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## Making you our priority

Our commitment to meeting our licence obligations  
Standard Licence Condition 10: Special services statement

## Standard Licence Condition 10 – Special services statement

We are committed to providing the best possible service to our customers and we strive to go above and beyond the minimum standards for identifying and supporting vulnerable customers that are set out in this statement.

Licence Condition 10	How Northern Powergrid is complying with the condition
<p><b>10.1</b> The licensee’s obligations under this condition apply in relation to Domestic Customers at premises connected to the licensee’s Distribution System.</p>	<p>We operate and maintain our Priority Services Register, which covers a wide range of support needs, including, but not limited to; medical dependency on electricity; mobility needs; communication needs (including difficulties in communicating in English); other medical illnesses; the elderly and households with children under the age of 5.</p>
<p><b>10.2</b> The licensee must establish and maintain a Priority Services Register which contains such details of Priority Services Register Customers (“PSR Customers”) as will enable the licensee to fulfil its obligations to them under this condition.</p>	<p>Customers who require such additional support during a power cut can be included on our Priority Services Register, free of charge. Some customers may have support requirements that they may only be applicable for a short time period and, as a result, are able to register for a period to suit their needs. This period is limited to a maximum of 18 months, at which point customers may re-register if they wish.</p> <p>We are committed to contacting every PSR Customer a minimum of once every two years in order to meet our obligation for maintaining the register. PSR Customers will be sent a communication asking them if they wish to remain on the Priority Services Register and be given the opportunity to refresh, update or remove their Priority Services Register record.</p>
<p><b>10.3</b> 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>	<p>We obtain priority services information and, therefore, identify customers who may benefit from being on the Priority Services Register through our own, targeted recruitment campaigns, when we have the opportunity to speak with customers either face to face or on the telephone and from the energy suppliers.</p>
<p><b>10.4</b> PSR Customers are Domestic Customers who:</p> <p>(a) are either</p> <p>(i) of Pensionable Age, disabled, chronically sick, or live with children aged under 5; or</p> <p>(ii) 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:</p> <p>(i) personally asked the licensee to add their name to the Priority Services Register, or</p> <p>(ii) had a person acting on their behalf ask for their name to be added to the Priority Services Register, or</p> <p>(iii) had a Relevant Supplier or Relevant Gas Transporter ask for their name to be added to the Priority Services Register.</p>	<p>We also partner with a number of other organisations (including other utilities and voluntary organisations and charity partners to identify customers who could benefit from the Priority Services Register.</p> <p>Customers who wish to sign up for the register or a person acting on their behalf (where they have explicit consent to do so) can register directly via our website <a href="http://www.northernpowergrid.com/care">www.northernpowergrid.com/care</a> or by calling our contact centre on 0800 169 2996</p>
<p><b>Duty to give information and advice to PSR Customers</b></p>	
<p><b>10.5</b> 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:</p> <p>(i) of the time at which the supply is likely to be restored, and</p> <p>(ii) of any help that may be able to be provided.</p>	<p>PSR Customers receive a Priority Services Register welcome pack on registration, which provides essential information on what to do in a power cut, tailored support for different vulnerabilities, access to other services we offer, including alternative communication channels, and energy efficiency advice.</p> <p>We provide appropriate communication updates to our PSR Customers to ensure we maintain our relationship, including winter preparedness, other weather related events, information about new services and general communication updates.</p> <p>In the event of a planned power cut, all PSR Customers will be contacted in advance by letter and either by telephone or in person by the project engineer or one of our Priority Service Co-ordinators so that we can assess their needs and provide any additional support that may be required. Our Priority Services Register Co-ordinators who make telephone calls to all PSR Customers affected by the planned power cut.</p>

<p><b>10.6</b> The licensee must provide the information given under paragraph 10.5:</p> <p>(a) free of charge to any PSR Customer; and  (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>Our Priority Services Co-ordinators are responsible for notifying and maintain regular contact with PSR Customers impacted by an unplanned power cut to provide information, check on the PSR Customer's welfare and offer welfare assistance as required. Regular contact will be maintained at the frequency requested by the PSR Customer. All PSR support services are provided free of charge to the customer.</p> <p>We offer a range of communication channels for those customers with additional communication needs. Please refer to section 10.10 of this statement.</p> <p>Through our Priority Services Register care quality indicator survey, we review our Priority Services Register communications and services annually to ensure that they meet the needs of our PSR Customers and reflect, where possible, feedback received from those customers and other key stakeholders.</p>
<p><b>Provision of information to the Relevant Supplier and Relevant Gas Transporter</b></p>	
<p><b>10.7</b> 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>	<p>We and our partners are committed to meeting our obligations under data protection legislation and ensuring that all customers' personal data is handled and stored securely. Consequently, we have policies and procedures in place, which support that compliance.</p> <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 or via an encrypted spread sheet.</p>
<p><b>10.8</b> 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>	
<p><b>Services for other vulnerable Domestic Customers</b></p>	
<p><b>10.9</b> 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>PSR Customers can ask to be part of our password scheme to help them feel safe and comfortable when someone visits their home on our behalf. PSR Customers can ask to be part of our password scheme by calling 0800 1692996. However, we do advise PSR Customers not to let anyone into their home if they doubt the caller is genuine.</p> <p>PSR Customers' passwords are held within our Customer Relationship Management system which is accessible to all of our colleagues who may be required to visit PSR Customers at their home. We also have a code of practice on visiting customers at their home, of which all of our employees and contractors are aware.</p>
<p><b>10.10</b> 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, letter or in person at one of our offices should they require more information or complain about a service that they have received.</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. These services are free of charge and are detailed in our communication materials. Alternative channels of communication include:</p> <ul style="list-style-type: none"> <li>• BSL live interpreter;</li> <li>• Text phone;</li> <li>• Text relay;</li> </ul>

	<ul style="list-style-type: none"> <li>• Language line;</li> <li>• Braille/large print; and</li> <li>• Recite-me - web accessibility, languages, size, colours, speaking and underlining.</li> </ul>
<b>Requirement to publicise services and procedure</b>	
<b>10.11</b> 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).	This statement sets out how we are meeting our obligations under standard licence condition 10 and has been reviewed and endorsed by the Plain English Campaign.
<b>10.12</b> In relation to statements prepared under paragraph 10.11, the licensee must: <ul style="list-style-type: none"> <li>(a) publish them on and make them readily accessible from its Website (if it has one);</li> <li>(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;</li> <li>(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;</li> <li>(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</li> <li>(e) give a copy of a statement on request and free of charge to any person.</li> </ul>	<p>This statement is available to download from our website <a href="http://www.northernpowergird.com">www.northernpowergird.com</a></p> <p>We contact PSR Customers annually via our Customer Relationship Management system where we hold an email address or an alternative digital contact.</p> <p>All information regarding the Priority Services Register is accessible via our website and is included in communication campaigns that we run throughout the year.</p> <p>This statement is available in various formats and languages and we will provide a free hard copy to anyone on request.</p>