

Response to consultation on a three-digit number for the national power cut and electricity network safety service

Submitted by: Energy UK

Question 1: Do you agree with Ofcom's proposal to designate 105 for "Access to the national power cut and electricity network safety service" in the Numbering Plan? Please state your reasons.:

Suppliers are very supportive of a three digit number for customers to contact their electricity network operator if they experience a power cut - or if they have an associated welfare related issue or encounter an electricity network safety issue.

Customers are currently confused in such situations, often not knowing who or what number to call and not being able to find this out. Many call their electricity supplier, incorrectly thinking that they are responsible for the infrastructure that supplies electricity to their homes. This confusion and any misdirected calls impact all of our customers adversely. A three digit number is memorable and will help overcome these issues. We agree that effective consumer awareness of this number and the service it accesses is vital and would add that this needs to result in consumers being very clear about what the number should (and shouldn't) be used for. We particularly want to avoid our customers calling the three digit number under the misapprehension that it is for energy retail related issues.

A three digit number service, alongside appropriate and effective consumer awareness, will be a benefit to all consumers - and is therefore something we support.

Question 2: Do you have any comments on how we consider that we have met the legal tests and/or on the proposed modification to the Numbering Plan set out in Annex 2:

The considerations against legal tests all look reasonable and we have no comments on the proposed modification to the Numbering Plan.