

Extract of email received by the Clerk of Plumpton Parish Council, from EDF, on 04 March 2010.

Dear Mrs Cullen,

Thank you for your letter.

I am sorry for all the problems your parishioners in Plumpton Village have been experiencing with the electricity supply, I do realise how disruptive this would have been.

Both the long and short power cuts were due to a fault on our overhead line network which we have now located and resolved. There was a very small hole in a piece of equipment (disc insulator) which resulted in rain ingression and subsequently these power cuts. At the same time a tree was removed, which in high winds would have caused some momentary interruptions.

The local Networks Manager, Bill Blackburn, is confident we have now found the cause of all these problems and your supply will be far more reliable.

For your information I have attached a fact sheet on the guaranteed standards we work to as set out by our regulator and would be pleased for you to print it off and distribute.

Any claims can be sent to: Customer Relations EDF Energy Networks
Fore Hamlet Ipswich IP3 8AA.

Regrettably we cannot guarantee a continuous supply of electricity as there will be faults on the network, some of which are beyond our control. For this reason we are not liable for economic losses such as freezer food and business loss. This has to be a matter for either household or business insurance.

Mary Preece
Customer Relations Manager
EDF Energy Networks
Fore Hamlet
Ipswich
IP3 8AA
Office: 0800 028 4587

DISTRIBUTOR'S FUSE

EGS 1
REGULATION 10

If the main fuse between our supply cable and your meter fails, we will visit within three hours on the weekdays if you call us between 7am and 7pm. On weekends and bank holidays we will visit within four hours if you call us between 9am and 5pm.

If you call us outside these times, we will treat your call as if we had received it at the start of the next working day.

If we do not meet the Standard, we will arrange for you to receive £20.

SUPPLY RESTORATION DURING NORMAL WEATHER

EGS 2
REGULATION 5

If your electricity supply fails during normal weather conditions because of a problem on our distribution system we will work hard to get the power back on as quickly as possible. However, if it takes us more than 18 hours, we will pay you £50 if you are a domestic customer, and £100 if you are a business customer. We will pay another £25 for each additional 12 hours that you are without supply. The standard requires you to make a valid claim within three months of the date the supply is restored.

MULTIPLE INTERRUPTIONS

EGS 2a
REGULATION 9

If you have had four or more power cuts in a year, each longer than three hours, we will pay you £50. The payment is the same whether you are a domestic or a business customer. You must claim the payment within three months of the end of the year, which runs from 1 April to 31 March.

When making a claim you will need to provide the address of the property affected and the dates of the electricity supply failure. (You cannot include in your claim any incident where we have already paid you, or any power cut that we told you about in advance).

ESTIMATE OF CHARGES FOR CONNECTION

EGS 3
REGULATION 11

If you ask us for a new or additional low voltage connection, or an alteration to an existing connection, we will give you a written estimate within 5 working days if we do not need to extend our network, or within 15 working days if we do need to extend it. If we take longer we will arrange for you to receive £40. (Please note this standard applies only to connections requested to developments of four properties or fewer.)

NOTICE OF PLANNED SUPPLY INTERRUPTION

EGS 4
REGULATION 12

If we need to switch off your power to work on our network we will give you at least 2 days notice, unless the work is for emergency repairs. Where possible, we try to give 5 days notice.

If we do not give you the required notice, or we switch your electricity off on a different day, then you can claim (within one month of the failure) £20 if you are a domestic customer and £40 if you are a business customer

VOLTAGE COMPLAINTS

EGS 5
REGULATION 13

If you report a problem with the voltage of the electricity to your property, we will send an explanation within 5 working days or offer to visit you to investigate within 7 working days.

If we fail, we will arrange for you to receive £20.

APPOINTMENTS

If we need to come to your property, or you ask us to visit you, we will agree a date and time with you. We will offer to visit on week days either:

- in the morning between 7am and 1pm:
- in the afternoon between midday and 7pm; or
- within an agreed two-hour period.

If we fail to make or keep an appointment, we will arrange for you to receive £20.

EGS 8
REGULATION 17

NOTIFICATION OF PAYMENT UNDER GUARANTEED STANDARDS

We will notify you, or your supplier, of any Guaranteed Standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send your payment directly to you within 10 working days of becoming aware of the failure except in the case of EGS 11 (Regulation 16).

Supply restoration during Severe Weather, when we issue payments as soon as reasonably practicable.

If we fail to notify you, or your supplier, or fail to send a payment within the relevant timescale, we will arrange for you to receive an additional £20.

EGS 9
REGULATION 19

SUPPLY RESTORATION DURING SEVERE WEATHER

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Electricity (Standards of Performance) Regulations 2005, dependent upon the scale of the event:

CATEGORY 1 (MEDIUM EVENTS)

Lightning events - when we experience at least 8 times the normal amount of faults in one day – supplies will be restored within 24 hours.

Non-lightning events - when we experience between 8 and 13 times the normal amount of faults in one day - supplies will be restored within 24 hours

CATEGORY 2 (LARGE EVENTS)

Non-lightning events - when we experience at least 13 times the normal amount of faults in one day- supplies will be restored within 48 hours

CATEGORY 3 (VERY LARGE EVENTS)

Any severe weather events where at least 35% of exposed customers are affected - supplies will be restored within a period as calculated using a formula based on the number of customers affected, as set out in the Electricity (Standards of Performance) Regulations 2005.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £25 (for both domestic and business customers). You will also receive a further £25 for each additional 12 hours you are without supply. The maximum payment you will receive totals £200. These payments will be made as soon as reasonably possible.

EGS 11
REGULATION 6

