



From mountain to sea

Email: news@aberdeenshire.gov.uk

Phone: 01467 538222

Web: www.aberdeenshire.gov.uk/news

News Release

STORMS UPDATE 11am 3.2.22

SSEN update

There are still around 130 properties without power across Aberdeenshire – the main pockets being around the Stonehaven and Potterton areas.

SSEN engineers continue to make progress reconnecting the final remaining homes and still have volunteers in all the impacted areas checking on their priority customers. They have escalation processes in place should they identify any issues.

Aberdeenshire Council and its resilience partners also continue to provide additional support for those affected and we wish to thank all those individuals and community groups who have reached out to those without power and supported them during another challenging storm event.

SSEN FOOD VANS

Food vans are in the following locations today (Thurs):

Aboyne, Near the Huntly Arms Inn
Ballater, Victoria Square
Edzell, The Muir Park
Potterton, Pavilion car park (eta lunchtime)
Stonehaven, The Square

All Live Life Aberdeenshire facilities are available until 8pm tonight for access to a hot shower and phone charging, etc

- Aboyne Swimming Pool and Deeside Community Centre
- Banchory Sports Village
- Deveron Community & Sports Centre
- Ellon Community Campus
- Fraserburgh Community & Sports Centre
- Huntly Swimming Pool
- Inverurie Community Campus
- Mearns Community Campus
- Peterhead Leisure Centre

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- Portlethen Pool
- Stonehaven Leisure Centre
- Turriff Sports Centre
- Westhill Swimming Pool

SSEN support for accommodation and meals

For customers without power who need support and are unable to make alternative arrangements to stay with family or a friend, SSEN will reimburse reasonable costs for alternative accommodation.

Customers unable to access welfare facilities and who remain off supply may claim back the cost of meals up to £15 per person. Customers are being asked to keep copies of receipts for any claims.

Keep up to date on the progress of power reconnections at:

<http://news.ssen.co.uk/.../2022/january/storm-malik-update/>

Private Water Supplies

Residents that cannot use their private water supply due to a power cut preventing them from drawing or treating water should source bottled water for themselves where possible.

Where a resident is unable to leave their property to source bottled water (due to self-isolation, for instance) they should contact the assistance line on 0808 196 3384 between 9am and 5pm for support in obtaining a supply of water. For urgent requests out of hours, please contact 07342 088 339.

Where it is not possible for residents to treat their private water supply due to power failure, the water should be boiled before use.

Residents are advised that, when power returns, treatment systems should be checked, cleaned and disinfected as appropriate. Checks should also be made to ensure that treatment equipment is operating effectively and that no damage has been caused due to a lack of water or frost protection.

Until residents are sure their water is safe to drink it should be boiled prior to use or an alternative supply should be used.

Further advice on private water supplies can be found at <https://www.aberdeenshire.gov.uk/.../private-water-supplies/>



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Tree clearance

Our teams and outside contractors continue to undertake felling and clearing works around Aberdeenshire and we thank you for your patience as we undertake this significant task – often making emergency road closures to facilitate this work.

Please remember, fallen, overhanging and hung-up trees represent a serious danger to safety and affected areas should be avoided at all times.

Phone numbers

- To report fallen trees on the roads network – 03456 08 12 05 (during office hours)
- Power outages – via SSEN on 105
- Non-urgent medical issues – via NHS on 111
- Emergency council housing repairs – 03456 08 12 03
- Emergency social care – 03456 08 12 06
- Assistance line – 0808 196 3384 (from 9am-5pm)

The information in this update can also be found at:

ENDS

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