

Storm Arwen Compensation Payment Claims

Electricity
north west

Bringing energy to your door



Important message for all our business customers affected by Storm Arwen between 26 November and 5 December 2021.

We hope you are safe and well after the devastating destruction caused by Storm Arwen. Over 100,000 properties suffered a power cut in the North West and our teams have worked flat out to restore power as quickly as possible.

If your power was not restored within 48 hours, you may be entitled to compensation. If however, we managed to restore your power within 48 hours, unfortunately compensation does not apply.

Payments to customers following storms are set nationally by energy regulator Ofgem, depending on the severity of the incident. Storm Arwen is classed as a 'category 2' storm, meaning businesses are eligible for payments of £70 if you have been without power for 48 hours, plus a further £70 for each additional 12-hour period that you are off supply. A previous cap of £700 has now been removed.

We will review all applications and will make payments to eligible customers as soon as reasonably practicable. This is likely to take a few weeks.

If you are eligible for a payment you can claim by completing a simple form on the Electricity North West website at the address below. We have highlighted some steps to follow on the next page to help you complete the form, should you need a helping hand.

<http://www.enwl.co.uk/advice-and-support/guaranteed-standards/apply-for-guaranteed-standards-payment/>

You can claim regardless of who your energy supplier is (Eon, Octopus etc). Electricity North West manages the electricity network for all homes and businesses in the North West.

Payment is made for each individual property affected by the loss of power. For businesses each individual property is designated by having a separate meter and a unique Meter Point Administration Number (MPAN) which can be found on your electricity bill.

Payment will be made by cheque; Electricity North West does not have access to customer bank account details and therefore cannot transfer payments into your bank account.



How do I complete the form?

Complete your details: These are the details of the customer and property affected by the loss of power. A separate claim can be submitted for each meter point.

Customer type: if the building that lost electricity is a registered business, select 'Commercial'

Contact preference: this is how you would like to be contacted with updates for now and in the future.

Dates and time

This is the information relating to the dates and times you were without power, which we need to assess your payment.

- Date the power went off:** the first day you were aware your property had no power
- Time the power went off:** the approximate time the power went off, as close as you can remember; we know many customers were affected after 9pm
- Date the power came on:** the date your power was restored and stayed on for 24 hours, as explained below
- Time the power came on:** the approximate time your power was restored
- Hours off supply:** the total number of hours your property had no electricity between the time it went off and came back on
- Fault reference:** if you have captured any reference numbers starting 'INC' please include these, if not please complete with 'Storm Arwen'
- Cheque payable name:** the name you would like the cheque made payable to which should be the name on your bank account (please check the spelling; if this is misspelt we will need to send you a new cheque)
- Cheque search address:** the address where you would like the cheque to be sent to. This does not need to be the address of the property which was without power.

How do I know what to claim for if my power kept going on and off?

If your power went off again within 24 hours of coming back on, you can make a continuous claim from the time your power first went off until the time it was back on for more than 24 hours.

For example if your power went off on 26 November, came back on for three hours on 28 November, then went off again for a further two days:

Date power went off: 26/11/2021

Date power came on: 30/11/2021

If your power was restored for 24 hours or more and then your power went off again for over 12 hours, please complete a separate form to claim payment. If the second period without power was less than 12 hours you are not entitled to a payment for this.

Once you have completed the form click 'submit'. If we have any queries about your form we will contact you using the details provided.

Many thanks for your patience, co-operation and understanding throughout this major incident.

**If you need to
contact us:**



Call: 105



Visit: www.enwl.co.uk/stormarwen



email: stormarwen@enwl.co.uk