

578

From: [REDACTED]  
Sent: 30 November 2021 12:05  
To: [REDACTED]  
Cc: [REDACTED] com>  
Subject: Storm Arwen

Dear Madam,

I reside on [REDACTED] and have been without power since Friday 26 November.

Can you advise when we can expect to be reconnected as this is having a detrimental impact on our business.

Also, are there plans for broadband to be installed to our Estate so we can compete with our English counterparts or do rural businesses have to suffer due to lack of investment from the Scottish Government?

[REDACTED]

[REDACTED]

Sent from my iPhone





[Redacted]

Our Reference: 202100259579

2 December 2021

Dear [Redacted]

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns.

The Scottish Government have been liaising with SSEN and SPEN who are working closely with local and national resilience partners to help coordinate a community response. Rest centres, welfare centres and catering vans have been established at multiple locations across the country to support those who remain off supply. In addition, British Red Cross are visiting vulnerable customers, delivering hot food and drinks. Hotel accommodation has also now been offered to any customer in a vulnerable situation due to a storm related power interruption.

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I hope this helps answer your query.

Yours sincerely

[Redacted]

**HIB : Consumer, Competition and Energy Company Services Unit**

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404

-----Original Message-----

From: [REDACTED]

Sent: 29 November 2021 09:59

To: [REDACTED]

Subject: Storm Arwen

Good Morning

I live in Aberdeen and consider myself fortunate that I didn't suffer a loss of power or water from Storm Arwen. However 3 days later and tens of thousands of homes are still without power and some without water.

Whilst local people and businesses have pulled together to help, Aberdeen Council, Aberdeenshire Council and the Scottish Government have been conspicuous in their absence in regard to their response to this.

Why were there not emergency procedures in place, why have council and government properties not been mobilised to provide help and assistance ?

But the way that last sentence was rhetorical- because of course the answer is that we are not part of the glorious central belt

People are freezing, starving and scared

Hang your heads in shame

[REDACTED]





[Redacted]

Our Reference: 202100259404

1 December 2021

Dear [Redacted]

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns.

The Scottish Government have been liaising with SSEN and SPEN who are working closely with local and national resilience partners to help coordinate a community response. Rest centres, welfare centres and catering vans have been established at multiple locations across the country to support those who remain off supply. In addition, British Red Cross are visiting vulnerable customers, delivering hot food and drinks. Hotel accommodation has also now been offered to any customer in a vulnerable situation due to a storm related power interruption.

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I hope this helps answer your query.

Yours sincerely

  
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From: [REDACTED]  
Sent: 29 November 2021 18:12  
To: [REDACTED]  
Subject: Storm Arwen Flights into Edinburgh

Dear MSP,

I would ask you to comment upon this irresponsible act by Easy Jet.

#### Time to Take Responsibility

During the night of Storm Arwen I was faced with another traumatic prospect over the safety of my daughter because of someone else's irresponsible decision making.

The first occasion was in 1996 when Thomas Hamilton entered my daughter's school in Dunblane, fully armed with guns and enough ammunition to kill hundreds of children and any adult who confronted him. To this day, as a parent whose child survived the massacre I have had no full explanation as to why that tragedy was ALLOWED to happen. We know he was granted a firearm licence and we learned his behaviour was known to be suspect but nobody has been named for allowing him to continue with the ownership of lethal weapons. Indeed information, we as parents and my daughter, now 34, should be in possession of has been "buried" for 100 years. I continue to ask WHY? Who was responsible for not reigning in his licence? Why the secrecy?

The second traumatic occasion occurred recently on the night of storm Arwen when I received a text from my daughter on board an EasyJet flight from London Stansted to Edinburgh. The flight was due to land at approximately 9pm. When the Met Office had already declared a RED ALERT prior to her take off at 8pm I assumed the flight would be cancelled. Unable to reach her by phone I checked the "Live flight arrivals and departures" only to find that indeed her flight had taken off and was due to land in Edinburgh at 9.05pm.

I watched the arrival time being extended - 9.10pm, 9.15pm, 9.25pm then I received 2 text messages from her : "Trying again to land" came through on my mobile from her, followed by :

"Thank goodness my post covid sense of smell is poor, as terrified passengers are vomiting everywhere!" Finally another text at 9.36pm: "landed".

My daughter is a seasoned global traveller having experienced some scary internal flights whilst working as an epidemiologist in Africa but this was as she called it a "5 dram" post flight steadier.

The stewards on board were unable to get up to answer calls for assistance from passengers. Front seat passengers were unable to access sick bags and soon none were left to pass forward from the back of the plane.

"I have been a steward for 20 years and have NEVER EXPERIENCED anything as bad as this!" a steward explained to my daughter.

The question arises – with flights already grounded at Newcastle and Edinburgh by 7.30pm and re-routing of flights...why did an EasyJet pilot gamble with passenger safety to take off from Stansted into a KNOWN RED ALERT situation?

Who took final responsibility for making that decision and why?

Even if it is argued planes and pilots are working within specific tested limits, surely existing groundings in Edinburgh , aborted landings and re-routing other planes prior to take off from Stansted, have to be a common sense "RED LIGHT" indicating limits had been calculated as unsafe especially for flying into a "RED ALERT" area and risking lives ?

I have contacted Airport Administrators at Edinburgh and Stansted plus the AAIB for their comments.

I await their reply.

Will this be more excuses and abdication of responsibility in this country? I won't hold my breath... as I did for what seemed a lifetime for my daughter's safety on Friday night...

As Minister for Transport I assume one of your duties is to ensure the safety of passengers of all types of transport into Scotland so with roads closed and rail cancellations who allowed flights to enter the Red Alert area putting many lives at risk and why ?

[REDACTED]

TRANSPORT SCOTLAND  
Transport Scotland

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF



Your ref:  
Storm Arwen Flights into Edinburgh

Our ref:  
202100259384

Date:  
16 December 2021

Dear [REDACTED]

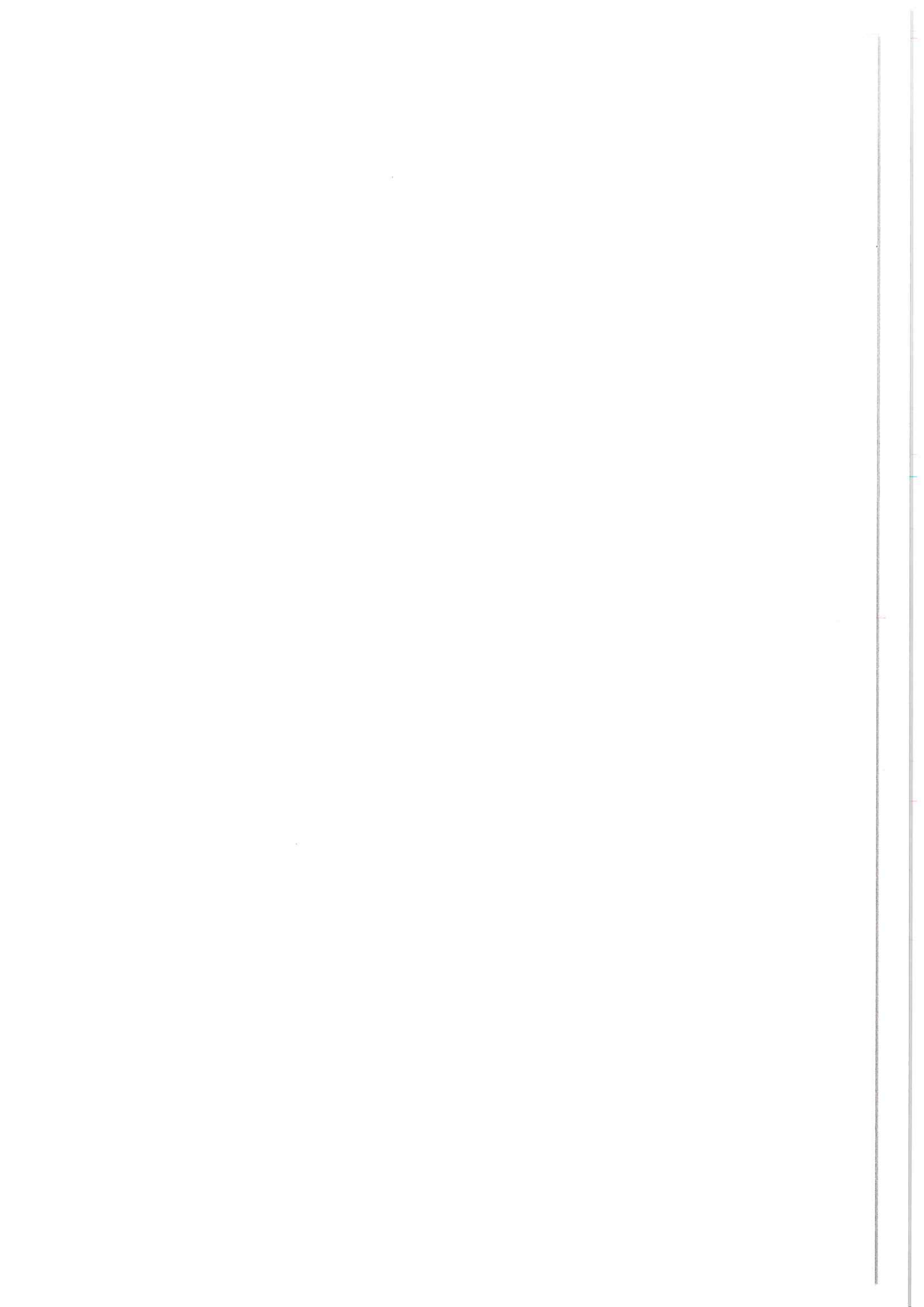
Thank you for your email of 29 November 2021 to [REDACTED] Minister for Transport, regarding flights into Edinburgh during the Storm Arwen period. I have been asked to respond.

While I was sorry to hear of your daughter's flight experience, the Scottish Government has no role in the aviation regulatory regime which is Reserved to the UK Government. The Captain of an aircraft is responsible for that aircraft and will make the decision on whether to land or divert to another airport. The Civil Aviation Authority (CAA) is the UK's specialist aviation regulator. Their responsibility includes ensuring that air services in the UK operate safely. If you believe that the safety of an aircraft has been put at risk then I suggest you raise this with the CAA. This can be done through their web site at:

<https://www.caa.co.uk/Our-work/Make-a-report-or-complaint/Report-a-safety-concern/>

Yours sincerely

[REDACTED]  
**TRANS : TD A, M, FandC Aviation**



159

From: [REDACTED]  
Sent: 29 November 2021 12:55  
To: [REDACTED]  
Subject: Storm Arwen

AO [REDACTED]

[REDACTED] afternoon,

Firstly I am pleased to see that you are safe and well after storm Arwen. As with all the lack of support seen in Aberdeen and shire I thought you must have been taken to Narnia or Oz. That is until I was delighted to be informed that you were on the Andrew Marr show. However, no words of wisdom to those of us suffering here in the North east.

I know that you're very busy with coronavirus and if it's any consolation number of cases will be lower when the residents of the North east all freeze to death, as many of us have no power, heating, or water.

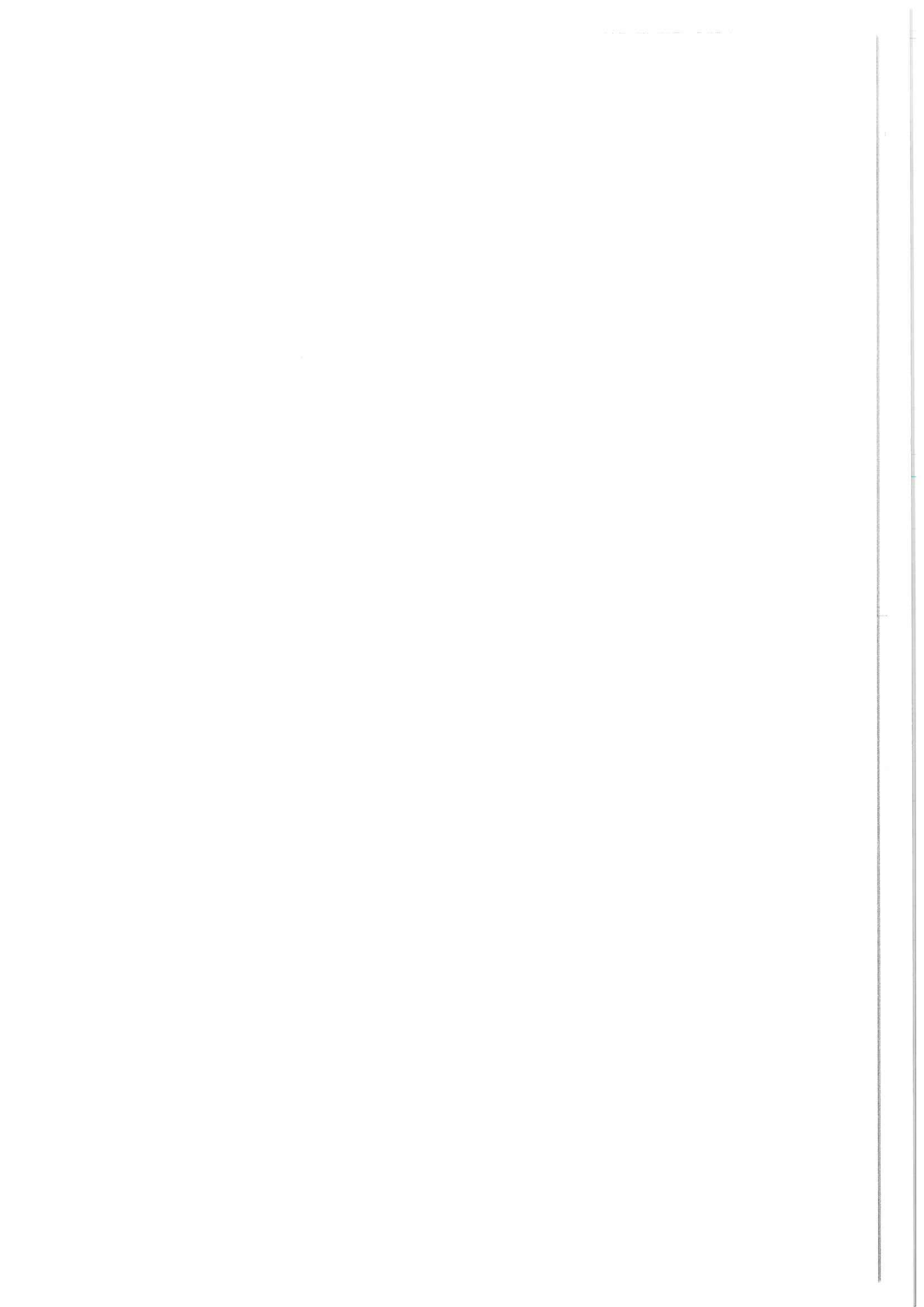
I don't want to hear apologies or nonsense that you don't really mean from your well lit, heated home or office.

I just wondered... where are you when your people genuinely need you? Is this what we have to look forward to from an Independent Scotland?

I would say 'warm regards' however there's nothing warm with minus degrees and zero heating.

Regards

[REDACTED]





[Redacted]

Our Reference: 202100259159

1 December 2021

Dear [Redacted]

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns.

The Scottish Government have been liaising with SSEN and SPEN who are working closely with local and national resilience partners to help coordinate a community response. Rest centres, welfare centres and catering vans have been established at multiple locations across the country to support those who remain off supply. In addition, British Red Cross are visiting vulnerable customers, delivering hot food and drinks. Hotel accommodation has also now been offered to any customer in a vulnerable situation due to a storm related power interruption.

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I hope this helps answer your query.

Yours sincerely

[Redacted]

**HIB : Consumer, Competition and Energy Company Services Unit**

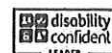
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From: [REDACTED]  
Sent: 29 November 2021 12:26  
To: [REDACTED]  
Subject:

Hi, Nicola,

I know you have a lot on just now but could you get more help to those affected by Storm Arwen

Many are still without power, water, heating and internet in freezing temperatures. There needs to be more door to door contact and help. Generators, food etc desperately needed

I am aware mostly if situation in the North-East.

Many thanks,

[REDACTED]





[Redacted]

Our Reference: 202100259142

1 December 2021

Dear [Redacted]

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns.

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-----Original Message-----

From: [REDACTED]

Sent: 01 December 2021 10:18

To: [REDACTED]

Subject: Power cuts storm Arwen

Dear Scottish Government

I am writing to complain about what appears to be a complete lack of support from the Scottish Government in assisting with the power cuts that are ongoing throughout Scotland since Friday. [REDACTED]

[REDACTED] have had no running water or power since Friday and we have not heard a squeak from yourselves about any support either for us or for SSEN, why is there no military support either to help with the engineers clear the lines which would have saved a lot of time?? The engineer I spoke to this morning from SSEN said the same thing . The situation is desperate now for us and many other people. More action is needed quickly as should have been the case on Saturday straight after the storm. There was certainly plenty of notice about the potential for large scale damage last week.

Look forward to hearing from you shortly with how you are (or have been) supporting those such as ourselves struggling and looking at a 6th night without power and water, in this day and age seems ridiculous.

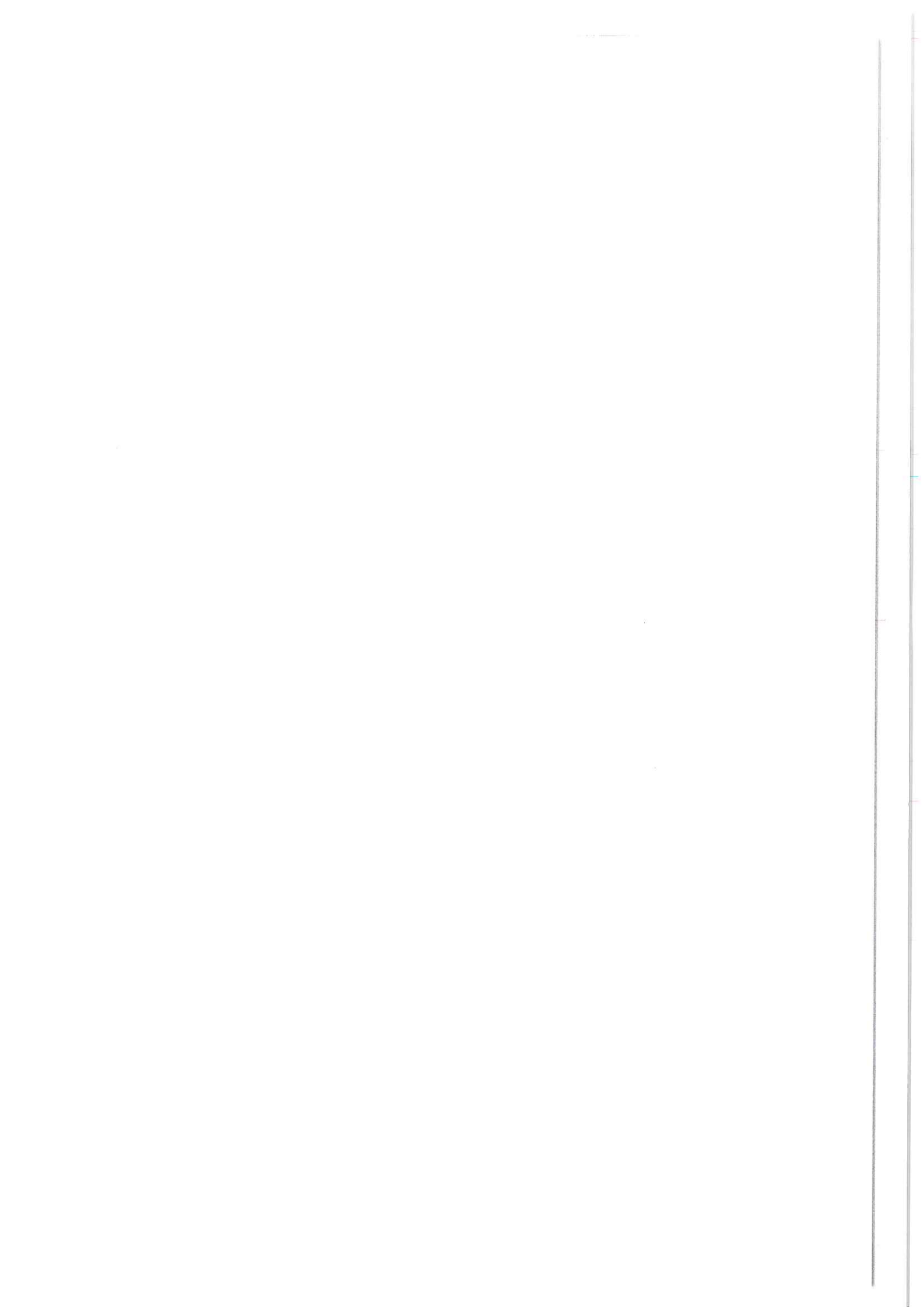
Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

Sent from my iPhone





[Redacted]

Our Reference: 202100259071  
Your Reference: Power cuts storm Arwen

1 December 2021

Dear [Redacted],

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns

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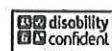
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From: [REDACTED]  
Sent: 29 November 2021 11:09  
To: [REDACTED]  
Subject: Power cut

Hello

I have had no electricity since Friday 26/11/21 due to Storm Arwin.

I have just had a text from SSE who informed me it could take several days before everybody's electric is restored.

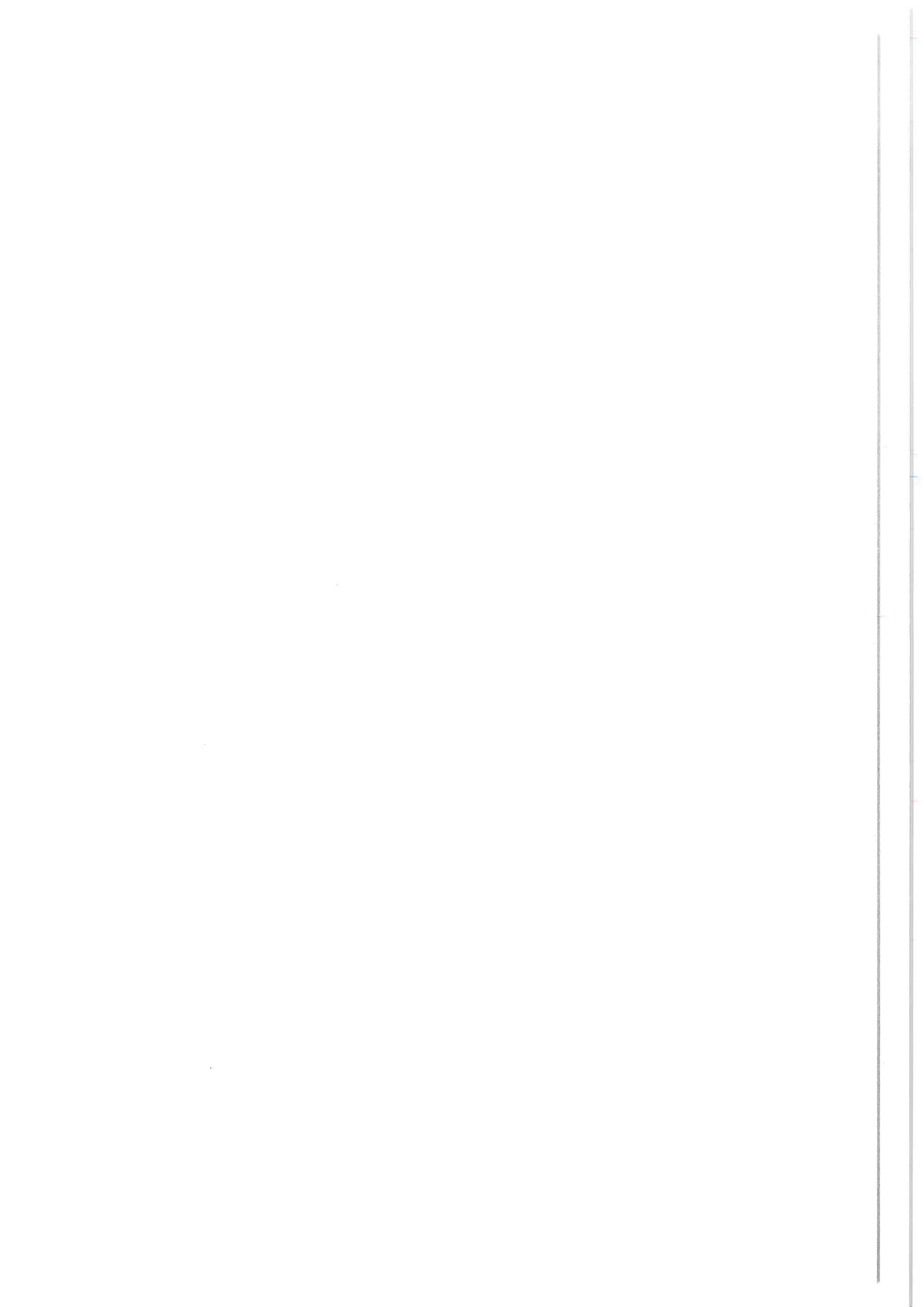
There are 2 houses at my address, 4 people who are over 60, 2 of them have type 2 Diabetes, I myself suffer from osteoarthritis in my back and knees and several joints in both hands, the worst thing about this is if I get cold the pain increases and I am in severe pain at the moment, also one of my daughters has asthma and the cold makes her asthma worse, her bedroom last night was only 13 degrees.

Regards

[REDACTED]

My address is [REDACTED]

[REDACTED]





[Redacted]

Our Reference: 202100258892

1 December 2021

Dear [Redacted]

Thank you for your email, as an official in the energy team I have been asked to respond. The disruption caused by Storm Arwen is the worst of any storm in recent years and we appreciate that many affected will have significant concerns.

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