

Severe Weather: Update during Storm Imogen

22,000 customers are currently experiencing power supply problems following high wind which has damaged some of our network equipment.

Issued on: Monday 8th February 2016 - 4pm

Latest customers affected:

WPD South West - Status: **Extremely busy (around 8 times busier than usual)**

- We currently have 12,066 customers affected, mainly in the southernmost areas
- We have already restored approximately 8,800 customers

WPD South Wales - Status: **Very busy (around 6 times busier than usual)**

- We currently have 10,079 customers affected, mainly in the Swansea and Carmarthenshire areas
- We have already restored approximately 6,500 customers

WPD East Midlands - Status: **Busy (but operating normally)**

WPD West Midlands - Status: **Busy (but operating normally)**

Steps we have taken:

- Forward planning, following advanced weather predictions, means that our operational depots have been open from first light.
- We have additional operational and engineering staff in place to respond to incidents, and extra Contact Centre staff are working to ensure customer calls are answered promptly.
- Proactive calls are being made to vulnerable customers to check they are coping and to offer additional support *[insert latest proactive comms volumes if available]*.
- British Red Cross are on standby to provide welfare support including warm meals and drinks to vulnerable customers.
- Air Liquide have been contacted with the postcode areas of customers who had a reliance on oxygen apparatus where we had ongoing issues to provide support where necessary.
- Our helicopters have been patrolling the areas affected to locate damage to the network, helping us to restore supplies to customers quicker.
- Generators have been widely dispatched to provide temporary restoration until permanent repairs can be completed.

Further information



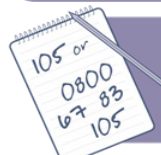




Regular updates can be found on Twitter [@wpduk](#) and also live power cut information is available on our power cut map, this can be found [here](#).

If you experience a power cut or spot anything dangerous which may affect the electricity network, please contact us anytime by:

Phone: **105** or **0800 6783 105**

Twitter: **@wpduk**

All of our contact details can be found [here](#).

-  1. Check you have a phone available that will work in a power cut – digital or cordless ones may not work.
-  2. Keep a battery/solar charger handy so that you can recharge your smart phone or tablet and follow updates on social media and our online power cut map.
-  3. Keep our telephone number handy or save it into your mobile phone (105 or 0800 6783 105) so that you can report a power cut or call for information and advice.
-  4. Have things like a torch or lantern ready (it's best not to use candles or paraffin lights).
-  5. Protect sensitive electrical equipment such as computers with a surge protector plug.
-  6. Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.
-  7. If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return it safely to the ground level if it stops working.