|  |  |
| --- | --- |
| Recipient Name AddressTownCounty Postcode | SSEN Customer Contact CentreInveralmond House200 Dunkeld RoadPerth PH1 3AQ |

INSERT DATE

Dear Customer,

**Storms Malik and Corrie – loss of power and compensation payments**

Please accept my apologies for the recent power loss that you experienced following the impact of the severe Storms Malik and Corrie, which both caused significant damage to the electricity network in the north of Scotland.

I am writing to you as a customer of Scottish and Southern Electricity Networks (SSEN), the intention of my letter is to provide you with an update of the action taken following the two exceptional weather events and set out your entitlement to compensation, under the Guaranteed Standards of Service arrangements.

The damage caused to our network by Storms Malik and Corrie was extensive. Following an intensive effort by our operations team, supported by contractors from across the UK and Ireland, power was restored to around 90% of customers within 48 hours and all customers on Thursday 3rd February.

All remedial repairs to our infrastructure following the storms are now complete and our network is back in full operation. A review has also been established to understand any actions that can be taken to improve our response during future exceptional events of this nature.

**Guaranteed standards and your automatic compensation**

Our regulator, Ofgem, sets clear guidelines for compensation if customers do not receive the service of network supply they expect. The guidelines consider the conditions in which our engineers are working under to restore households and businesses back to power.

Based on the categorisation of Storms Malik and Corrie customers that did not have power restored after 48 hours are entitled to receive £70, and a subsequent £70 for each 12-hour period that they do not have supply thereafter.

**Compensation Table**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | **48 hours** | **60 hours** | **72 hours**  | **84 hours** | **96 hours** | **108 hours** | **120 hours** | **132 hours** | **144 hours** | **156 hours** |
| Standard   |  £70 | £140 | £210  | £280 | £350  | £420  | £490  | £560 | £630 | £700 |

**What do you need to do?**

You do not need to contact us to receive the Guaranteed Standards compensation. **We will automatically issue compensation, by cheque, to the address that was impacted by the storms.**

We are processing the information for all the eligible properties that were impacted and will be issuing the cheques as quickly as possible. To ensure that all the information we hold is accurate and minimise any errors in payments to customers, we need to undertake a fault reporting process which is now underway. Cheques will be issued on a phased basis throughout February and March, as and when fault reports are completed, all should be received by 14th April 2022.

If you do not receive your cheque by 14th April, please call us on 0800 072 7253, this line will be open Monday to Friday 08:30-17:00

There is more information included in the form of FAQs, which may help answer any additional questions you have.

**Reimbursement of additional expenses**

Welfare vans and rest centres were also set up and alternative accommodation was offered to all our customers along with £15pp per meal per day for any food or drinks purchased. I would ask that you send receipts to claim a refund to Storm.Payments@ssen.co.uk.

Reimbursement claims will be processed separately from Guaranteed Standards compensation payments, and payments will be issued separately by individual cheques. Please note, customers may receive the cheques at different times.

**Supporting our customers**

We work closely with our resilience partners throughout the year, taking a multi-agency approach to ensure the safety and welfare of the public. During both storms, we actively prioritised support for those on the SSEN Priority Services Register. If you or anyone you know would benefit from being on the Priority Services Register, please register by visiting www.ssen.co.uk/PriorityServices/ or by calling us on 0800 294 3259.

Once again, please accept my apologies for the inconvenience you have experienced as a result of Storms Malik and Corrie. I hope this letter, and the response of our teams, reassures you that our customers are at the heart of what we do at SSEN and that we have taken the appropriate actions to respond to this situation.

Yours sincerely,

**Gemma Wilson**

Head of Customer Contact Centre

**Frequently Asked Questions**

**How much compensation will I receive?**

Compensation payments for loss of power are calculated following Ofgem’s Guaranteed Standards. Customers who were off supply for 48-hours will receive £70. Customers who were off supply for longer than 48 hours will receive an additional £70 for each 12-hour period without power, up to a maximum of £700.

**How will the payments be made?**

Reimbursement claims will be processed separately from Guaranteed Standards compensation claims, and payments will be issued separately by individual cheques. Please note, customers may receive the cheques at different times.

**Can I claim back the cost of spoiled food in my fridge and freezer?**

SSEN is not liable for any losses which may arise as the result of a failure in the supply, such as fridge and freezer contents. We respectfully ask that you contact your household insurers to find out if a claim can be made under the terms of your policy. We apologise for any inconvenience this may cause.

**I am still waiting on compensation from Storm Arwen – when will I receive this?**

We apologise to customers who are still waiting on payment following Storm Arwen. If you have already contacted us regarding this, there is no need to do so again. We’re working as quickly as possible to have all cheques issued or re-issued if there was a problem with the original cheque. We aim to have all payments related to Storm Arwen issued by the end of February, if not sooner.

