Special Services Statement

Introduction

The Last Mile group of companies includes several regulated assets owning businesses, including Last Mile Electricity (LME), an Electricity Distribution Network Operator licenses under the Electricity Act 1989, and Last Mile Asset Management (LMAM) which performs asset management functions across the group's asset owning companies.

Under LMEs License Conditions and regulatory compliance requirements, there is a duty of care to ensure that activities on, and in proximity to, its Electricity networks, take place safely.

This Statement describes the requirements as set out in the Standard Conditions of the Electricity Distribution License Condition 10 Special Serves that are available to our customers.

LME does not sell Electricity to consumers. Instead, we ensure that Electricity is delivered to you safely. Companies that sell Electricity and issue bills are known as Electricity Suppliers.

If you have questions about your bill, your meter, or your supplier's Priority Services Register (PSR), please contact your Electricity Supplier directly. Their contact details can be found on your most recent gas bill.

A copy of this statement is available free of charge to any person requesting it or in a first language as requested

Contact Information

General Enquiries
Last Mile Asset Management Limited,
Fenick House
Lister Way
Hamilton International Technology Park
Glasgow, G72 0FT
Email: Info@lastmile-uk.com
Tel: 03300 587 440

Please do not call this number to report an Electricity emergency. Electricity Emergencies must be reported via the Electricity Emergency Service number, **105** or **0800 804 8688**

Reports made by post or in person should be restricted to events of a non-urgent nature.

Monday – Thursday 8:30am – 5pm and Friday 8:30am – 4:00pm.

License Condition 10 Special Services

At Last Mile we have established and maintain a Priority Services Register (PSR) which contains such details of Priority Services Register Customers ("PSR Customers").

Who is Eligible

If you have any specific needs that may affect how you access our services, it is important that you inform us so we can ensure you receive appropriate support. LMAM have established and maintain a PSR which contains details of PSR Customers.

Are either

- Of Pensionable Age, disabled, chronically sick, or live with children aged under 5; or
- due to otherwise being in a vulnerable situation, in need of additional services related to their access, safety, and communication needs; and

have

- Personally, asked the licensee to add their name to the Priority Services Register, or
- Had a person acting on their behalf ask for their name to be added to the Priority Services Register, or
- had a Relevant Supplier or Relevant Gas Transporter ask for their name to be added to the Priority Services Register.

The easiest way to register with LME is through our online form on our website. You can also call or write to us using the contact details in Section 1.2. Please include your name, address, telephone number and tell us why you qualify for the PSR.

Duty to Give Information and Advice to PSR Customers

Customers registered on the Priority Services Register may receive additional support to help them access our services safely and effectively. The support we provide includes, but is not limited to, the following:

- 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;
- 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
- 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:
- of the time at which the supply is likely to be restored, and
- of any help that may be able to be provided.

Last Mile will provide the Information as stated above

- Free of charge to any PSR Customer; and
- 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.

Provision of Information to the Relevant Supplier and Relevant Gas Transporter

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.

For the purposes of complying with its obligations under this condition (including in respect of obtaining, recording, using and sharing information), Last Mile must comply with any laws relating to data protection and/or privacy.

Services for Other Vulnerable Domestic Customers

Last Mile shall 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.

Last Mile shall 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 Last Mile.

Requirement to Publicise Services and Procedure

Last Mile must prepare statements, in plain and intelligible language, that set out and explain its arrangements for complying with its obligations under the Electricity Distributed Consolidation Standard License Conditions paragraphs 10.2 to 10.10 (including how PSR Customers may become listed on its Priority Services Register).

In relation to statements prepared under the Electricity Distributed Consolidation Standard License Conditions paragraph 10.11, the Last Mile must:

- Publish them on and make them readily accessible from its website (if it has one);
- Take all reasonable steps to inform Domestic Customers, at least once a year, of the existence of the statements and how to obtain them;
- 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;
- 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
- Give a copy of a statement on request and free of charge to any person.

Checks You Make if You Lose Your Supply

If we visit your property and find the problem is with your own circuits or with a lack of credit on your credit meter we may charge you for the visit. To avoid being charged for this we recommend that you carry out the following checks before contacting us.

- Check your trip switch to see if it is in the 'off' position. If it is trying to reset it to 'on'.
- If the switch trips again then there may be a problem with your installation or with one of your appliances.
- If you have a prepayment meter check that it is in credit.
- Check to see if your neighbours have lost supply or, in hours of darkness if there are streetlights, that these have gone out:
- If your neighbours have lost supply or if the streetlights have gone out, please call us on the emergency number. Do not assume that we know or that someone else has already contacted us.
- If your neighbours are still on supply or if the streetlights are on, there may be a problem on our network that only affects your house.

Change of Contact Details

If an Electricity Supplier chooses to provide its customers with an address and telephone number which is different from the one given in the statement for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us.

We also share the arrangements described in this section with other utilities, local authorities and the emergency services. We maintain regular liaison with these organisations and review these arrangements from time to time to ensure that communication remains effective.

If we need to change the address or telephone number of this service, LME will make sure all affected customers are informed before the change takes effect.

Customer Satisfaction

If you have a problem with your Electricity bill, please contact your Electricity Supplier. Their telephone number can be found on your most recent Electricity bill.

If you are dissatisfied with any aspect of the service, you have received from LMAM please contact us and let us know. A copy of our Customer Complaints procedure can be supplied free of charge and found on our website.

If you have any questions about how we process your personal data, please refer to our Privacy Policy for more information.

Guaranteed Standards of Performance

Guaranteed Standards of Performance (GSoP) are rules that ensure you receive a reliable and fair level of service from your network operator. These standards set out the minimum service levels we must meet when carrying out work such as responding to supply issues, connecting new properties, or providing information you've requested. If we do not meet one of these standards, you may be entitled to a fixed payment as compensation. GSoP exists to protect customers and make sure that Electricity companies act quickly, safely, and professionally whenever we interact with you. On our website https://lastmile-uk.com/guaranteed-standards-of-performance/ document details our obligations, responsibilities and payments covered in the regulations.