



Department for
Business, Energy
& Industrial Strategy

Rt Hon Kwasi Kwarteng MP
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Phil Jones
President and Chief Executive, Northern Powergrid

06 December 2021

Frank Mitchell
Chief Executive Officer, SP Energy Networks

Alistair Philips-Davies
Chief Executive, SSE

Phil Swift
Chief, Executive, Western Power Distribution

By Email

Dear Peter, Phil, Frank, Alistair, and Phil,

Storm Arwen saw the worst damage and disruption to the electricity system in over 15 years. A significant number of customers in Northern England and Scotland have faced power disruptions in excess of one week, and the prolonged restoration has made life incredibly difficult for thousands of customers across the country - **that is simply unacceptable.**

I understand that under Ofgem's Guaranteed Standards, you have 10 working days to make payments to impacted customers from when a customer applies in all scenarios barring severe weather. Given the scale of disruption caused, particularly during the run up to Christmas, I expect you to make every effort to deliver compensation to affected customers swiftly and without delay, investigating other discretionary compensation where appropriate, and considering the burden making a detailed application might place on impacted customers.

I am mindful of the 3-month eligibility window customers have to apply for compensation, however I expect Distribution Network Operators to proactively notify affected customers of their eligibility to simplify the application process, following what has already been a stressful and disruptive time.

In the review into the response to the Storm I have asked officials to conduct, we will also be looking at DNOs responsiveness in providing compensation. Please confirm

to my officials **by close of business Thursday** what timeframe you expect compensation to be awarded to affected customers and how you intended to arrange for payments to be made to affected customers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kwasi Kwarteng', written in a cursive style.

RT HON KWASI KWARTENG MP
Secretary of State for Business, Energy and Industrial Strategy