



March 2013
Getting power back on
in Kintyre and Arran

Thank you to all our customers in Kintyre, Arran and Islay for your patience, understanding and support whilst our teams worked in treacherous conditions to restore power supplies following the high winds and snow on 22 and 23 March 2013.

The extreme weather caused catastrophic damage to our network. At the peak of the event around 20,000 customers were without power. Snow drifts of up to three metres and heavy ice on our lines caused extensive damage to our network across the region and blocked roads hampered our efforts to restore electricity. It proved to be one of the biggest challenges our engineers have had to deal with.

- Over 550 engineers and support staff worked on the effort to get power back on.
- We installed over 230 generators for the duration of the event in Kintyre and Arran.
- Nine steel transmission towers were damaged between Inveraray and Carradale.
- We made over 5,000 calls to affected customers including contacting vulnerable customers at least once a day where possible.
- We replaced over 180 wood poles and 50 pole mounted transformers.
- Our mobile catering units served over 22,000 homemade hot meals and over 48,000 hot drinks.

Our engineers successfully restored power to all customers by 29 March. We still have some work to do on the transmission network and we expect to complete that within the next few weeks.

We have organised a series of local meetings and would like to you to come along and talk to some of our senior managers about what happened and give us your feedback.

You can also complete our online survey which covers all aspects of our customer service by visiting www.smronlinesurveys.com/ssepd.htm

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Our senior management team will be in your area to hear your views on our service.

Tuesday 21 May
Campbeltown
Ardshiel Hotel
Midday – 2pm and 3.45pm – 5.45pm

Southend
St Blaas's Hall
7.30pm – 9.30pm

Wednesday 22 May
Carradale
Carradale Hotel
10am – midday

Clachan
Clachan Village Hall
1.30pm – 3.30pm

Wednesday 29 May
Brodick
Auchrannie Resort
Midday – 2pm and 4pm – 6pm

Thursday 30 May
Whiting Bay
Whiting Bay Hall
10am – midday and 1.30pm – 3.30pm
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