



REVIEW OF CHRISTMAS 2013 ELECTRICITY SUPPLY DISRUPTIONS

TERMS OF REFERENCE

Following unusually severe winter weather, including heavy rain and high winds which caused substantial damage to sections of the GB power distribution network, some 750,000 customers lost power between 24–28 December 2013. Though the Network Operators restored supplies to 93 per cent of these customers within 24 hours, approximately 40,000 properties were without power on Christmas Day and 15,000 suffered lengthy cuts of over 48 hours.

In the light of this event, the Secretary of State for Energy and Climate Change has invited Ofgem, GB Distribution Network Operators, and the wider electricity supply industry to advise him within the next two months on how the disruption was managed by the industry - both those elements which went well and those which did not - and on what changes are needed to provide assurance of an improved emergency supply response for the future.

In particular he has asked:

- **Distribution Network Operators** to advise and report to him, working with DECC and Ofgem on:
 - the accessibility and appropriateness of communications between DNOs and customers during power cuts with particular focus on communicating effectively with those who are facing lengthy disconnections;
 - resource and customer welfare deployment strategies for disruptive weather events, in order to provide assurance that they are sufficient; and
 - the process by which customers secure compensation.
- **Ofgem** to advise him whether there is a need to review statutory arrangements in the light of this disruption.

The findings and their implementation will be considered through the Energy Emergencies Executive (which brings together the electricity and gas supply industry, regulators, Ofgem and others) before being submitted to the Secretary of State.

Findings regarding communication between other agencies involved in this event, such as the Environment Agency on flood management, and engagement at a local level with Local Resilience Forums, will be identified by the Distributed Network Operators and submitted to DECC who will feed them into a wider HMG review of the severe weather response.

Department of Energy and Climate Change
10 January 2014