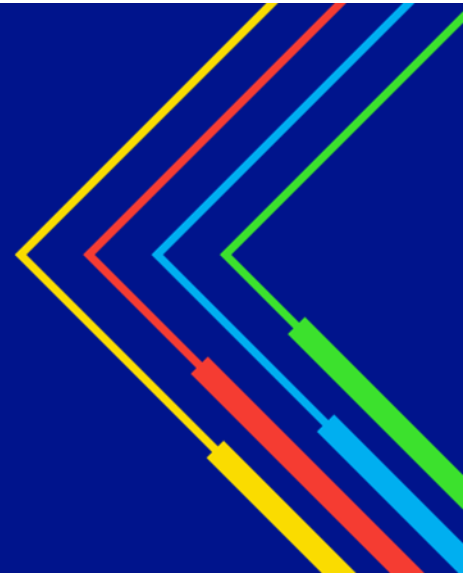


**Electricity
Distribution**

Severe Weather Claim



Business loss

Thank you for getting in touch.

We know how disruptive power outages can be – especially when they affect your business.

We're committed to supporting our customers wherever we can, but unfortunately, we're not able to offer compensation for business or financial losses.

Most outages are caused by sudden faults in our underground network. These are unexpected events, outside of our control, and we manage them in line with strict safety and operational standards.

While we work hard to keep the power flowing, we can't guarantee an uninterrupted supply due to external factors that can lead to unforeseen disruptions.

We understand this might not be the outcome you were hoping for. If you've experienced financial loss, we'd recommend speaking to your business insurer, who may be able to help.

Thanks again for reaching out. If you'd like to talk this through or have any other questions, we're here to help.