

# **Safety & Security of Supplies Enquiry Service Statement**

Standard Licence Condition 8

Requested by Ofgem 28th November 2025

# Safety and Security of Supplies Enquiry Service

Sphere Energy Connect Limited (Sphere) is a licensed Independent Distribution Network Operator (IDNO) in Great Britain. We own and operate electricity distribution networks that deliver power to homes, business premises, and electric vehicle charging infrastructure across the country.

We are responsible for maintaining the electricity network that supplies your property, however we do not supply electricity or issue electricity bills. Your electricity supplier is responsible for your electricity meter and billing you for the electricity that you use. If you have questions about this, please contact your electricity supplier directly. Their contact details can usually be found on your most recent electricity bill.

Sphere is committed to providing a safe and reliable electricity distribution network. However, from time to time, faults may occur on the electricity network that result in interruptions to supply or create potentially dangerous situations.

## When you need us urgently

Please call our **free emergency telephone service on 105 or 0808 100 1077** to report things like a power cut or anything that you think may be dangerous or unsafe to do with your meter, electricity cables or overhead lines.

Please do not assume we are aware of your power cut. We encourage you to contact us as soon as possible so we can respond appropriately.

Our enquiry line is continuously staffed by trained personnel who can provide non-technical advice to help avoid danger and ensure your safety. Where necessary, your enquiry will be escalated to a technical specialist for further assistance.

In the event of widespread emergencies, such as those caused by severe weather, we may rely on information provided by other electricity distribution businesses. During such times, we may also use automated telephone answering systems to provide up-to-date information to customers.

## For Non-Urgent Enquiries

For general enquiries relating to Sphere's electricity distribution system or equipment, you are welcome to contact us by email or post.

### By Email:

[enquiries@sphere-connections.co.uk](mailto:enquiries@sphere-connections.co.uk)

### By Post:

Sphere Energy Connect Limited  
320 St Vincent Street  
Glasgow  
G2 5AD

## Accessibility

In establishing, operating, and maintaining the Safety and Security of Supplies Enquiry Service, Sphere will not discriminate between any person or class or classes of persons.

The information in this Statement is available to anyone who requests it completely free of charge. It is also available in a variety of ways:

### Online

You can view and download it from our website:

<https://www.sphere-connections.co.uk/>

### Alternative formats

If you would like to receive the statement or have it translated into Braille, large print or audiotope, please contact us as we can arrange this for you. We offer alternative communication methods to make things easier for you.

### **Alternative languages**

If your first language is not English, we will provide a service to help you understand the contents of this statement.

Please contact us directly at **0808 100 1077** to arrange any of these services. All these services are provided free of charge.

*This Statement has been prepared in line with the requirements of Standard Electricity Distribution Licence Condition 8, approved by the Gas and Electricity Markets Authority (Ofgem) and Sphere Energy Connect Limited will review at least annually to ensure it stays up to date.*