

Date: 13th November 2003

Energy Networks Association welcomes Interim Storms Arrangements

The Energy Networks Association, which represents the licensed gas and electricity transmission and distribution companies in the UK, has today welcomed the new interim storms payment arrangements announced by Ofgem.

The ENA members played a key role in working with Ofgem, to improve the speed and reduce the complexity of the current arrangements. These new arrangements, which apply in addition to the existing Standards of Performance go beyond distribution network licence requirements, and show the collective commitment we have to customer service.

Commenting on the new arrangements, Professor Robin MacLaren, Chairman of the Energy Networks Association said, "All electricity networks throughout the world, particularly those in more rural areas, are affected by storms. Our first priority is always to restore electricity to customers as quickly as we can.

We recognise the inconvenience customers suffer and the work we have completed with Ofgem gives customers a more easily understood set of circumstances where they can claim a payment if they lose electricity during severe weather. These arrangements are in addition to existing rights. The ENA and its members have been pleased to work with Ofgem in developing these new arrangements."

Ends

Note to Editors:

The Energy Networks Association was formed on 1 October 2003. Member companies are the owners and operators of the UK Electricity and Gas Transmission and Distribution Networks. The ENA is the Trade Body for Networks (which for this industry sector succeeds the now defunct Electricity Association).

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The Ofgem press release can be found at www.ofgem.gov.uk

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