

Safety & Security of Supply statement

0800 044 3092
info@aurora-utilities.co.uk
aurora-utilities.co.uk

Introduction

Aurora Utilities Limited ('Aurora') is an Independent Distribution Network Operator (IDNO) based in the UK. We own and run electricity networks that supply electricity to homes and businesses.

While we're responsible for the electricity network that delivers electricity to those premises, your electricity supplier bills you for your electricity and is responsible for your electricity meter. Any enquiries about billing, or your supplier's Priority Services Register should be directed to your supplier. You should be able to find their contact details on any recent bill.

Licence Obligations

This statement has been produced in line with standard licence condition 8 of Aurora's electricity distribution licence, and has been approved by the Gas & Electricity Markets Authority.

Condition 8 requires Aurora to provide, operate and maintain an enquiry service to be known as the Safety & Security of Supply Enquiry Service so anyone can send or receive information, guidance or advice about their electricity supply or anything that requires our attention.

A copy of this statement:

- is on our website, aurora-utilities.co.uk
- will be provided free to anyone who asks
- will be made available in a suitable format on request to customers who are blind, partially sighted, deaf or hearing impaired, e.g. in large print, Braille or audiotape. For people whose first language is not English, we will provide help so they can understand it.

Safety & Security of Supply Enquiry Service

Reaching us urgently

We'll always do our best to provide a safe and reliable electricity supply. But faults do sometimes happen which can interrupt your service.

You can contact our emergency enquiry line 24 hours a day, 365 days a year.

To report loss of supply or any concern about meter safety, overhead electricity lines or underground cables, call 0800 044 3092.

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Our team are trained to give non-technical advice for the avoidance of danger from the distribution system and loss of supply. In widespread emergencies, they may be helped by other non-technical colleagues.

If you need technical help, we'll put you through to a specialist.

In widespread emergencies, such as those caused by severe weather, we might rely on information from other electricity distribution businesses. We may use automatic answering facilities to keep customers up-to-date.

**Please don't assume we know you have no power.
Contact us as soon as possible.**

Non-urgent enquiries

For non-urgent enquiries about our electricity distribution system or equipment, please contact us by email or post:

Email: info@aurora-utilities.co.uk

Write to: Aurora Utilities Limited
Tower 42
25 Old Broad Street
London EC2N 1HN

Our office hours are 8am – 5pm Monday to Friday.

Changes to this statement

We'll review this statement each year to make sure it stays up-to-date with the latest licence conditions. Any changes will be approved by the Gas & Electricity Markets Authority.

If we change any contact details, we will inform the Authorised Electricity Operators we work with in advance.