

## **Scottish and Southern Electricity Networks (SSEN) Distribution is working proactively to respond to the initial impacts of Storm Ciarán.**

Since the storm began to hit central southern England late on Wednesday night, SSEN has restored power to almost 25,000 customers. As of noon today, its teams continue the work to reconnect around 2,000 customers who are still without power, as quickly and safely as possible.

Storm Ciarán's route was as forecast, with the worst of the winds affecting coastal areas. Gusts of almost 70mph were recorded on the Isle of Wight. 60mph gusts were observed along the south coast. More high winds are forecast for Thursday afternoon across the region, and SSEN is monitoring this closely, and expects there will be more network faults. Flooding in certain areas is having an impact on the ability of engineers to access faults.

SSEN's teams are working quickly and safely to restore power to customers by rerouting supplies and repairing damage. This rapid and robust response is being aided by the extra teams which have been brought in, including those from our north of Scotland distribution area and contractor partners.

SSEN is also putting in place welfare provision in communities where longer power outages are possible. Hot food vans are being moved to affected areas. Further details will be given on SSEN's social media channels.

The most vulnerable customers in these places are being called or visited and given tailored help and support. SSEN is working with its partners in Local Resilience Forums to co-ordinate welfare support.

SSEN Distribution remains at Yellow Alert status as this bad weather still has the potential to cause damage to the electricity network. SSEN expects further disruption to power supplies throughout the day and is ready to respond to issues as they arise.

## **Customers are encouraged to be prepared for the possibility of disruption to supplies by:**

- Saving the emergency power cut number - '105' - to your phone to report any loss of supply or damage to the electricity network
- Visiting SSEN's Power Track Website to give you details of power cuts and restoration times. You can also report power cuts and network damage through the Power Track app
- Going to SSEN's website where there is a wealth of advice and information on how to deal with a power cut, or to chat live to one of SSEN's advisors via its webchat service

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