

<b>Name of Organisation</b>	Scottish and Southern Energy Power Distribution
<b>Completed by</b>	Alex Howison
<b>What effect did the adverse weather have on your organisation?</b>	The adverse weather created massive challenges for us, our overhead lines suffered multiple points of damage during the storms while our underground network and substations were threatened by the subsequent flooding. Both adverse conditions hindered our staff's ability to locate damage and attempt repairs. Normal BAU works such as connections and investment works were suspended throughout the period and these costs combined with compensation amounts and storm repair works amounted to significant costs for our business.
<b>What plans did your organisation have in place beforehand to help manage the impact of the severe weather?</b>	<p>Our normal storm preparedness plans were initialised at the moment adverse conditions were announced, this includes increased numbers of staff both during the day and over evenings and weekends. Extra engineers were drafted from our scope of operations in the North of Scotland when they were available, this contingent joined contractors and occasionally engineers from other, less affected DNO's (Distribution Network Operators) within the UK. Frequently throughout the conditions we had over 400% more staff available than on any normal evening or weekend. Extra generation plant had been provisionally booked and our own fleet of generators dispersed through the suspected 'worst affected' areas. Support staff were drafted from 'non-operational' units of the business to assist with call taking, information provision and welfare visits alongside welfare units. Replacement equipment had been placed at depots in addition to stores of cable in preparations for possible damage. Separate 'Storm' and 'Flood' control rooms were in operation giving our business the advantage of central coordination of staff, resources and communications.</p> <p>We also liaised frequently with Emergency Planning Officers throughout the events, despite this contact being more advisory to begin with, throughout the winter months this contact improved with offers of help and useful information being passed much more frequently by the end of the adverse events.</p>
<b>Of the actions that you had planned, what</b>	Tried and tested plans involving staff movements, storm control and liason meant we were able to respond quickly to the events and provide a coordinated and well staffed response. Although the

<b>worked well?</b>	damage our network suffered was severe and widespread we had sufficient equipment and materials to effect repairs, had the extreme weather not been as sustained as we experienced times of restoration would have been shorter across the areas affected.
<b>What worked less well or would you change for future events and why?</b>	Our initial communication with external agencies was minimal, preparatory calls were made with each county EPO which were well regarded, however sustained contact throughout the events was difficult and information provided was often vague. We committed more staff as the events continued and were able to provide more specific information and respond to queries in a more timely fashion. In future we will have a designated team responsible for this contact across our area of operations that will provide area specific updates to local resilience partners, coordinate any request for assistance and relay information to our central storm control who can liaise with strategic and tactical commands if required.
<b>What changes, if any, were made to your plan in response to events and what effect did they have?</b>	When the floods became the more prominent concern a separate 'Flood' control room was set up in Slough. This team took over all flood related activities including scouting and asset protection throughout the flooding across our area of operations. Internally this separation worked well, with staff activities, equipment requirements and communications split between both control rooms. However external communications again started at a minimal level, improving over time until the risk reduced and the need for instant response diminished. The staff manning the flood control room's efforts were able to ensure that not a single supply was lost due to the floods, thanks to active monitoring, liaison with external agencies and in some cases adjusting routes of supply to ensure our networks were resilient.
<b>Please outline any other comments that you may have for the Commission.</b>	Despite negative press for DNO's during and after the adverse weather we're proud of the efforts our staff made in restoring supplies despite being faced with some of the worst weather in living memory. Over the Christmas storms we restored supply to 99% of customers within 24hrs, our emergency contact centre received (at peak) over 130,000 calls and sent 117,000 text message updates a day. We also committed to continually improving our communications throughout the winter and have undertaken significant changes in response to feedback we've received, for example we have formed a Customer and Community advisor team. This team are based across our local depots and in the event of storms they will visit communities and vulnerable customers, providing up to date information, hot food and drinks and storm packs including wind up torches, hand warmers and blankets. This

	<p>team will also ensure regular, meaningful contact with Emergency Planning Offices and local authorities throughout the year. In addition to this we have improved our information offering across social media and our 'powertrack' application to ensure better information is more readily available for our customers. We are also committed to a major investment programme across the south focussing on tree cutting, replacing equipment and installing new lines to improve network performance in areas which were worst hit during the winter.</p>
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