

Rt Hon Anne-Marie Trevelyan  
House of Commons  
London  
SW1A 0AA

1 February 2022

By email only:  
Annemarie.trevelyan.mp@parliament.uk

Dear Rt Hon Anne-Marie,

Thank for your letter dated 21 January regarding our review of the networks' response to Storm Arwen and the feedback from your own engagement with the companies and the experiences of your constituents. Storm Arwen was an exceptionally severe storm and the impacts were clearly distressing for many, particularly for communities across your own constituency.

I agree that there are a number of lessons that can be learned from a network resilience and customer service perspective, and this will be a key focus in our review. We will carefully consider all of the issues that you set out as part of this review, an interim report for which will be published in early February.

In particular, I note your points regarding the timely payment of compensation to customers and the difficulties in getting payments to some customers for whom they do not hold records for. This is something we have raised directly with the CEOs of the networks and we are tracking their progress through weekly reporting.

I will forward details of our interim review when it is published and would be keen to discuss it if you have time and wish to do so. Once the interim review is published, we will be setting out lessons learned and taking enforcement action against Network Companies if necessary.

Yours sincerely,



Jonathan Brearley  
**Chief Executive**