



GAB Robins Surge Bulletin



Current Surge
Status: **AMBER**
06/02/12

Ice warning following the weekend snow



Update

After a weekend of sub-zero temperatures, with many areas experiencing moderate snowfall, the country has again ground to a halt as transport services and flights have been disrupted and several roads have been closed.

The weather is certainly not as severe as the conditions we experienced last winter but it is causing similar problems, albeit on a smaller scale.

Our Service Centres and Out of Hours service received a large number of calls over the weekend reporting escape of water claims mainly due to frozen pipes. These were spread throughout all areas with no particular postcodes receiving anything like surge volumes.

Despite this, it is predicted by some forecasters that the cold snap will end this week but others have suggested it could continue throughout February. The British weather remains typically unpredictable, but we are not expecting a major surge of storm or freeze claims just yet.

According to our Met Office partners ice is likely to be a hazard on roads and pavements across parts of south-east Wales and much of England. A weather warning has been issued covering an area from Yorkshire down through the Midlands and the eastern counties.

Forecasters have warned the biting temperatures, snow showers and overnight frosts could last for some weeks. Parts of the UK woke up to lying snow of up to five inches (14cm) this morning while the coldest temperature of -8.6C (16.5F) was recorded overnight in Church Fenton in North Yorkshire.

The Met Office said most of England and Wales will be staying relatively settled but cold. The biggest risk is hard overnight frost and freezing fog.

Current Activity

Whilst incoming claim volumes have increased above normal, we do not expect this to continue unless the weather deteriorates over the next few days. Despite this, we will continue to keep our surge status at **AMBER** for the time being.

- Service Centres in Brighton, Manchester continue to deal promptly with all new storm or escape of water claims within normal service standards.
- All adjusters will remain on standby to cover any areas with above normal volumes of claims.
- BRICS contractors have capacity for both emergency and permanent repair works in all areas.
- There are currently no areas with any particular access problems.

Actions

Actions taken to cope with the increased volumes are continually under review but we are currently able to manage the level of incoming claims within our normal operating hours and arrangements.

Should the situation change, further updates will be provided.

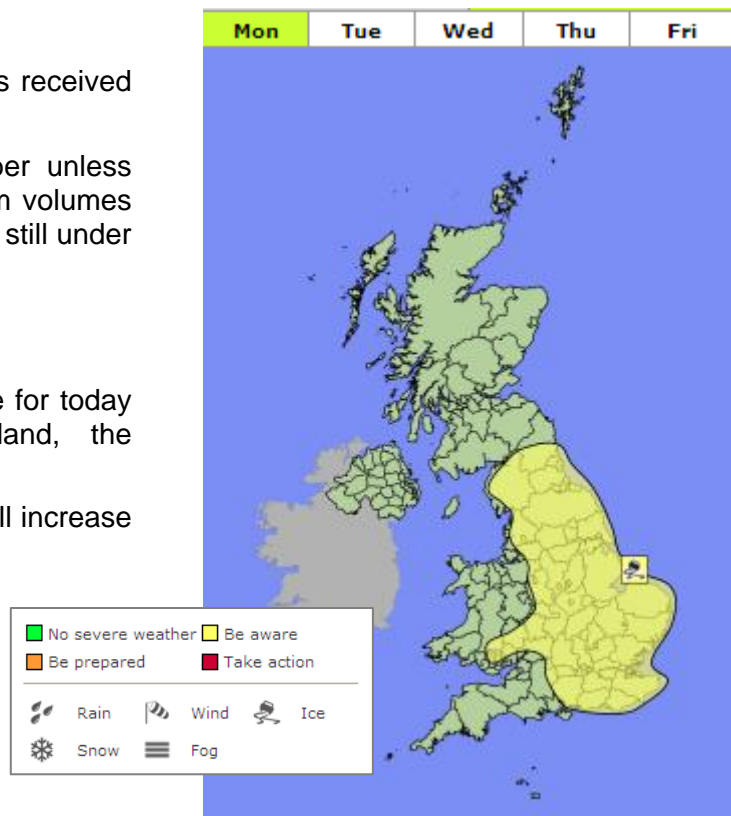
Current Surge Plan Status

AMBER Status of alert arising from claims received and data that indicates likely event.

Our Surge Plan status will remain at amber unless there is a further significant increase in claim volumes or additional severe weather. The situation is still under control and normal SLAs are being met.

Expected Activity

- Yellow weather warnings are in place for today and tomorrow for northern England, the Midlands and Eastern counties.
- Rain falling onto sub-zero surfaces will increase the risk of ice in many areas
- Wintry showers will affect eastern and south eastern England overnight and into Tuesday with some accumulations of snow possible.





We will continue to monitor the situation and will issue a further update if the situation deteriorates. Please feel free to contact your account managers if necessary or me.

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