

### **Current Surge Plan Status; RED**

## **The Big Freeze**

### Burst and Frozen Pipes

Met Office forecasters predict a "long, slow, erratic climb" out of the freeze. There has been a slight thaw in places but more snow has fallen in parts of central England.

We are now experiencing an increase in new claims as the slight thaw results in the discovery of burst pipes due to freezing. Whilst the numbers are perfectly manageable at this stage, we anticipate an increase in volumes as the thaw eventually sets in. There is also a possibility of some localised flooding in certain areas if there is a more rapid thaw.

We have placed a document on our website ([www.gabrobins.co.uk](http://www.gabrobins.co.uk)) containing advice for policyholders about dealing with burst pipes. This contains mostly common sense advice but it is worth reminding people as it has been some time since we last experienced any major surge in burst pipe claims.

### Current Activity

All GAB Robin's offices are operating as normal and all our adjusters are fully mobile, despite restricted access to some isolated areas.

Weekend working has enabled many re-arranged visits to be completed and the backlog of visits has reduced considerably. We are now concentrating on optimising capacity for appointments in relation to the likely surge in burst pipe claims.

#### Action being taken

- We are reviewing Adjuster diary time to provide extra space for loss visits.
- Urgent or serious losses will be given priority.
- We are identifying individual Adjusters to work outside their normal postcode areas if required, to assist with any 'hot spot' areas; eg South Coast and South east.
- Additional resource will be made available from experienced non property adjusters to assist if required.
- Contingency plans in place for additional adjusters to work throughout next weekend to deal with loss visits.
- Arrangements also in place to provide additional resources for Service centres in Manchester and Brighton and for these offices to open throughout next weekend if required.
- Early discussions with insurer and our own suppliers are taking place to ensure sufficient capacity for restoration and drying work.
- BRICS, our contractor network are fully prepared and a sub-network of preferred contractors with in house plumbing capability is available to provide a tailored first response service for clients. Further details will follow.

Burst pipe claims received to date can be summarised as follows:

Burst pipe claims received up to 11/01/10	
Region	Total
Midlands	19%
S East	16%
Scotland	15%
N West	10%
Belfast	8%
S Wales	8%
Yorks	7%
S Coast	6%
S West	6%
N East	2%
N Wales	2%
E Anglia	1%
<b>Grand Total</b>	<b>100%</b>

### Expected Activity

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

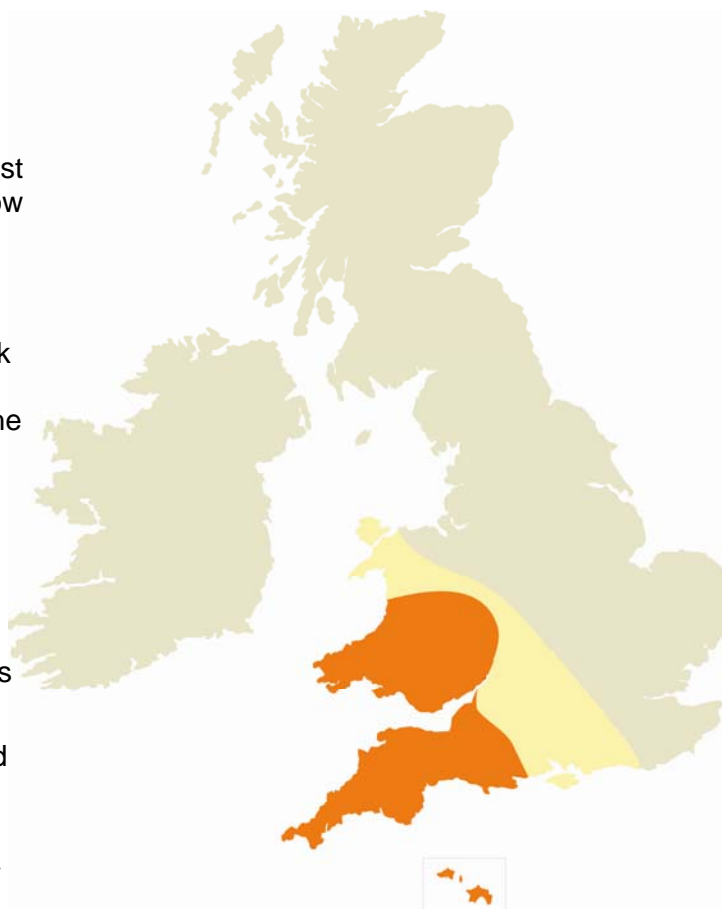
Forecasters say slightly milder air from the east has brought a mix of rain, sleet and some snow across some areas, while up to 10cm (4in) of snow could fall in Yorkshire today.

Philip Eden, vice-president of the Royal Meteorological Society, said: "This is the week things change. It won't be a dramatic sudden change but a long, slow, erratic climb out of the freeze."

There is still one severe weather warning in place advising from late Tuesday to early Wednesday, parts of Southwest England and South Wales are at 80% risk of significant snowfall: 5-10cm typically, 20cm locally and maybe 30cm in the hills and moors. See areas in orange and yellow on map.

Strengthening south easterly winds could lead to drifting

Despite early signs of a thaw, it appears we may have to wait for at least another week for this severe weather to cease.





Further bulletins will follow and 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.

We will continue to provide Insurer specific information and data via the usual channels. Please feel free to contact me if necessary.

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