Arrangements for Access to Premises 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 9 Arrangements for Access to Premises, how to identify our staff when they visit your home, and outlines the training and authorisation processes we follow.

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 9 Arrangements for Access to Premises

Last Mile will take all reasonable steps to ensure the following

- It's staff or its contract partners possess the required skills, knowledge and training to carry out duties relating to the associated work required within the premises.
- Its staff or contract partners can be readily identified by a customer by the operative providing details in form of a letter provided by the company with a contact number where the customer can confirm Last Miles's staff or its partners.
- Provide a password service to its Customers, this password shall be used if we are required to enter the customers premises to prove they are genuine, Customers can set up this password service by calling our general enquires line as set out in section 1.2.
- Be fit and proper, Last Mile will carry out pre-employment checks on all staff and its contract partners, with continual performance assessments.
- Is able to inform the Customer, on request, of a contact point for any help and advice that he may require in relation to the safety and security of the supply of electricity.
- All Customers are informed of this statement once a year and how to obtain it

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.