

Information Centre
Avonbank
Feeder Road
Bristol
BS2 0TB

Direct Line
0800 055 6833
(Select Option 1)

Date
24 March 2022

Dear Customer

Storm Eunice: Guaranteed Standards Compensation Payment

As you are aware, over the period 18-21 February, Storm Eunice caused considerable damage to the electricity network, with wind speeds of up to 88 mph resulting in widespread power cuts. This was the most severe storm we have ever experienced.

Despite our best efforts, with thousands of our engineers in the field to restore supplies to over half a million customers, we weren't always able to respond to customers as quickly as we would have wished. Please accept our apologies for the prolonged time you were without power and for your patience while we worked to restore supplies.

Our records indicate that your property was without power for over 48 hours as a result of the storm and as such you are eligible for compensation in accordance with Ofgem's Guaranteed Standards compensation scheme. For more information please refer to our website: www.westernpower.co.uk/storm-eunice-ofgems-guaranteed-standards-compensation-scheme

The enclosed cheque has been made payable to the name provided to us by your energy supplier. Please note if you own multiple properties, cheques have been sent to the property address in the name provided by the electricity supplier.

If you have a query about your cheque you can contact us via either email, website link or telephone. Please quote the MPAN reference on the cheque and your full address including postcode. Our contact details are as follows:

Email : wpdstorm@westernpower.co.uk

Website link : www.westernpower.co.uk/SEGS

Telephone : 0800 055 6833 (Select Option 1)

Yours sincerely

Tony Taylor

Tony Taylor
Information Centre Manager