

Severe Weather - We are prepared just in case

We have a range of measures in place during Storm Imogen to ensure we're fully prepared for any impact on our electricity network.

Issued on: Monday 8th February 2016 - 9am

Weather forecast:

WPD South West is currently on: **Red alert**

- *The forecast indicates:* Westerly gales will become severe this morning in Cornwall and Northern and Western parts of Devon, they will ease slightly in all areas from mid-afternoon onwards.

WPD South Wales is currently on: **Red alert**

- *The forecast indicates:* Gale force winds throughout daylight hours with heavy showers, winds will exceed 50mph until late evening and then ease further.

WPD East Midlands and WPD West Midlands are currently on: **Amber alert**

- *The forecast indicates:* Heavy rain will be present in the afternoon and westerly winds will strengthen into the evening.

Preparations Western Power Distribution is taking:

Our resilient systems and dedicated staff are prepared so that, whatever the weather, we can work to restore power supplies as quickly and safely as possible if they are disrupted. In particular we have:

- Additional operational and engineering staff ready and on stand-by to respond to any network issues
- Additional Contact and control Centre operatives available to manage the electricity network and to help customers with their enquiries
- Put arrangements in place to open offices early as required, if they have not already been required to be open overnight.
- Helicopters available to fly and identify badly affected areas to hasten repairs if safe to do so from first light
- Cancelled all non-essential work on the Extra High Voltage network and non-essential maintenance on the 11kV network.

Additional information








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](https://twitter.com/wpduk)

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

For our most vulnerable customers, we also provide additional support during a power cut. Click [here](#) for more information about our Priority Service Register.

-  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.

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](#).

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Severe Weather - Post event summary

99,456 WPD customers reconnected following Storm Imogen

Issued on: Tuesday 9th February 2016 - 5pm

Summary:

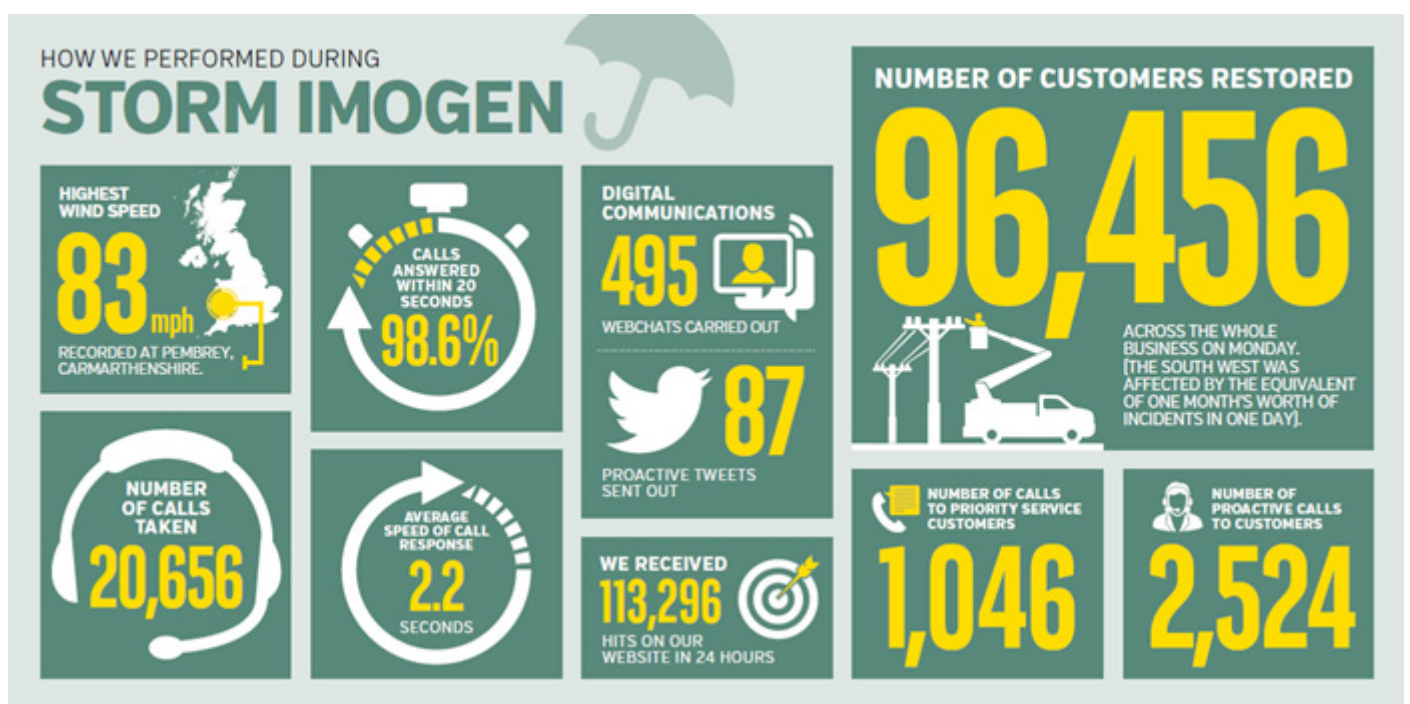
Storm Imogen brought strong winds with gusts of around 83 mph to many parts of WPD's operating area on Monday, which includes the South West, South Wales and the Midlands.

Overnight, we restored a significant amount of customers in the South West region, 80% of customers had their power restored within 3 hours. Redruth, Bodmin and Barnstaple bore the brunt of the damage from the weather.

Our helicopter crews are ready to fly when it is safe to do so to patrol our High Voltage power lines and assess the damage.

Advanced planning, including ensuring additional operational, engineering and Contact Centre staff were in place, ensured supplies were restored as quickly as possible and customer calls were answered promptly throughout the incident.

Key performance statistics:










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