

Received by email from Alan Reid MP

Mr James Hope
Head of Electricity Distribution, Costs & Outputs
9 Millbank
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Dear Mr Hope

My response to this consultation is slightly late, but I hope that it will still be considered.

I certainly welcome the proposal to remove the Highlands & Islands exemption from customer compensation payments.

I would ask that, instead of only considering the continuous period for which a consumer is without power, the regulations should take into account the total period for which a consumer is without power, even if this period is not continuous. Following the January storms, SHEPD announced they would voluntarily pay compensation to consumers in the Highlands & Islands who had been without power for a continuous period of 48 hours, even though the regulations did not require them to. However many constituents have complained to me that they were refused compensation even though they received power for only a very short time during a period of three to four days. This was because during that 3-4 day period the power came on once for a short time. Even if power was only restored for a few minutes in the middle of the night compensation was refused. I suggest that two or more periods without power should be added together if the period with power between the off-periods is less than 24 hours. This would incentivise the distribution company to complete the job as quickly as possible.

Yours sincerely

Alan Reid MP

Alan Reid MP
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