



# Power cut?

Powering your home is our priority

**UK  
Power  
Networks**  
Delivering your electricity





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## Preventing power cuts



Each year we spend about £500 million to maintain and replace electricity cables and power lines. This ensures the power in your area is reliable now and in the future.



We also invest in new technology which enables us, where possible:

- **to switch your power back on from our control centre**  
For you this means the power comes back on within minutes. We will always try to see if we can do it this way



# Who are UK Power Networks?

We own and maintain electricity cables and lines across London, the South East and East of England making sure your lights stay on. We maintain and upgrade power equipment. We move and connect new electricity cables.

## You don't pay electricity bills to us

We're not your electricity supplier so no bills are paid to us.

We look after the cables and power lines that power your electricity meter in your home.

▶ Watch our short video called 'You aren't my electricity supplier - who are you?' at [ukpowernetworks.co.uk/videos](http://ukpowernetworks.co.uk/videos)

▶ Watch our short video called 'Delivering your energy' at [ukpowernetworks.co.uk/videos](http://ukpowernetworks.co.uk/videos)



We are leading a £28 million Low Carbon London programme to develop a smarter electricity network



Our training schools are recruiting approximately 80 apprentices a year as well as graduates



We invested £125 million building the electricity network to power the Olympics, improving the reliability of power supplies



We're investing £12.2 million in burying overhead cables in Areas of Outstanding Beauty



We are in contact with customers thousands of times a day, by phone call, text and social media



We're innovating by designing faster and cheaper ways of connecting solar and wind farms



We offer priority assistance during power cuts for our vulnerable customers



A pioneering 'big battery' is being trialled in Leighton Buzzard to help store energy produced by low carbon technologies



# What causes power cuts?

You may not have thought about this before but these scenarios commonly cause power cuts.



## Weather

- Severe winds can cause damage to overhead power lines. Wind-borne debris or trees falling on power lines can pull them down
- Water can get into underground electricity cables and damage the cable
- Lightning can damage power lines and equipment



## Trees

- We work hard to cut trees back from powerlines, however damage can still happen.
- Trees brushing against an electricity line can damage it. We have an extensive tree-trimming programme to prevent this happening



## Other people damaging cables

- When digging in the ground or working near overhead power lines occasionally people do damage our electricity cables. For example someone could accidentally cut through electricity cables when digging. We work hard to prevent this by providing plans of where our electricity cables are and training other companies' staff but accidents still happen

# Planned power cuts

Sometimes we may need to switch off your power while we work on electricity cables nearby.

For example, we could be replacing or repairing an underground cable or equipment that is old or damaged. Or we could be making changes to overhead lines because one of your neighbours has asked us to. For our engineers to carry out this work safely, we have to switch off the electricity supplies serving the area.

But don't worry – we'll tell you before we do that unless it's an emergency situation. We'll send you a note through your door, in advance, that will give you the times we expect to switch off the power and when it is due back on.



## Short power cuts, flickering or dim lights



### You may have:

- noticed your lights flicker
- seen your TV picture change size, had to reset a clock or appliance

This is because the amount of electricity coming into your home is lower than normal. Manufacturers of electricity equipment design their products to cope with these variations so don't worry. If this persists, please talk to us and we'll look into the problem.

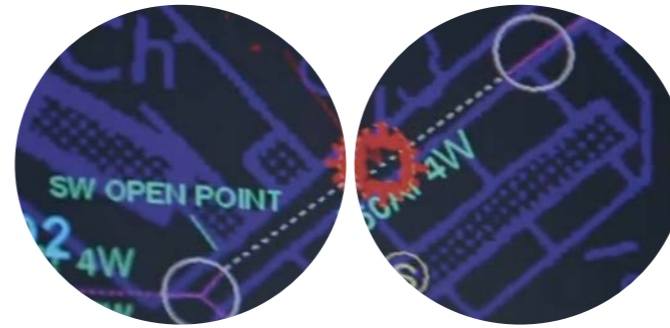


## Next door has power – why don't you?



### We understand why customers ask this.

Our electricity network is built in a way that means different houses (even in the same street) can receive their power from different electricity cables. This means if there is a fault on one electricity cable, not everyone's power goes off.



# How we get your power back on



10

1

Once we know about a power cut one of our qualified team investigates



2

We'll see if we can fix the problem remotely which is the quickest way (it's not always possible though)



3

If not, then our engineers will travel to your local area...



4

...to one of our electrical substations to try to get the power back on as quickly and as safely as possible



5

Sometimes it may take longer for us to fix the fault if there is damage to our equipment



6

We will send regular updates on how the work is going. You can see these through our website, text messages or by calling us



7

Your power is back on!



11

During severe weather events causing widespread damage, the complex nature of the repairs means it is sometimes difficult for our engineers on the ground to update our call advisors on when the power will be restored. Once one of our high voltage electricity cables is repaired, it can make further faults on our low voltage electricity network become more apparent. Similarly once a fault on our low voltage network is repaired, we often discover further faults on the electricity service cables into homes. Unfortunately this means we cannot always tell when the power will be restored to homes.

## Generators



Sometimes fixing a power cut can take a while. So using generators is a way to get your power back on quickly while we carry on fixing the problem.



100KVA generator.  
Some generators will  
be larger than this

Whilst generators can be noisy and the diesel smell isn't ideal, we'll work quickly to get the power back on permanently for you. Don't worry though, they aren't dangerous. We'd rather get you a generator so you can get on with your day while we fix the power cut. We do everything possible to keep problems to a minimum and always disconnect generators as soon as possible.

## Advice during a power cut



### Keeping your food cold

Avoid opening the fridge or freezer door to protect the food. Food can usually last up to 15 hours if you do this.

▶ Watch our short video called 'What should I do with my fridge freezer in a power cut' at [ukpowernetworks.co.uk/videos](https://ukpowernetworks.co.uk/videos)

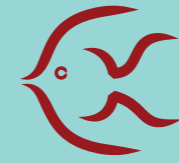


### General tips

- Unplug any sensitive appliances until your power comes back on
- Remember that many modern home phones, particularly cordless ones, may not work during a power cut
- Leave one light switched on so you know when the power returns
- Limit the use of your laptop or smart phone to retain battery power
- Remember that we are here 24 hours a day to keep you updated
- Keep an eye on any elderly or ill neighbours. For anyone particularly vulnerable during a power cut, we offer additional services. Find out more at [ukpowernetworks.co.uk/priority-services](https://ukpowernetworks.co.uk/priority-services)



## Tropical fish



When you have invested a lot of time and money in fish and equipment we want to help you look after them during a power cut.

Here are some tips:

- During a power cut the temperature of the water in your tank will drop gradually. This speed depends on the surrounding temperature and the volume of water inside the tank, ie. a larger volume of water will take longer to cool down than a smaller volume of water
- For insulation, wrap the tank in blankets. If possible, fill hot water bottles with warm water and place them around the outside of the tank
- Without power, the water will lose oxygen gradually. So fish suppliers recommend a cheap bubble-up filter that can run off a battery-powered air pump. If you don't have one then a normal bicycle pump will do the job
- Fish suppliers recommend disturbing the water surface for five minutes each hour during a power cut. A good way is to fill a jug with tank water then pour it back in, making as much movement as possible





# Compensation if you have a power cut



We understand how power cuts can affect you. We follow standards set by the industry regulator Ofgem. You'll see all the scenarios below where we can offer you a payment. Please talk to us if you are entitled.



◀ Watch our short video called 'Can I claim compensation if I have a power cut?' at [ukpowernetworks.co.uk/videos](http://ukpowernetworks.co.uk/videos)

## EGS 1 Main fuse failure (Regulation 12)

If the main fuse between our supply cable and your meter fails, we will visit within three hours on weekdays if you call us between 7am and 7pm. On weekends and Bank Holidays we will visit within four hours if you call us between 9am and 5pm. If you call us outside these times, we will treat your call as if we had received it at the start of the next working day. If we do not meet the Standard, we will arrange for you to receive £30.

## EGS 2 Supply restoration during normal weather (Regulation 5)

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will work hard to get the power back on as quickly as possible. However, if it takes us more than 12 hours from the time we are made aware of the loss of supply, we will pay you £75 if you are a domestic customer and £150 if you are a business customer. We will pay another £35 for each additional 12 hours you are without supply. The Standard requires you to make a valid claim within three months of the date the supply is restored.

## EGS 2a Multiple interruptions (Regulation 10)

If you have had four or more power cuts in a year, each longer than three hours, we will pay you £75. The payment is the same whether you are a domestic or a business customer. You must claim the payment within three months of the end of the year, which runs from 1 April to 31 March. When making a claim you will need to provide the address of the property affected and the dates of the electricity supply failure. (You cannot include in your claim any incident where we have already paid you, or any power cut that we told you about in advance).

## EGS 2b Supply restoration: during normal conditions – 5,000 or more premises interrupted (Regulations 6)

If we have a single failure, fault or damage on our distribution system affecting 5,000 or more premises, we will work hard to restore power as quickly as possible. However, if it takes us more than 24 hours, we will pay you £75 if you are a domestic customer and £150 if you are a business customer. We will pay another £35 for each additional 12 hours you are without supply. The Standard requires you to make a valid claim within three months of the date the supply is restored.

## EGS 2c Supply restoration: rota disconnection (Regulation 8)

This Standard applies when supply to the customers premises is interrupted as a result of a rota disconnection on our network. If we do not restore your supply within 24 hours, we will pay domestic customers £75 and non-domestic customers £150. The Standard requires you to make a valid claim within three months of the date the supply is restored.

## EGS 4 Notice of planned supply interruptions (Regulation 12)

If we need to switch off your power to work on our network we will give you at least two days notice. If we need to switch off an Independent Distribution Network Operator (IDNO), we will give at least five days notice. In both cases, notice does not apply if work is for emergency repairs. If we don't give you the required notice, or we switch your electricity off on a different day, then you can claim (within one month of the failure) £30 if you are a domestic customer and £60 if you are a business customer.

## EGS 5 Supply voltage (Regulation 13)

If you inform us that the electricity to your property is outside the permitted voltage range, we will contact you and arrange a visit to your property within seven working days, or, if a visit is not necessary, we will provide a written response within five working days. If we fail these timescales we will arrange for you to receive £30.

## EGS 8 Appointments (Regulation 17)

If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will offer to visit on weekdays either in the morning between 7am and 1pm or in the afternoon between midday and 7pm, or within a two-hour period of your choice. If we fail to make or keep an appointment, we will arrange for you to receive £30.

**EGS 8 does not apply to visits that are the subject of new connection work.**

## EGS 9 Notification of payment under guaranteed standards (Regulation 21)

We will notify you, or your supplier, of any Guaranteed Standards we fail to meet (other than those for which you have to make a claim). In any case, we will send your payment directly to you within 10 working days of becoming aware of the failure except in the case of EGS 11 (Regulation 7). If we fail to notify you, or your supplier, or fail to send a payment within the relevant time scale, we will arrange for you to receive an additional £30.

## EGS 11 Severe weather (Regulation 7)

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Electricity (Standards of Performance) Regulations 2005, dependent upon the scale of the event.

**Category 1** (medium events) Lightning events – when we experience at least eight times the normal amount of faults in one day – supplies will be restored within 24-hours. Non-lightning events – when we experience between eight and thirteen times the normal amount of faults in one day – supplies will be restored within 24-hours.

**Category 2** (large events) Non-lightning events – when we experience at least thirteen times the normal amount of faults in one day – supplies will be restored within 48-hours.

**Category 3** (very large events) During any severe weather events supplies will be restored within a period as calculated using a formula based on the number of customers affected, as set out in the Electricity (Standards of Performance) Regulations 2015. If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £70 (for both domestic and business customers). You will also receive a further £70 for each additional 12 hours you are without supply. The maximum payment you will receive totals £700. These payments will be made as soon as reasonably possible.

# Compensation for damaged electrical equipment?

As most power cuts are outside our control unfortunately we're not liable for any loss or damage. Your home insurance may cover you though so please check with them. We're happy to confirm the details of a power cut for you if your insurance company need this information. Please see the highlighted paragraph on page 19 which sets this out.



## 'Terms of connection'

### Wherever you live in the UK

- (a) The electricity you receive from your electricity supplier will be delivered using the distribution network run by your local network operator. To receive a supply of electricity you require both:
- a connection agreement with your local network operator to maintain the connection of your premises to the network and;
  - a supply contract with your electricity supplier
- (b) Your supplier has been appointed as the agent of your network operator to obtain a connection agreement with you on these terms, which are the same across the UK. When you enter into an electricity supply contract you are also entering into this connection agreement with your local network operator.

### In our network area

- (1) **Interpretation**  
In this connection agreement the terms "we", "our" and "local network operator" mean, for each connection to the network through which you are supplied under your electricity supply contact Networks Branch.
- (2) **Connection to our network**  
The premises will remain connected to our network in accordance with the provisions of the Electricity Act 1989, any other legal requirements that apply from time to time, and the terms of this agreement.
- (3) **Network constraints**  
Our obligation under this agreement are subject to the maximum capacity and any other design feature of the connection.

- You must contact us in advance if you propose to make any significant change to the connection or to the electric lines or electrical equipment at the premises, or if you propose to do anything else that could affect our network or if you require alterations to the connection.
- (4) **Generating Equipment**  
If you install, or arrange for the installation of, small-scale generating equipment at the premises-which means one or more sources of electrical energy that an aggregate rating of no greater than 16 amps per phase connected at low voltage - that you must inform us of your intention to use no later than 28 days after the equipment is commissioned. As long as you do this, you do not need our consent, however, if you intend to install or operate any other kind of generating equipment at the premises you must contact us in advance to obtain consent. All generating equipment used at the premises must comply with the applicable requirements of the distribution code that applies to all licences. To obtain a copy contact your network operator.
- (5) **Providing information**  
You must provide us with information we request in relation to the nature, or use by you, of electrical equipment at the premises. We will only ask for information that we need in relation to this agreement or the distribution code that applies under our licence.
- (6) **Conveying electricity**  
We do not guarantee that we will convey electricity through our network at all times, or that electricity delivered through our network will be free of brief variations in voltage or frequency.
- (7) **Cutting off the supply**  
We may cut off the flow of electricity through the connection where we are entitled to do so under the general law. We may also cut off the flow of electricity where we are required to do so under contract with an electricity supplier or because of the electricity industry arrangements under which we operate in accordance with our licence.
- (8) **Unauthorised use of our network**  
This agreement entitles the premises to be connected to our network for the propose of receiving electricity from, or exporting electricity to, our network. Any other use of our network, including the transmission of data or communications, is strictly prohibited unless with our prior written consent. Unless we have given consent any such use of our network by you, or relating to the connection, shall be breach of this agreement, and you shall be liable for the losses we incur as result whether directly or indirectly.

### (9) **If something goes wrong**

If we fail to comply with any term of this agreement or are negligent, you may be entitled under general law to recover compensation from us for any loss you have suffered. However, we will not be required to compensate you for (and you should consider obtaining insurance against) loss caused by anything beyond our reasonable control, any indirect loss, or any direct loss or indirect economic or financial loss (including wasted expenses or any loss of revenue, profit, or interest, any loss of business, commercial, market, or economic opportunity, or any loss of contact or goodwill) other than where you are entitled to recover compensation for loss under the general law in relation to death or personal injury.

- (10) **Business customers**  
If the electricity supplied to the premises is wholly or mainly business purposes, our liability to you in relation to that premises, and your liability to us in relation to that premises, will (subject to the limitations in clause 9) be limited to a maximum of £100,000 per calendar year.
- (11) **Changing the connection agreement**  
The terms of this agreement will be changed automatically to incorporate any changes which are approved by our regulator, the Gas and Electricity Markets Authority (GEMA). Notice of any changes which is approved will be advertised in the national press, and the new terms will be published on the Internet at [www.connectionterms.co.uk](http://www.connectionterms.co.uk)

- (12) **Agreeing other connection terms**  
You and we may each, at any time, ask the other to enter into an alternative connection agreement in respect of the connection if you or we believe an alternative agreement is needed because of the nature of the connection.
- (13) **Ending this agreement**  
This agreement will end when one of the following occurs:
- you and we agree a replacement agreement in respect of the connection;
  - the flow of electricity through the connection is permanently stopped;
  - or
  - any circumstances arise which legally entitle us to cut-off the electricity flow through the connection and we write to you advising you that this agreement is ended.
- The ending of this agreement for any reason will not affect any rights, remedies or obligations which may have come into being under agreement prior to its ending and clauses 9 and 10 will continue to apply.
- (14) **Transferring this connection agreement**  
You are not entitled to transfer this agreement to another person without our consent.

## Stick our contact details somewhere safe



Power cuts are rare so peel off this sticker and keep it safe in case you need it...

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### Powercut?

Contact UK Power Networks 24 hours a day

**Text POWER** and your postcode to 80876

**ukpowernetworks.co.uk/powercut**

**0800 31 63 105 or simply 105**

(free from a landline or mobile phone)

@ukpowernetworks

## On your fusebox



## In your kitchen



## With other important information





21

# Get in touch


## I have a power cut

Call us 24 hours a day:

 **0800 31 63 105 or simply 105**  
(free from a landline or mobile phone)

 Text **POWER** and your postcode to **80876\***  
during a power cut and we'll text you updates


 Search your postcode at:  
**ukpowernetworks.co.uk/powercut**


 **Tweet** or send us a **Facebook** post and we'll reply  
 24 hours a day

Text Relay **18001 0800 31 63 105**



## I need to move or connect electricity cables

 **0845 234 0040**


 Apply at **ukpowernetworks.co.uk** or


 **Smallservices@ukpowernetworks.co.uk**

Text Relay **18001 0845 234 0040**



## I have a general enquiry

 **0800 029 4285**


 **ukpowernetworks.co.uk**

Text Relay **18001 0800 029 4285**




## I want to make a complaint

If you have any comments or complaints about our service please contact us:

 **0800 028 4587** (Monday to Friday 8:30-5pm)

Text Relay **18001 0800 028 4587**

 Customer Care team,  
UK Power Networks,  
Fore Hamlet,  
Ipswich  
IP3 8AQ



\* We will not charge you for registering for this service or for receiving text messages that we send you. However, standard text message fees apply if you send us a message and may vary according to your mobile network provider. If you are using this service outside of the UK you may be charged to receive messages.



UK Power Networks Holdings Limited  
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Registered number: 7290590 registered in England and Wales  
v7August16

**POWER CUT?  
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