

# SP Energy Networks 2015–2023 Business Plan

Updated March 2014

## Annex

**Letter Regarding Storm Response**

Fergus Ewing MSP

December 2013

Ministear airson Cumhachd, Iomairt agus Turasachd  
Minister for Energy, Enterprise and Tourism  
Fearghas Ewing BPA  
Fergus Ewing MSP

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Charles Gallacher  
Director Scotland, Wales and the Regions  
Ofgem  
3<sup>rd</sup> Floor, Cornerstone  
107 West Regent Street  
Glasgow  
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31 December 2013

Dear Charles

I understand that there have been reports recently that some power companies "let their customers down badly" with their response to the disruption caused by severe weather the over the Christmas period. With that in mind, I thought this would be a suitable time to put on record our view that the response from network operators in Scotland has been well up-to-standard.

Both Scottish Power and Scottish and Southern Energy Power Distribution deal with harsh conditions every winter in Scotland and as a result were well prepared for the situation that arose.

The majority of customers were reconnected within a few hours and very few were without power for more than 24 hours. Their response saw 875 linesmen, engineers, contractors and treecutters and over 140 call centre staff working across Scotland to restore power in difficult and challenging conditions.

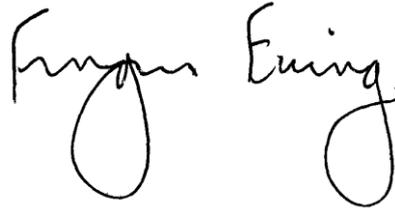
In addition, both companies operate within tried and tested resilience structures within Scotland. They proactively contacted vulnerable customers and worked with local responders to ensure that vulnerable members of society were prioritised, and offered advice and assistance where necessary.

Additionally regular updates on restoration progress to the media, Scottish Government and UK Government ensured that any wider consequences arising could be followed up appropriately at either local or national level.

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I would therefore consider the power companies in Scotland, and their staff, deserve praise and recognition for their tremendous effort over the festive period.

A handwritten signature in black ink that reads "Fergus Ewing". The signature is written in a cursive style with a large loop under the 'F' and another under the 'E'.

**FERGUS EWING**