

RBKC Briefing

Electrical power surges to Grenfell Tower

- On 29 May there was a power surge at Grenfell Tower, localised to approximately 40 properties on the higher floors.
- The power was turned off for a couple of hours on 29 May to investigate and undertake repairs.
- The problem has been identified and the building made safe.
- Temporary repairs were completed on 29 May to ensure resident safety. Further work will be required to fix the problem permanently and we will advise residents of timing once we have confirmed arrangements.
- One resident with young children was offered temporary accommodation on 30 May as her key meter was fused in the power surge and could not be topped up. She chose to stay in her house and use power sparingly overnight. If her supplier has not replaced the meter by 8pm Friday 31 May she will be assisted to decant to alternative accommodation for the weekend.
- We understand that some electrical appliances were also affected and we will be working with residents to assess the damage and determine a course of action.
- Immediate action:
 - The safety and security of our residents is our first priority. We have implemented emergency response measures to ensure residents are safe and secure over the weekend.
 - We contacted all residents to make sure they had no emergency issues as a result of the power surge.
 - We asked residents with key meters to check that they were functioning. Eight residents identified issues and have had support as required.
 - We spoke with residents who reported their fridges/freezers were not working as a result of the power surge and offered support. Seven of these are now fine.
 - We made emergency funds available for residents who required support.
- We understand residents have questions regarding the power surges and the issue of compensation for damaged appliances. We will keep them informed of our investigations and advise about insurance as we receive information.
- Support is available to residents of the affected properties should they require it over the weekend. Any problems should be reported via our out-of-hours service on [REDACTED]