

Harlaxton Energy Networks Ltd

www.harlaxtonenergynetworks.com

Harlaxton
Energy Networks Limited

INTRODUCTION

Harlaxton Energy Networks Ltd (IDNO) owns, operates and maintains electricity networks throughout the UK that provide a supply of electricity to a range of customers, comprising domestic, commercial and industrial, through a network of underground cabling and substations at LV and HV networks. We are an independent licensed electricity distribution business able to work in all geographical areas of England, Scotland and Wales.



Westby Lodge, Westby, Grantham, Lincs, NG33 4EA | +44 (0) 844 800 1813

Harlaxton Energy Networks Ltd. Registered in England and Wales. Registered Number 7330883

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FURTHER INFORMATION

This statement sets out Harlaxton Energy Networks approach to Safety and Security of Supply Service (SLC 8). It has been approved by the Gas and Electricity Markets Authority (Ofgem). It describes the enquiry service that has been made available to any person for the purposes of receiving reports and offering information, guidance, or advice about any matter or incident that:

- Affects or is likely to affect the maintenance of the security, availability and quality of service of the licensee's distribution systems; or
- Arises from or in connection with the operation of, or otherwise relates to, the licensee's Distribution System and which causes danger or requires urgent attention or is likely to cause damage or require urgent attention.



Harlaxton Energy Networks Ltd provides an emergency service in accordance with the above paragraph which is continuously staffed and can be contacted by anyone 24 hours a day, 365 days a year. The service is free at the point of use and all reports and enquiries will be processed in an efficient manner. Reports made by post or in person should be restricted to events of a non-urgent nature. Harlaxton Energy Networks Ltd will deal with all enquiries strictly on their merits and will not discriminate in the provision of the service or use the contact to promote any electricity supply business. For any special service requirements (domestic customers who are blind, partially sighted, deaf or hearing impaired) you may call, write or email Harlaxton Energy Networks using the contact details outlined. Your correspondence will then be given in a suitable format and returned in an efficient manner. Assistance will also be given to help understand the contents of the statement to a person whose first language is not English. This statement is free of charge to any person upon request.

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GENERAL ENQUIRIES

For any billing or metering issues please speak directly to your electricity supplier whose number can be found on your bill. To report the loss of your electricity supply to us or any concern about the safety of the meter, or of our electricity overhead lines or underground cables, at any time of the day or night, 365 days a year please see our contact details below. Our normal hours of service are between 8am and 6pm Monday to Friday.

CONTACT INFORMATION

Registered Address:

Harlaxton Energy Networks Ltd
Westby Lodge
Westby
Grantham
NG334EA

If we have to change the address or telephone number of the service we will take steps to inform each authorised electricity operator which uses the service before the change becomes effective.



Free Phone 24 Hour Telephone Number (including emergency service): +44 (0) 800 055 6288

Fax Number: + 44 (0) 800 055 6288

E-Mail: emergency@harlaxtonenergynetworks.com

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