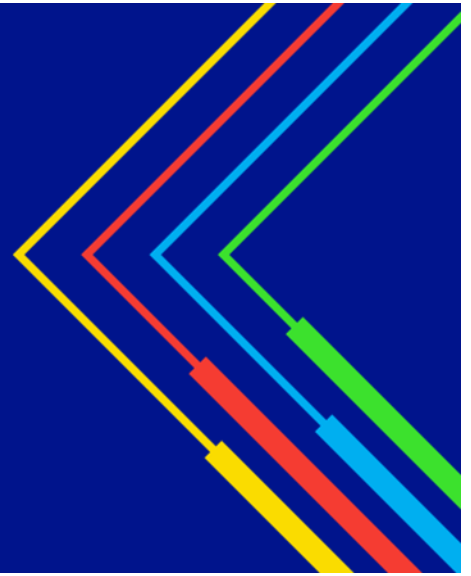


**Electricity  
Distribution**

# Sever Weather Claim



## Length of time off supply

**Thank you for getting in touch.**

**If your power was off for more than 12 continuous hours, you may be entitled to a payment under our Standards of Performance.**

You don't need to do anything – we already have the details and will be in touch with any updates.

While we can't guarantee an uninterrupted electricity supply, we're committed to getting the power back on as quickly and safely as possible.

The Standards of Performance set out the timeframes for restoration and when payments apply.

You can find full details here:

<https://www.nationalgrid.co.uk/customers-and-community/standards-of-performance>

**Thank you again for reaching out – we really appreciate your patience and understanding.**