

# GAB Robins

Storm Bulletin



6 December 2010

**Current Surge Plan Status: RED**

## The Big Thaw?

Probably not, it's just a temporary respite!

After days of heavy snowfall and sub zero temperatures, parts of the country enjoyed a thaw on Saturday with snow and ice melting as the temperatures reached a balmy 6 degrees, along with heavy rainfall in the south and south east.

The Met Office has warned that freezing temperatures will return to much of the UK from today, with severe frosts expected overnight. It is unlikely that there will be more substantial snowfall but there is still a potential for more frozen pipes as temperatures fall to minus 10 degrees in places.



## Burst and Frozen Pipes

We are experiencing high levels of new instructions for burst pipe claims along with other weather related claims which include damage caused by snow. Incoming volumes are more than double normal levels with a high volume of urgent cases. We have been able to maintain normal service so far with staff working extended hours and a large number of visits were conducted over the weekend to deal with this influx.

The main areas of the thaw which occurred over the weekend are as follows:

- South coast
- South East
- London and Home counties.
- South West
- Some parts of the Midlands.

Following weekend visits our adjusters have been able to attend the majority of claims received to date. There are a number of deferred visits in certain areas, due largely to access problems where roads etc are still impassable. These include:

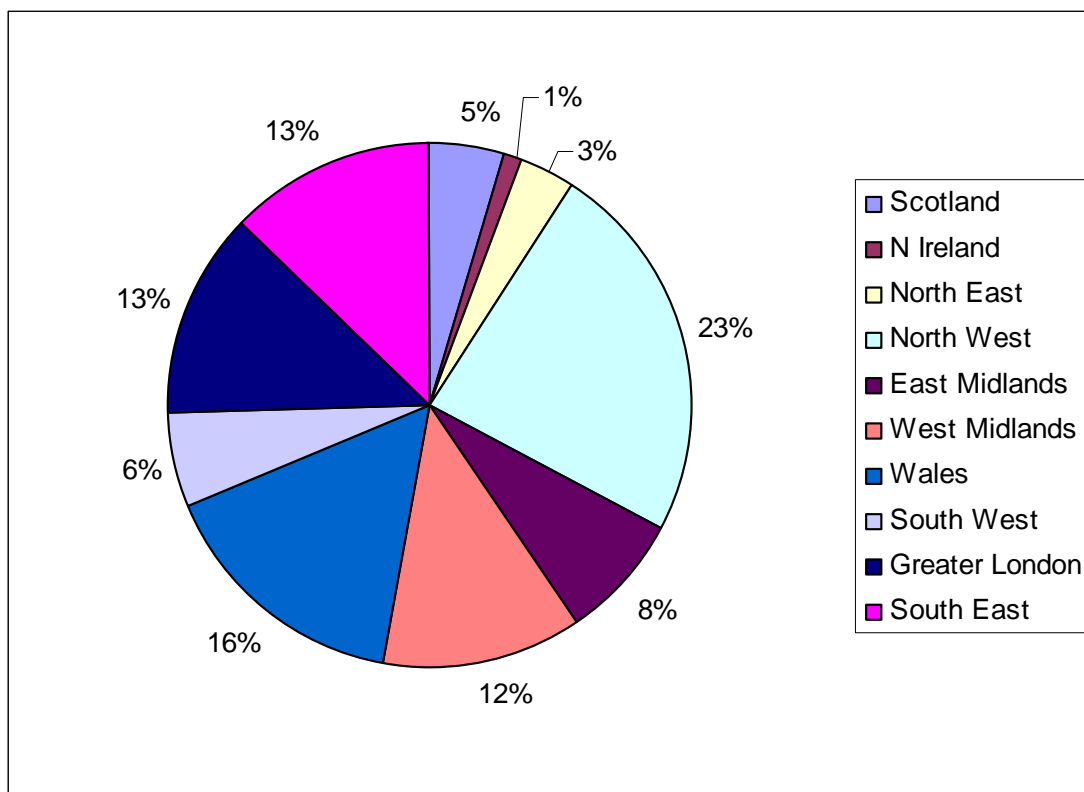
- Scotland
- Some parts of Wales.
- North East, particularly Yorkshire and Northumberland

There has been a further influx of new claims today and adjusters' diaries are being cleared to ensure prompt appointments are made for the most serious cases.

Suppliers are experiencing similar problems with access in the above areas and we are liaising closely with them to ensure urgent cases are prioritised.

Despite the thaw mainly affecting more southerly areas, we continue to receive high volumes of claims in the North West, North Wales and Scotland.

An analysis of the areas giving rise to the largest volumes of burst pipe claims to date is as below:



## Expected Activity

Our Surge status will remain at **RED**.

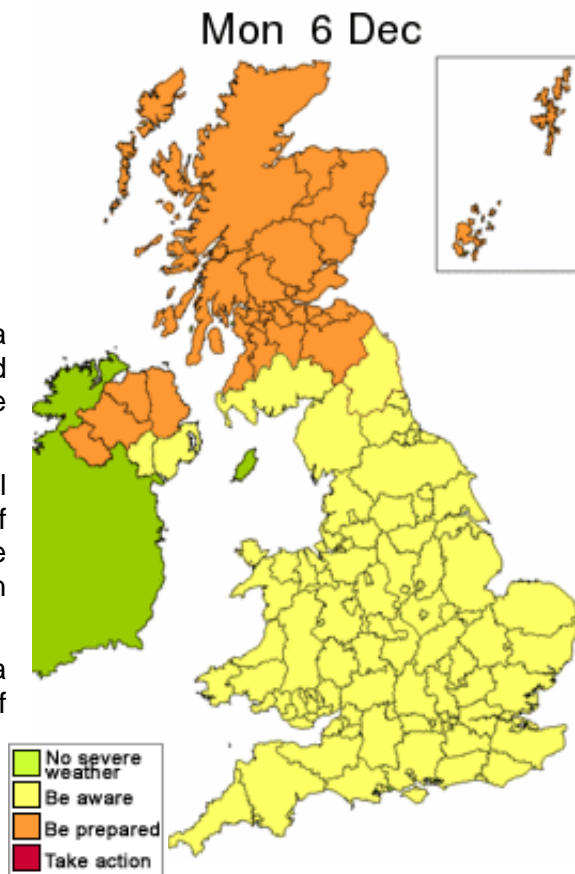
The weather warnings in place are identified on the map which is provided by our Met Office partners.

The Met Office has advised that heavy snow, with accumulations of up to 6cm, can be expected in Northern Ireland and Scotland today, with the snow moving south into North East England during the day.

In other areas, after recent rain, sleet and snow there is a continuing risk of ice on all untreated roads and pavements. The risk is widespread today and all areas are at risk from sub zero conditions and freezing fog.

Further bulletins will follow as and when required. We will continue to provide information on general progress of claims and the areas affected by burst pipes. Please contact your Account Managers for any further information or with any queries.

Insurer specific information and data will be provided via the usual channels. Please feel free to contact me if necessary.



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