

Dear Shelley,

Thanks again for having us along and the courtesy we were shown despite the interruptions suffered by the parish, I'm glad you found it useful.

We now have both welfare and catering units available to us in storm situations, we send these to area's suffering long running interruptions based on customers affected/time scales. We manage these real time so they can be moved at short notice and respond to need as required. The welfare units can provide hot drinks, information updates, mobile phone charging and they usually carry a stock of 'warm' goods - torches, blankets etc. The catering units provide hot food & drinks of a few varieties.

I must stress that we only have a few of these units available to us at the moment, if we were to see damage to our network as we suffered this winter we could not guarantee them to any specific area - we run a 'triage' situation again based on need and time scale. It is much the same with mobile generation, in any storm situation generators are a finite resource and we will always look to vulnerability/impact when directing generators. However if identified that we can generate within the village and we have units available we should be able to get one there and connected within 3 hours.

In addition to these physical responses we have also altered our approach to customer service. If we suspect there will be an extensive interruption we will advise of the potential delay as soon as it has been identified as opposed to rolling updates. We will also ensure information is available on our website and social media in addition to our fault app which is available and again updated real time (power track SSE - for android & iphone).

Lastly we now contact emergency planning offices in every county we cover before, during and after every storm to update on our preparedness, fault levels and 'worst hit area's' and to share learning points to continue improvement.

This will ensure the there is locally relevant information filtering through local government during extreme weather events so that any response can be targeted and controlled correctly.

Thanks,

Alex Howison

Stakeholder Engagement Manager

Scottish and Southern Energy Power Distribution | Walton Road, Farlington, Portsmouth PO6 1UJ

Extension: 15191 M: [+44 \(0\)7825 015191](tel:+4407825015191) E: alex.howison@sse.com W: www.ssepd.co.uk