

In the period leading up to the freeze and thaw, can you please explain in more detail how your Executive and, where appropriate, your Board:

1. Were involved in any planning or preparation, or approved any planning and preparation, for exceptional winter weather events. Please also detail when this occurred.

Our Executive were involved throughout the run-up to the event as summarised in B2 of our original response to the request for information submitted on 5 April. This was primarily via attendance at weekly operational planning meetings and, at a more tactical level, twice-yearly emergency planning meetings.

Further, and as set out in C1 of our original response, our Executive was closely involved in the run up to, the preparations for, and decision making within the incident period where our operations moved outside of business as usual. This included our Executive being present in our 24-hour control room on both 3 and 4 March.

Our Board were appraised and updated of the event status at the appropriate points once incident status was declared.

2. Were notified of each applicable weather status update (amber alert, red alert) and the earliest point at which this occurred.

Discussions between our operational teams and our Executive continued during the week commencing 26 February, with the first weather warning being received on 27 February. Our Executive and operational teams are located a matter of yards away from each other in our Company HQ. Conversations regarding assessed likely impact of the impending weather continued throughout the week, culminating in the decision to move to a pre-mobilisation phase for incident status on 1 March (as set out at Annex 1 of our original response. In C1 paragraph 3 of our original response, we stated that this pre-mobilisation phase commenced two days before we declared an incident – this should read four days, in order to align with Annex 1).

3. Were involved in any planning or preparation in advance of the freeze and thaw event, following the amber or red alert notification. Please exclude any “business as usual” winter preparedness planning, unless the planning specifically considered the freeze and thaw event.

As set out in B2 of our original response, our Executive are involved in weekly planning meetings. Decisions around early assessment of the impending cold weather were discussed with our Executive in the week ahead planning meeting which took place on 23 February. These discussions took place some 3 days prior to us receiving our first weather warning in relation to the freeze thaw event, which was a yellow warning, issued on 27 February.

4. Had the freeze and thaw event escalated to them, such that they were aware of the full scale and severity of the event.

As stated above, our Executive were involved closely in the preparations for the freeze thaw event from at least 48 hours prior to non-business as usual activity commencing, and remained so until after operations had returned to normal, and supply had been restored to the four customers who were impacted. Discussions with the Executive about our planning had commenced several days prior to this, as outlined above.

Again, our Board was appraised of the event status from Monday 5 March, the point at which we declared an incident, and were updated throughout the duration of the incident, as set out in B2 of our original response.