

Dear Vikki,

Thank you for your patience whilst I have been reviewing your queries, and please accept my apologies again for the inconvenience caused by the power cuts affecting Hadlow Down. I fully understand the concerns these have caused and I hope the information below is useful.

I have used the postcodes TN22 4, to get the information, however, if there is a specific area that you would like me to review please let me know and I will come back to you. I have also copied your queries below with the answers underneath.

- **How many blackouts, either planned or unplanned, have affected Hadlow Down parish in the last 5 years?**

In the last five years there have been 57 power cuts of different lengths to affect the area. This is an average of 11 per year.

- **For each of the above outages, what were the reasons?**

The area is made up of both overhead and underground cables and the faults have been for different reasons. Of the 57, 44 of these have been caused by autoreclosers operating on the overhead cables. These form part of our safety equipment and will automatically turn the power off if a transient fault, such as trees or windborne debris, interfere with the line. Once the fault is cleared the power is automatically turned back on. This operations usually lasts a few seconds and it is currently the most effective way of keeping the power on during this type of fault. Without the autoreclosers engineers would need to attend each time and manually reconfigure the network resulting in a much longer power cut.

The remaining 13 power cuts have been caused by unrelated faults on the underground high voltage network, each lasting longer than three minutes. There is an outstanding issue, that I understand you are aware of, with the cable along the A267 which has required multiple generators to be deployed each time a fault has occurred, delaying restoration time. The most recent power cut you mention on the 18 May was caused by a problem on this cable, but we do have a solution which is being moved forward.

- **When are the repairs taking place to the network? In November 2023, residents were informed that the funds had been secured and were due to commence in early 2024. When is this commencing? If there is a delay to these much needed works, what is the reason?**

Full repairs have been completed for the most recent fault, with all generators removed by 21 May. A scheme has been designed to replace this section of the network. This was delayed, and we originally anticipated it to begin in the first quarter of 2024, however, it was not possible. We now anticipate this to start in July. Once I have a confirmed date I will forward this to you. Due to the area we are working in, this will take approximately six weeks and I can assure you we want to complete this as soon as possible.

- **What is the compensation process for residents who have been without power?**

Ofgem set the standards for compensation regarding power cuts in the electricity guaranteed standards (EGS.) These confirm that those domestic customers who have had four or more power cuts lasting three hours within 12 months are entitled to a payment of £95. Domestic

customers who have had a power cut lasting more than 12 hours are entitled to a payment of £95 with a further £40 for each 12 hours after that. The 12 hour plus payments are usually sent proactively by the customer care team, however, if there are any outstanding our customer care team can be contacted on 0800 028 4587 and they will raise these. I have attached a copy of the EGS for your reference.

Regarding the council meeting, Phil Burke, Lead Field Engineer, would be happy to attend on 3 September and he can discuss the network performance further. The works to replace the cables along the A262 will be complete by then, therefore he will also be able to update you on this.