

WHAT YOU ARE OWED, AND WHAT TO WRITE DOWN

Figures checked 2026. Energy is uprated every January; water changed in July 2025. Check the current amount when you claim.

IF THE POWER GOES OFF

Normal weather, over 12 or 24 hours	£95, then £45 per 12 hrs, cap £390
Severe weather, cat 1 at 24 hrs / cat 2 at 48	£85, then £45 per 6 hrs, cap £2,165
More than 4 cuts of 3+ hrs, 1 Apr to 31 Mar	£95
Unplanned gas off	£70 per 24 hrs
Water not restored on time (England)	£50, then £50 per 12 hrs
Low water pressure (England)	£50, up to £250 a year
Internal sewer flooding (England)	£300 to £2,000
Broadband total loss, 2 working days after you report	£10.34, then £10.34 a day

PAID BY YOUR NETWORK OPERATOR, NOT YOUR SUPPLIER. Call 105 to find yours.

THE OUTAGES NOTE

Two timestamps per event is the whole system. Every figure above depends on them.

DATE	WHAT	OFF AT	BACK AT	REF