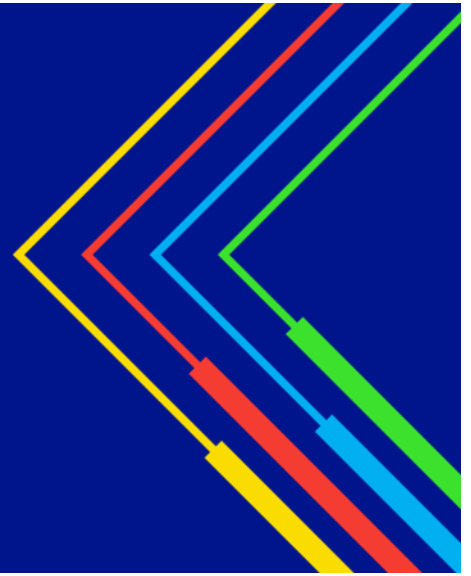


**Electricity
Distribution**

Severe Weather Claim



Fridge Freezer loss

Thank you for getting in touch with us.

We understand how frustrating power loss can be, especially when it leads to food spoilage.

While we always aim to support our customers wherever possible, we're unable to offer compensation for fridge and freezer losses.

Power outages are typically caused by sudden, unexpected faults within our underground network – events that are outside of our control and managed in line with strict safety and operational standards.

We take the reliability of our service very seriously but we're unable to guarantee a continuous supply of electricity, as our network is exposed to many external factors that can lead to unforeseen disruptions.

We appreciate that this may not be the outcome you were hoping for.

Although we're not able to provide compensation, you may wish to contact your home or business insurer, who might be able to assist with any losses incurred.

We're grateful you took the time to raise this with us, and we hope this explanation helps clarify our position.

If you have any further questions or would like to talk through the details, please don't hesitate to reach out – we're here to help.