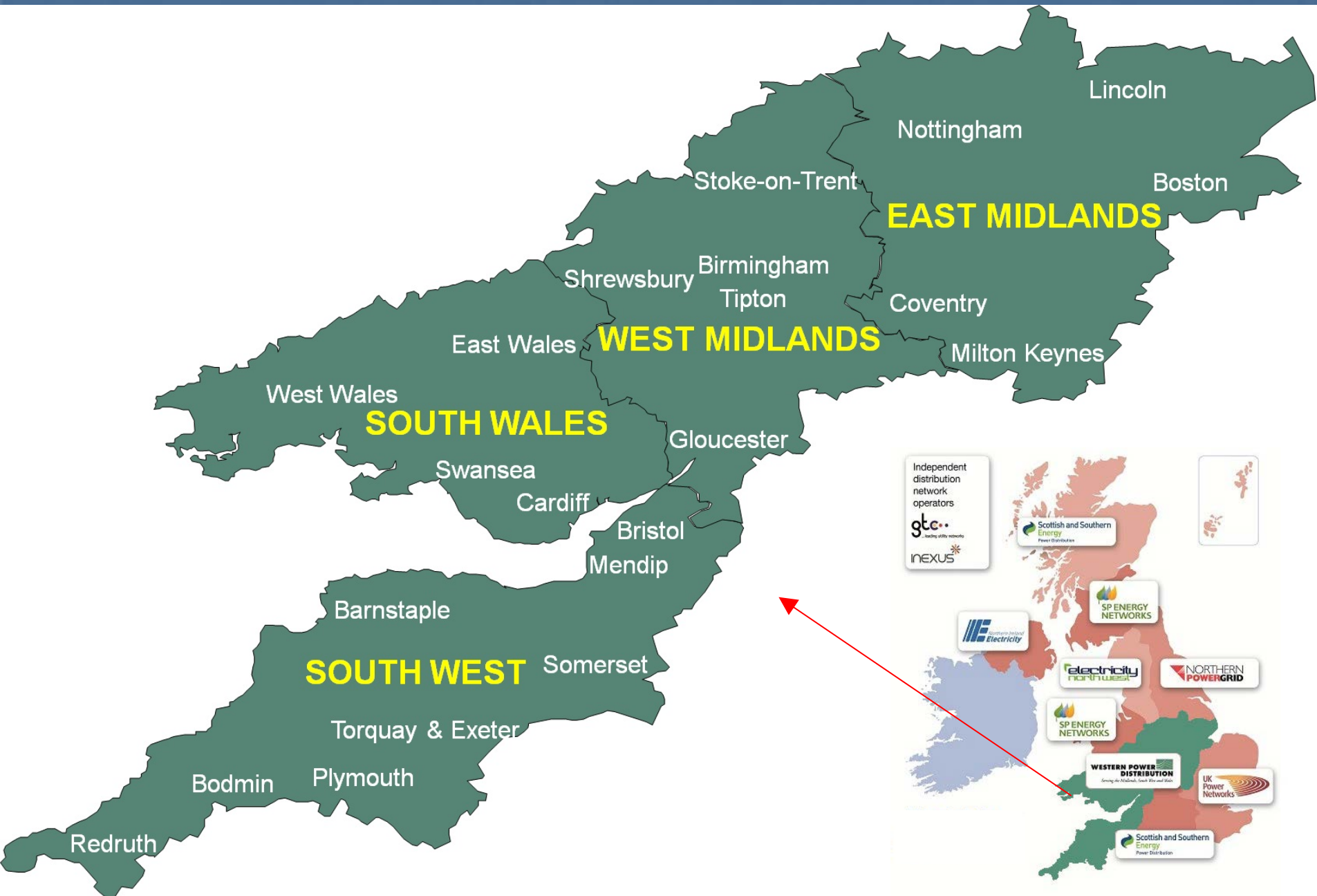


# Western Power Distribution

Peter Roberts



# NEW YORK - 14<sup>th</sup> AUGUST 2003





# WPD Faults (Devon)

- 1,103 High Voltage Devon area in 2015
- 89.5% of customers supply restored within 60 minutes
- Storm of 2013/14 (worst storm experienced in WPD)
  - Winds in excess 85/90mph across the region
  - Prolonged event over Christmas and the New Year
  - 97 High Voltage Fault over period 6 days
  - 30,152 customers affected
- All customer supplies restored within 18hrs

# Vulnerable Customers

## What we offer our Priority Services customers

- We will let them know in advance of a planned interruption to their electricity supply.
- We provide vulnerable customers with a special telephone number so they can get straight through to a person at WPD if they have a power cut.
- Where possible, we will keep them informed if they tell us about a loss to the electricity supply
- For customers who rely on oxygen for medical reasons, we work with the oxygen providers to provide assistance during longer power cuts /storm conditions
- We work with the British Red Cross to provide assistance for older, disabled or other vulnerable customers who have no access to hot food or drinks during longer power cuts.