

Report to Rugeley Town Council
Finance and Management Committee



15th November 2023

Responses re: integrity of electricity supply, installation of smart meter and installation of sub meter

Responses from:-

Connect Midlands

Engie

National Grid

Source: Sue Buxton -Town Clerk

Clerk

From: [REDACTED]
Sent: 28 October 2023 12:37
To: Clerk
Subject: Re: Rugeley Town Council

RESPONSE FROM
CONNECT MIDLAND

Hi Sue, by statement what do you mean?

I can put in writing our findings, there is no particular report or certificate for what were doing

Stu

On 2023-10-27 12:50, Clerk wrote:

> Hi Stuart,
>
> Monday 13th at 9.30pm will be absolutely fine subject to getting the
> batteries switched off.
>
> I will speak to Zoe at Energy Box, to arrange this and then confirm.
>
> If you could put a statement in writing that would be really helpful.
> I don't know if this will be sufficient for the councillors, as they
> seem intent on having a written report.
>
> I will speak to the surgery and the YMCA next week to forewarn them.
>
> Thanks
>
> Sue
>
> Kind regards,
>
> Sue Buxton CiLCA
> Town Clerk and Responsible Financial Officer
> Email:- clerk@rugeleytowncouncil.gov.uk
>
> My normal working hours are 9.30am to 3.30pm - Tuesday to Friday
>
>
>
>
> THINK BEFORE YOU PRINT - DO YOU REALLY NEED TO PRINT THIS EMAIL?
>
> DISCLAIMER This email and files transmitted with it are confidential
> to the intended recipient. If you are not the intended recipient, you
> must not disclose, copy or distribute its contents to any other
> persons nor use its contents in any way. If you have received this
> transmission in error, please notify us as soon as possible and then
> delete it from your system.
>

>
>
> -----Original Message-----

> [REDACTED]

> Sent: Friday, October 27, 2023 12:32 PM
> To: Clerk <clerk@rugeleytowncouncil.gov.uk>
> Subject: Re: Rugeley Town Council
> Importance: High

>
> Hi Sue,

>
> How does 13th of November at 9.30 suit?

>
> With regard to a quotation, there is no real need as switching it off
> will prove one way or the other, i can put the outcome in writing no
> problem

>
> Cheers

>
> Stu

>
>
>

> On 2023-10-25 15:44, Clerk wrote:

>> FAO Stuart,

>>

>> Please find attached a letter from the town council with two
>> requests:-

>>

>> i. Assistance with switching off all our electric
>> to test if there is any other party drawing off our supply

>>

>> ii. A quotation for a detailed check our supply and
>> provision of a written report, detailing whether any other party is
>> drawing off our supply.

>>

>> I am also posting this letter too.

>>

>> I look forward to hearing from you.

>>

>> Thanks

>>

>> Sue

>>

>> Kind regards,

>>

>> Sue Buxton CiLCA

>>

>> Town Clerk and Responsible Financial Officer

>>

>> Email:- clerk@rugeleytowncouncil.gov.uk

>>

>> _My normal working hours are 9.30am to 3.30pm - Tuesday to Friday_

>>

>> _THINK BEFORE YOU PRINT - DO YOU REALLY NEED TO PRINT THIS EMAIL?_

Clerk

From: ~~Customer Service (ENGIE UK) <customer.service@energysupply.engie.co.uk>~~
Sent: 01 November 2023 12:33
To: Clerk
Subject: RUGELEY TOWN COUNCIL account 10334837

Good Afternoon Sue,

Thank you for contacting ENGIE Customer Services.

RESPONSE FROM
ENGIE

RE: RUGELEY TOWN COUNCIL account 10334837

In response to your letter sent to our Leeds office dated 25.10.2023. I tried to call the contact number we hold but there was no answer so left a voice mail. As you have a half hourly meter your consumption is being recorded every half an hour. I have checked and the meter is communicating well and all consumption is actual.

If you require changes made to your current supply, as mentioned on your letter, installation of sub meters. This would need to be arranged by yourselves with a registered electrician/engineer. The electrician will also upon request check your supply regarding any third party drawing on your supply.

If you have any further questions or queries please give us a call on **0800 130 3600**, our office is open from 9am to 5pm from Monday to Thursday and 08:30am to 12pm on a Friday, excluding Bank Holidays or alternatively you can email us at customer.service@energysupply.engie.co.uk

If you need to interact with your meter, please make sure it is safe for you to do so. If you feel your meter has any safety issues, please do not interact with it and call us immediately on **0800 130 3600**.

If you have a gas emergency, please call The Gas Emergency Service on **0800 111 999**. If you have an electrical power cut, please call **105**.

Have you registered for our enhanced online service which provides an easy way to download your invoices and credit notes, make payments, setup direct debits and submit your meter readings?

To register go to engie.co.uk/SME/myaccount

Kind regards,
Tanya Smith
Customer Service Advisor
ENGIE Business Energy
0800 130 3600
customer.service@energysupply.engie.co.uk



Clerk

From: Steven D. [redacted]@nationalgrid.co.uk on behalf of NCCED, info@nationalgrid.co.uk
Sent: 27 October 2023 14:50
To: Clerk
Subject: RE: FORM - General Contact Enquiries

RESPONSE FROM NAT. GRID
(formerly Western Power)

Good Afternoon

Thank you for your enquiry. We do not work on meters or install meters. The meter is the supplier (who you pay the bill to) equipment. Sub meters would be installed by qualified electricians. Our equipment is the main fuse and main supply cable before the meter. Are you having any issues with this equipment?

Kind Regards

Steve Lennon

nationalgrid

Social Media Advisor

Email: [redacted]

Faults & Emergency Number: 105

General Enquires: 0800 096 3080



@gridcustomersuk

From: noreply@westernpower.co.uk <noreply@westernpower.co.uk>
Sent: 27 October 2023 14:40
To: [redacted]
Subject: FORM - General Contact Enquiries

EXTERNAL EMAIL: This email originated from outside of National Grid
DO NOT click links or open attachments unless you recognise the sender and know the content is safe.
If you notice anything suspicious please use the "Report as Phishing" button.

General Contact Enquiries

Submission Properties

ipAddress

109.232.157.40

userAgent

[Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 Edg/118.0.2088.69]

Name

Sue Buxton

Telephone number

01889 574074

Full Correspondence Address

Rugeley Town Council Taylors Lane RUGELEY WS15 2AA

Correspondence Postcode

WS15 2AA

Email address

clerk@rugeleytowncouncil.gov.uk

Site postcode for works to be carried out

WS15 2AA

Site name or number of the property for works to be carried out

Rugeley Town Council and Rose Theatre

Enquiry topic

Connections

Enquiry Details

The members of Rugeley Town Council are concerned about the extremely high consumption of electricity by the town council, including the Rose Theatre. They are particularly worried, as this building was originally part of a secondary school and has been split into two users some years ago and then a third user added at a later stage. The other two users are the YMCA and Aelfgar Surgery. In the light of this history, I have been asked to:- i. To request an investigation be done, and written report provided, to check that there is no other party drawing off our electricity supply. ii. To request the provision of a smart meter for the whole of the town council property, and also sub meters that would allow the monitoring of the theatre separately to the offices. I should be grateful if you could provide a written quote for carrying out the investigation and providing a report, along with the work required for installation of the sub meters under the smart meter, which I understand would be free, to allow the closer monitoring. If you could also given an indication of the timescale that you could complete this work too please.

Consent Checkbox

11

THIS EMAIL CAME FROM AN EXTERNAL SOURCE. STOP & THINK BEFORE OPENING ANY ATTACHMENTS.

This e-mail, and any attachments are strictly confidential and intended for the addressee(s) only. The content may also contain legal, professional or other privileged information. If you are not the intended recipient, please notify