Page 4
3. What to do if you have a complaint.....	Page 6
4. If you depend on electricity for medical reasons.	Page 8
5. When we visit your home.....	Page 10
6. Map of our area.....	Page 12

The photograph on the front cover was taken by employee Andy Icke, who is an Environment Advisor for Central Networks.

Introduction

Central Networks owns and operates the electricity distribution network in the East and West Midlands and our responsibilities include:

- providing electricity connections to your premises
- building and repairing overhead lines, and
- laying and repairing underground cables.

We are not an Energy supplier, we are paid by supply companies to deliver electricity through our networks to your home or business. Your electricity supplier bills you for your electricity, is responsible for your meter and also operates a range of services through its Priority Services Register. If you have an enquiry about your bill, your meter or your supplier's Priority Services, please contact them using the details on your electricity bill.

If you are blind, partially sighted, deaf or hearing impaired, of pensionable age, disabled or chronically sick, then the details within this leaflet will be helpful to you. If you require details on our complaints procedure or would like to feel more secure and wish to arrange a password to be used when we visit you, then please refer to the information contained in this leaflet.

Accessing copies of the Code of Practice

Central Networks will provide details on the Codes of Practice along with any further relevant information to key stakeholders across Central England.

You can access these Codes of Practice on our web site by visiting www.eon-uk.com/distribution and choosing Central Networks and you, How to contact us. Should you require a copy of these Codes of Practice in a different language, Braille, large print or audio-cassette format then please contact us on the details below.

What to do if your electricity goes off

Contacting us in an emergency

We operate an enquiry service which enables us to receive reports from you and offer you information, guidance or advice about matters relating to our network. If you would like to report a loss of supply, or a dangerous occurrence, or report damage to our equipment please telephone us, free of charge at any time of the day or night, 365 days per year on:

- **0800 056 8090** if you live in the East Midlands or
- **0800 328 1111** if you live in the West Midlands.

Or, should you wish to email or write you can email us at customerservices@central-networks.co.uk or write to Customer Operations Team Central Networks, Herald Way, Pegasus Business Park, Castle Donington, Derbyshire, DE74 2TU.

If your first language is not English and you experience difficulty please contact us on the number above and we will be happy to provide a translation service to enable you to talk to us.

How you can check if you've got a power cut

The following are a few checks you can do yourself before you call us and will help diagnose the problem. It is useful to keep a torch handy along with appropriate batteries.

- Check to see if any of your neighbours have lost their supply, if they have not, the problem could be with your internal electrics
- If you have a trip switch, check to see if it is in the 'on' position. If it is, switch off all your appliances and try to reset the trip switch. The supply may then come back on.
- If the trip switch is in the 'off' position, and you can find no other reason, there may be a problem with the electricity supply in your area
- If you have a battery operated radio, listen to the local radio station as we may keep them informed of electricity supply problems during the times of severe weather

General Enquiries

If you would like to find out about services that we provide or you would like to register a complaint please telephone us from 8.30am to 5pm Monday to Friday on 0800 096 3080.

If you are deaf or hearing impaired and are using a textphone you can call either of these numbers and dial 18001 before you dial the Central Networks number. The 18001 informs the telephone system that a call is being made from a textphone and an RNID Typetalk Operator will then join the line.

If you require any further information about a planned interruption to your electricity supply please call the number on the notification card we send to all customers affected. If you are deaf or hearing impaired you can call this number by using the 18001 prefix.

What to do if you have a complaint

If you are unhappy with us for any reason, please contact us. To write with an enquiry or a complaint, please use the Customer Operations address above and we will reply within 5 working days.

Many of our key services are covered by Guaranteed Standards. Your complaint may be about one of these services. If the standards are not met we will, subject to certain exclusions, make a payment to you. Your supplier will send you details of these standards each year.

Where technical investigations are needed, we will investigate and normally send you a letter confirming the results, actions or outcome we have agreed.

Should you telephone us with an enquiry or a complaint we will deal with your call or transfer you to the appropriate person to sort out the problem. We will deal with all complaints confidentially, and in a fair and efficient manner and apologise if our service has not met our usual high standards.

Complaints Procedure

If you are not satisfied with our levels of customer service, please let us know and a senior member of our team will investigate further. Our complaints procedure is available online on the "Your feedback matters" page, www.central-networks.co.uk, or you can telephone us and request a copy at any time.

If you feel it may help, you can contact Consumer Direct at any time. They will be able to provide you with independent help, advice and information. You can contact them on 08454 040506.

We will work with you at all times to resolve your complaint. However if you have followed our complaints procedure and we have still been unable to resolve your concerns, or 8 weeks have passed since your complaint was made, then you may take your complaint to 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 an understanding of

the case from our perspective. The Ombudsman will make a final decision and inform both you and us of the outcome.

Energy Supply Ombudsman, PO Box 966, Warrington, WA4 9DF

Telephone: 0845 055 0760 Fax: 0845 055 0765

Email: enquiries@energy-ombudsman.org.uk

If you have a problem with your electricity meter or your bill, please contact your supplier. Their telephone number will be on the back of your electricity bill.

If you depend on electricity for medical reasons

Sometimes we have to interrupt your electricity supply to carry out essential maintenance on our network. We will write and tell you about a planned interruption to the electricity supply at least 5 working days in advance.

Register with the Priority Services Register

We keep a confidential register of customers who depend on electricity for medical reasons. The register makes sure we know about any special circumstances or priority needs you may have if you report a loss of supply to us.

These services are free of charge and you can register by:

- I. contacting your supplier who will pass your details on to us. Your supplier may offer a variety of additional services that may be of assistance to you through their Priority Service Register. Their telephone number will be on your bill; or
- II. writing to or calling us using the Customer Operations contact information above, providing your details, along with type of equipment you rely on (e.g. medical equipment, kidney dialysis, stair lift); or
- III. filling in an on-line application form by visiting our website at <http://www.eon-uk.com/ContactForms/priorityservices.aspx>.

If you inform us directly we will pass your details onto your supplier, with your agreement.

Please note it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on.

What we offer our Priority Services customers

When we keep your details on our Priority Service Register this won't necessarily mean we can restore your power more quickly, but we can offer you additional help and support if you do experience a power cut.

When we do know there's a power cut in your area, we run a report to identify any Priority Service customers that might be affected. We will then

- call you to check that everything is ok,
- offer you some help and advice about what to do, and
- keep in touch with regular updates, and let you know when your power is likely to be restored.

We have an agreement in place with the Women's Royal Voluntary Service (WRVS) to provide emergency support to as many vulnerable customers as possible during longer power cuts and during storm situations.

We also have two dedicated telephone numbers (one for our East region, one for our West region) for Priority Service Customers to use. During times of bad weather and when our phone lines are busy, it means Priority Service Customers can get in touch with us more quickly. Once you are registered we will write to you to tell you your dedicated number.

When we visit your home

From time to time we may need to visit your home at your request or to inspect or maintain our equipment. The visit will either be made by one of our staff or a contractor working for us. We follow this Code of Practice so that customers can be sure that all visits are made by properly trained, genuine staff, whether they are our own or those of our contractors.

- All our employees and contractors will show you their identity card bearing their Company name, their own name and a colour photograph of the individual.
- Where possible, all vehicles used for visits to your premises will carry a Central Networks or contractor's logo.
- Where possible, all our employees will wear clothing indicating they are from Central Networks and contractors will wear clothing indicating which company they work for.
- They will be able to give you explanations and information on the purpose of their visit.
- All our employees and contractors will be able to inform you of Central Networks' emergency telephone numbers or general enquiry numbers upon request.
- We will take all necessary steps to ensure that all ID cards are returned when an employee leaves the Company or following the expiry date of the card.

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

Central Networks will ensure that all employees and contractors are aware of the contents of this Code and will comply with it at all times. They will be appropriately qualified and fully trained for the purpose of the visit and will be calm and courteous at all times in their dealings with you. They will respect your premises and give clear accurate explanations as to the work they are carrying out.

Should we need to visit you for any reason you will be offered a morning or afternoon appointment or a fixed two-hour time band. If we fail to offer you this service we will send you a payment of £20.

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 send you a payment of £20.

Password

If you would like to feel more secure in your home, you can agree a doorstep protection password with us. When you report a loss of supply you can request to arrange a password, which will be used in the event that a Central Networks employee needs to visit your property.

When a Central Networks employee visits your home, only let them in if they are able to provide you with the correct password.

Map of our area

