

### What we do in an emergency



**We continually monitor our network to ensure that we are aware at all times of how it is running and of any problems that might have occurred. We also monitor the weather, so that we are prepared for any natural events that may disrupt our flow of power.**

We have developed a range of emergency plans to help us prepare and respond to specific emergency situations, with predefined trigger points for each type of emergency.

We have three emergency levels:

- **Level 3** - Warning of possible emergency, our state of readiness will be increased across the company. Key activity at the Level 3 Stage will be opening enhanced communications channels both internally and externally, and when appropriate relocating resources closer to the area likely to be affected in readiness to deal with the impact of the emergency.
- **Level 2** - Emergency of duration up to 24 hours, will be declared when there are a significant number of customers off supply or a significant unplanned transmission event has occurred but where supplies are expected to be restored within 24 hours. We will open our emergency centres, and deploy additional resources to restore supplies to customers as quickly as possible. Typical events which may cause us to declare a Level 2 would be for example in response to a lightning storm.
- **Level 1** - Prolonged emergency of duration over 24 hours. This is our highest emergency level and will be declared when a significant number of customers are off supply or a significant unplanned transmission event has occurred and restoration times are likely to be greater than 24 hours. When we declare a Level 1 emergency all available resources are working on restoring supplies to our customers and completing repairs to our network. When available we will draw on support through our industries emergency aide agreement to speed up these repairs.

During any emergency an essential part of our Emergency Plan is effective communication with our customers and partner organisations, to keep them meaningfully informed on the scale and progress of the emergency/incident. In addition to the 24 hour emergency enquiries service provided for customers, communications with our customers may be provided as follows:

- Telephone Calls to specific customers, customer groups, organisations or others who from knowledge of past events can provide assistance in disseminating information locally. For example Power Wardens.
- Business Customers with sensitive equipment or large loads will be informed through established communications channels
- Influential and Special Needs Groups: we maintain a register of such groups and proactive communication will be actioned as required.
- Regional and Local Resilience Forums (RRF & LRF's) will be attended by senior ScottishPower representatives where appropriate.