



NORTHERN
POWERGRID
Customer Support Team
where when you need us
www.northernpowergrid.com

Our customer service
code of practice

Our code of practice

We provide power to the Northeast, Yorkshire and northern Lincolnshire through two electricity distribution companies - Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc. We deliver electricity safely to your home through our electricity distribution network for your supplier. Your supplier bills you for your electricity, is responsible for your meter and also runs a range of services through its priority services register. If you have a question about your bill, your meter or the supplier's priority services, please contact your supplier. You can find contact details on your latest electricity bill.

If you receive a pension, are disabled or have a chronic (long-term) illness, have special communication needs or depend on electricity for medical reasons, you will find the details in this leaflet helpful. If you need details of our complaints procedure please refer to the



information contained in the 'Complaints and customer satisfaction' section of this leaflet.

This leaflet tells you about the following services:

- 1. Contacting us**
- 2. Special services**
- 3. Visiting your home**
- 4. Complaints and customer satisfaction**

1. Contacting us

If you are not sure whether Northeast or Yorkshire distributes your electricity, you can use the area locator on our website. Go to www.northernpowergrid.com/page/contact.cfm, enter your postcode and click 'Submit'. Then choose your address from the list provided.

Northeast and Yorkshire website address: www.northernpowergrid.com

Northeast and Yorkshire postal address: Customer Services Operations Manager, Northern Powergrid, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA

Area	Emergency and power cut (24 hour)	General enquiries (8.30am to 4.40pm Monday to Friday)	Priority services	Text phone	Customers whose first language is not English (24 hours a day, 7 days a week)
The Northeast and most of North Yorkshire	0800 66 88 77	0845 070 7172	0800 169 2996	0800 028 9507	0800 389 8204
West, South and East Yorkshire, and parts of North Yorkshire and northern Lincolnshire	0800 375 675	0845 602 4454			



Contacting us

2. Special services

If you are a domestic customer and you:

- receive a pension;
- are disabled or have a chronic (long-term) illness;
- have special communications needs; or
- depend on electricity for medical reasons,

you can join our priority services register in the following ways.

1. By contacting your supplier, who will pass your details on to us. Your supplier will also register you and will be able to offer extra services through its own priority services register. Your supplier's phone number is on your latest bill.

2. By writing to us or calling us using the address or phone number shown in the table in section one of this leaflet, giving your name, address and phone number, and explaining your needs (for example, the type of medical equipment you use, your kidney dialysis routine, if you have a stairlift and so on).

3. By asking an appropriate person to contact us on your behalf.

If you also tell us you want to be on your supplier's register, we will pass your details on to your supplier.

Once you have joined our register, we will:

1. give you appropriate information and advice about what precautions to take and what to do if there is a power cut at your home;
2. tell you beforehand and give you appropriate advice if we are going to turn off your power to carry out planned work; and
3. wherever possible, tell you the time your electricity supply is likely to be back on and about any help we may be able to provide.

We cannot guarantee a constant supply of electricity and it is important that you have other arrangements to fall back on if you depend on electricity.

Special services

How you can prepare . . .

If we have told you about a planned power cut or you think severe weather could cause a power cut:

- have a battery-powered radio tuned into a local radio station;
- keep a torch handy - they are much safer than candles;
- make sure you and any vulnerable relatives or neighbours have a charged mobile phone, and make sure you have important numbers stored in it in case you need help;
- only use other forms of heating or lighting if you can do so safely;
- make sure you have a good supply of warm clothing and a blanket close to hand;
- fill a vacuum flask with a warm drink, and fill a hot water bottle;
- make sure your cupboards are stocked with food and drink that does not need electricity to be heated or prepared;
- try to avoid using your stairlift, if you have one; and
- regularly back up work on your computer.

If there is a power cut . . .

- If your trip switch has not cut off the power and you can find no other reason for your power being off, there may be a problem with the electricity supply in your area.
- Tell us about the power cut by phoning us on the emergency number shown in the table on the 'Contacting us' page. When a fault affects a wide area, you may only hear a recorded message.
- Switch off all electrical appliances for safety reasons.
- Leave a light switched on so you will know when the power comes back on.
- Check that vulnerable neighbours are safe and well.
- Wrap up warm and stay in one room.

continued overleaf . . .

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How we may be able to help you ...

Depending on the circumstances, we may be able to:

- provide a hot meal and a hot drink;
- provide a 'winter warmer' pack containing a wind-up torch, a radio and blankets;
- lend you a small generator; or
- get our customer service staff to provide help.

Welfare organisations looking for advice and information on the services covered by this code of practice should contact our Customer Care Team on 0800 169 2996.

3. Visiting your home

Any visit will either be from one of our staff or from a contractor working for us. We follow a code of practice so that customers can be sure that all visits are made by properly trained, genuine staff or contractors.



- All our employees and contractors will show an identity card displaying the name of their company, their own name, reference number and their colour photograph.
- Where possible, all vehicles used for visits to customers' homes will carry our own (or our contractor's) logo.

- Where possible, all our employees will wear clothing with our company logo on it.
- All our employees and contractors will be able to tell you our emergency phone number as well as the number to call if you have a general enquiry.
- All our employees and contractors will be able to explain what they are there to do.
- We will take all necessary steps to make sure that employees return their ID cards when the card runs out or they leave the company.

If you have any doubts about whether a caller is genuine, do not let them into your home. We will make sure that our employees and contractors are familiar with this code of practice and keep to it at all times. They will be appropriately qualified and fully trained for what they are there to do. They will be calm and polite at all times and they will give clear and accurate explanations and respect your home.

Passwords

You can ask us to use a password when we visit you by calling our general enquiries line.

Appointments

You can make a morning or afternoon appointment for us to visit, or you can ask us to visit within a two-hour time band, during the normal working week. Most appointments we make are ones you have asked for. However, from time to time we may need to visit your home to inspect or maintain our equipment.

Visiting your home

4. Complaints and customer satisfaction

The safety and satisfaction of our customers are our main priorities - we're satisfied only when you are.

All of our staff and contractors are committed to:

- putting safety first;
- respecting you, your time and your property;
- doing a really good job;
- being there when you need us; and
- caring for our local environment.



We aim to provide the best possible customer service at all times. If, however, you are not satisfied with our service, we hope that you will tell us about it so that we can try to put things right for you.

Complaints and customer

Step 1 - Let us know

You can make a complaint to us in a number of different ways - in person at our offices, over the phone, by email or by letter. Please let us know which of these methods you would prefer us to use when we respond to your complaint. When contacting us, please provide your full name, address, postcode, contact phone number and email address and as much detail about your complaint as possible.

In person at one of our offices - please call free on **0800 781 8848** or see the complaints section on our website, www.northernpowergrid.com, to find the office nearest to you.

By phone - please call our free complaints line on **0800 781 8848**.

By email - please email us at complaints@northernpowergrid.com

By letter - please write to Customer Care Manager and send Freepost (no stamp required) to:

RSXE-RCZX-XKBL

Northern Powergrid

Manor House

Station Road

Penshaw

Houghton le Spring

DH4 7LA

satisfaction

Email us at complaints@northernpowergrid.com



Step 2 - We try to find a solution with you

We will try at all times to solve your problem as quickly and efficiently as possible.

If you tell us that you are not happy with our response, we will pass your complaint to an appropriate senior manager. The senior manager will review the complaint and, within 10 working days of you contacting us where possible, will send you a written response.

If you tell us that you are not satisfied with the senior manager's response, an executive director will examine your complaint and the way it has been handled. The Head of Customer Service will write to you with the executive director's findings and send you our final response in writing within 10 working days.

Complaints and customer

Step 3 - Independent review by the Ombudsman Services: Energy

If you are a domestic or small-business customer and you are still not satisfied with the response of our executive director, or if we have not dealt with your complaint to your satisfaction within eight weeks of when you first raised it, you will be entitled to have your complaint reviewed by the independent Ombudsman Services: Energy. The Ombudsman Service is a free and completely independent service. The Ombudsman will ask you for full details of your dealings with us and will also contact us to get our side of the story. The Ombudsman will make a final decision and tell you the outcome. We will have to follow the decision if you accept it.

The contact details for the Ombudsman are as follows:



Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

Telephone: 0330 440 1624 • Textphone: 0330 440 1600

Email: enquiries@os-energy.org • Website: www.os-energy.org/energy

satisfaction



Email us at complaints@northernpowergrid.com

If you would like to receive any of our printed material in Braille, in large print, on audiotape or CD, or in a different language, please call 0800 169 2996.

You can get independent help, advice and information from the following organisations.



Age UK (previously known as Age Concern and Help the Aged)

Tavis House, 1-6 Tavistock Square,
London WC1H 9NA
Free Helpline: 0800 169 8787
Website: www.ageuk.org.uk
Email: info@ageuk.org.uk

Royal National Institute of Blind People (RNIB)

105 Judd Street, London WC1H 9NE
Helpline: 0303 123 9999
Fax: 020 7388 2034
Website: www.rnib.org.uk
Email: helpline@rnib.org.uk

Action on Hearing Loss (previously known as Royal National Institute for Deaf People (RNID))

19-23 Featherstone Street,
London EC1Y 8SL
Tel: 0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone)
Fax: 020 7296 8199
Website: www.actiononhearingloss.org.uk
Email: informationline@hearingloss.org.uk



Find us on Facebook

facebook.com/Northern Powergrid/



Follow us on Twitter

@northpowergrid



Watch us on YouTube

Search: Northern Powergrid

This leaflet is available on our website at www.northernpowergrid.com

We do not sell electricity or gas. You should contact your electricity supplier if you are moving house or have any questions about your bills, meter readings or prices. Their contact details will be on your electricity bill.

We have checked this code of practice to make sure that it meets the requirements of standard conditions 9 and 10 of the electricity distribution licence.