

Storm Arwen compensation

Update: 8 June 2022

Storm Arwen caused unprecedented disruption for over a million properties in Great Britain in November and December 2021. This included almost 280,000 of the 3.9 million households and businesses we power across the North East, Yorkshire and northern Lincolnshire.

Our teams have worked tirelessly since early December to repair the damage caused by the storm, to compensate those customers who were without power for long periods of time and reimburse costs incurred as a result of any power cut through welfare support.

Storm Arwen compensation

Since mid-December we have issued more than 34,000 cheques to over 30,500 customers. This includes top-up payments to 3,600 customers who had received cheques before Christmas and were due additional compensation after our teams investigated their individual power cut experience. It also includes over 4,700 customers who had not originally received a payment.

We continue to work through a small number of new compensation claims that have been received over the past few weeks. We extended the window to claim compensation for power cuts relating to Storm Arwen from the standard three months (90 days) to six months so customers are still able to make new claims until 30 June 2022.

We will endeavour to resolve claims as soon as possible, although some cases could take up to 28 days to investigate. Please provide as much information as possible about your power cut (including the dates and times that you were without power) when registering your claim to enable us to process it as quickly as possible.

We recommend reading our **Compensation FAQs** before registering a claim to check your eligibility. Please be aware that unless you were without power for more than 48 hours you may not qualify for compensation.

The easiest way to make a claim is to **use our online form**. If you don't already have one, you will be asked to register an account with us so that we have the necessary details about your property to enable us to process your claim.

Welfare Support

We are no longer accepting any new claims for welfare support, to reimburse customers for reasonable costs incurred as a result of power cuts during Storm Arwen.

FAQs and useful links

- [Read our FAQs about Storm Arwen](#)
- [Want to understand more about compensation payments and how they are calculated?](#)
- [Received a cheque from us and need to change the payee name on your Storm Arwen compensation cheque?](#)
- [Believe you may be due compensation and want to register a new claim?](#)