

From: Northern Powergrid

Sent: 10 December 2021 16:53

Subject: Northern Powergrid Storm Arwen Compensation Update

We understand the strain Storm Arwen has placed on our customers at a difficult time and how important it is that we make compensation payments as swiftly as possible.

The amount of compensation each customer is entitled to is bespoke, depending on how long they were off supply. The information below explains these payments, the process for payment and what customers should do if they have any issues or concerns.

Compensation

For anyone without power for more than 48 hours, the compensation payment will be £70 for the first 48 hours and £70 for every 12 hours beyond that. Although the Guaranteed Standards regulations by which Northern Powergrid is governed currently caps compensation at £700, we are voluntarily topping-up payments to those off supply for the longest, so customers will be compensated as if the cap did not apply.

We are processing the data that will allow us to pay compensation automatically where we already have all the information we need. We expect that to apply to a significant proportion of our customers affected by the storm. **Those customers will not have to contact us.** We will calculate the amount of compensation due and proactively send out a cheque.

For customers where we do not hold all the information we need, **we will send them a letter inviting them to provide the required details.** Customers will be able to do this via our secure website, by calling us or by returning the form we will provide.

We will provide a progress update next week when, if things go to plan, we expect to start making contact with customers through the processes described above. Further, we will let customers and your office know when we have written out to all the affected customers so that they may contact us if they have not heard from us by then.

IMPORTANT NOTICE:

Please advise constituents that we will not request any customer bank details through any of our contact channels. All payments will be made via cheque to mitigate the risk of fraud or breach of customer data.

Welfare support payments

We know that your constituents may also have incurred unexpected additional costs due to the power cut, and in addition to the compensation payments, we will provide financial assistance to any domestic customer who was still off supply on 29 November 2021 or later and who needed our help.

We will pay for the reasonable costs of alternative accommodation and food (up to £15 per person per meal). We will also contribute to **other reasonably incurred costs**; for example, where a customer arranges for their own back-up generator.

Next week, we will be providing more detail and new ways to claim for these welfare support payments, and we will send your office a notice with these details. In the meantime, **please advise constituents who get in touch with your team to keep your receipts.**

Further information

We will continue to update www.northernpowergrid.com/storm-arwen with new information over the coming days and weeks, and your team can reach us at stormarwen@northernpowergrid.com, and can reach us directly at 105 to speak to us about individual cases, where appropriate.

Best wishes

Paul Glendinning
Policy and Markets Director
Northern Powergrid