

# Customer Care at Vattenfall Networks

# Contact us



**Are you unsure who your DNO or IDNO is?**  
Find out via the [Energy Networks Website](#)  
Or give us a call on **+44 (0)20 7832 7998**

## In case of a power cut - Call 105

Vattenfall Networks is a member of the 105 service. A member of staff will be able to help with your query.



## General enquiries and connections

Email us at [ido.care@vattenfall.com](mailto:ido.care@vattenfall.com)  
Or call on **+44 (0)20 7832 7998**

We are able to provide a copy of this statement in an accessible format and provide assistance if your first language is not English. We are also able to provide this statement in Braille and Large Text.



# What to do during a power cut?

We understand that electricity is a key need in our daily lives and can cause serious disruption when there is a power cut. The following tips might help you stay safe during a loss of supply to your property.

## What to do first?

- **Firstly, if you see anything suspicious or that looks like an emergency (such as fire or smoke) please make sure you and your family are safe and then call 999 immediately.**
- Second, if everything is safe, check if your neighbours have also lost their electricity supply then call 105 to report a power cut in your area.
- A Vattenfall advisor will be able to take your details and provide some advice over the phone.

## What if my neighbours do have power?

- Proceed to check your trip switch. If it all looks “on”, then call 105 to report a power cut in your area.
- If your trip switch has operated (in an “off” position), then you can switch it back on. If it trips again, then there is a problem with your internal supply, or an appliance is faulty. In that case:
  - Try to unplug everything before you try again. Make sure that you and your family are safe.
  - If you are unsure what to do, contact us and we will be able to assist.

## Other tips

- Keep a torch handy. Avoid using candles where possible.
- Keep a battery radio so you can listen to radio updates.
- Keep an analogue phone with a cord handy as your cordless or digital requires electricity to operate.
- Disconnect any sensitive electrical equipment.

# Visiting your home

**In certain occasions, we will need to visit your home to perform crucial inspections, maintenance or repair work.**

## What happens when we visit?

When we need to visit your home at your request, you will be contacted in advance to let you know when we will be able to attend. We will also contact you when we require to access your home for inspection, maintenance or repair work on our equipment.

On these occasions, we may send a member of our own staff or our contractor working on our behalf. We will ensure that there is a fit and properly trained person possessing the skills required to do the job.

## How to identify a member of our team?

All our employees and contractors will have identification badges including their name, company name and photograph.

However, if you're unsure about this visit, please contact us at **+44 (0)20 7832 7998**

## Setting a password with us

You might choose to have a safety password with us which our employee or contractor can use to identify themselves. If you would like to set up a password, please:

contact us at **+44 (0)20 7832 7998** or

email us at: [idno.care@vattenfall.com](mailto:idno.care@vattenfall.com)



# Planned and unplanned power cuts

We work continuously to provide minimum disruption to your electricity supply. However, we might need to interrupt your connection to perform either planned work or to resolve unplanned power cuts.

## Notice for planned power cuts

We will write to tell you about a planned interruption to your electricity supply with at least two days advanced notice.

## What if I am medically dependent on electricity?

We operate a Priority Service Register which is free of charge. More information can be found on the next page.



## Unplanned power cuts

Faults on the network can cause power cuts. We will work to restore your supply quickly and safely. The timeframe we take depends on the type of fault and if a wider weather condition is affecting our operations. However, see our Guaranteed Performance Standards for compensation in case we are unable to meet our timeframes for restoration.

# Priority Service Register

Electricity is an integral part of our daily lives and some of our customer have special requirements which need further assistance. That is why we provide a free priority service register to be able to tailor our service to your needs.

## Eligibility and registering

You can register to our priority service if you are either:

- of pensionable age;
- disabled;
- chronically sick;
- have special communication needs;
- live with children under 5; or
- you depend on electricity for medical reasons
- If you are unsure, please call us to discuss on **+44 (0)20 7832**

**7998**

You can register by filling in the [form on our website](#).

We can also provide a copy of the form free of charge via post.

## What can you expect from us?

- Providing you with a direct phone number to call in the event of an unplanned power cut;
- Informing you at least 3 working days before we plan an interruption to your electricity supply;
- Giving you essential advice about how to stay safe during the power cut; and
- Keeping you as updated as possible, particularly with the actual time of the supply restoration to your house.



# Priority Service Register Guidance

**If you are on PSR, here are some extra steps you may wish to consider when facing unexpected power interruptions:**

## **Emergency contact numbers**

Keep all emergency contact numbers close to hand. This could include numbers of your friends, family, carers or anyone else you find relevant. This can be on your cell phone, however, we recommend having this written down or on a printed list as phone's battery may lose its charge during a power out.

Consider getting an analogue landline phone, rather than a digital one. Remember, if your landline phone requires a mains power supply, it won't work during a power cut.

## **Medication**

Keep medication in a safe and accessible place. If your medication needs to be kept refrigerated, you could have a cool bag to hand and ice blocks in the freezer in case. Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.

## **Mobility aids**

Most stairlifts, bath hoists and other household mobility aids are battery powered but consider that if you use them during a power cut, they will not stay fully charged. If you use a mains operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.

## **Electrical medical equipment**

If you use a home renal dialysis machine, breathing device or other medical equipment, make sure you speak to your carer, district nurse, doctor or social worker. They may be able to help you prepare a personal emergency plan, so you know what to do if you have a power cut such as acquiring a back-up battery

**If you need medical advice during a power cut, call the NHS Direct Helpline on 111.**

# Data Protection

## How we comply with the General Data Protection Regulation (GDPR)

With your consent we can share your details with your energy supplier who may also offer Priority Services that you can benefit from.

Your contact details will be kept in strictest confidence and only passed on to other organisations for related purposes e.g. a meter company who would need to know of any special access requirements should they need to visit your home to address any problems with your metering equipment. If you advise us of a nominated contact, you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them. We will never share the reason you have given to opt into the Register.

We will never use your details for marketing purposes meaning that you will not receive unsolicited phone calls or messages as a result of registering, and data on the Priority Services Register will not be shared for purposes beyond that of the services described above.

If you no longer need to be registered for Priority Services or would like to remove yourself from our Priority Services Register, please let us know using the contact details we provided on page 3. Your details will be held on our Priority Services Register until such time as you ask for them to be removed, or the registered supplier at the property advises us of a change in circumstances.