

Who are UK Power Networks?

We own and maintain electricity cables and lines across London, the South East and East of England, making sure that homes and businesses have power.

We deliver your electricity locally, regardless of which company you pay your energy bill to.



2

Power cut?

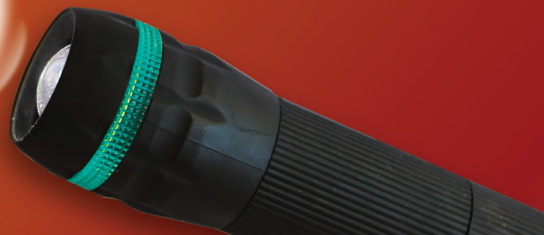
Contact us 24 hours a day

- Text **POWER** and your postcode to **80876**. Standard text fees apply to 80876, but any texts we send are free to receive.
- ukpowernetworks.co.uk/liveupdates
- Call us free on your priority telephone number **0800 028 4581** or call **105**
- Using your textphone dial **18001** or **0800 028 4581**

  Search UK Power Networks

Need anything else?








- Please call us on **0800 029 4285**
(Monday to Friday 9am to 5pm)



The benefits of being on the Priority Services Register.

Now your home is registered you will receive the following help if you have a power cut.

We can offer:

-  A priority number that you can call 24 hours a day.
-  Text, voice message alerts and a dedicated team who can contact you to keep you updated during a power cut.
-  Tailored support if needed, such as home visits, hot meals, advice and keeping your friends and relatives updated.
-  For your peace of mind, we can contact someone on your behalf and if you would like us to we can agree a security password to keep you safe.
-  In certain scenarios we may also offer free hotel accommodation overnight and transport to the hotel if you need this.
-  For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a wifi connection and charge points.
-  We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips.

Who can receive this extra support?

We understand that power cuts can be worrying, especially if you or a member of your family needs electricity for medical reasons, are unwell, or have specific communication needs.

Whether you have a young family or are of pensionable age our Priority Services team are there to provide you and your family with extra support giving you peace of mind if you have a power cut.

To register on our **Priority Services Register** or simply update your details, please visit www.ukpowernetworks.co.uk/power-cut/priority-services

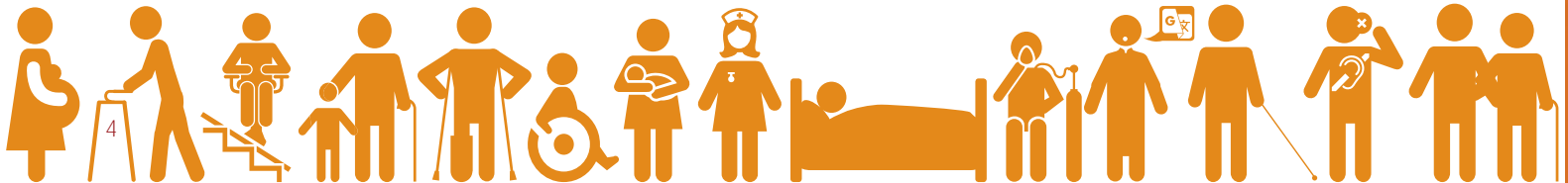
You can view our full Statement of Services by visiting www.ukpowernetworks.co.uk/power-cut/priority-services/psr-promise-and-keeping-your-data-safe



Preparing for a power cut

It isn't always possible to predict, however, here are some precautions you can take if you do have a power cut:

- **Medical equipment** – if you have a medical condition and rely on medical equipment which would be affected by a power cut then speak with your carer, district nurse, doctor or social worker. They may be able to give you a personal emergency plan so you know what to do if you have a power cut
- **Stair lifts** – if you have one that is mains operated then it will stop during a power cut. Does it have battery back-up power? If your lift doesn't have this, it may be possible to have it fitted. Please contact your lift manufacturer for more information. Also it is worth checking to see if there is a manual release handle that can be used to return the lift safely to ground level if it stops halfway between floors
- **Bath hoists** – most modern bath hoists have a fully-sealed rechargeable battery pack, so you should be fine during a power cut. It's worth checking this with the manufacturer
- **Keeping connected** – Make sure you have a working mobile phone or landline. Consider keeping a back-up charger handy such as a power bank or solar charger. We can provide you with text message updates or give you a call where needed. You could consider a battery or wind-up radio so that you can tune in to a local radio station who may have information
- Take a look at your checklist (see the next page) and keep it somewhere safe
- Keep all emergency contact numbers including friends, family and carers in a memorable place.





Your checklist to prepare for a power cut

Your checklist to prepare for a power cut

1 Keep torches somewhere safe and make sure they are charged with the correct batteries. Consider buying a torch that plugs into an electricity socket which will automatically turn on if there is a power cut.

2 Check if your phone at home will work in a power cut. If it needs electricity to run then consider having a corded plug-in telephone to use during a power cut.

3 Write down useful emergency telephone numbers:

Power cut?	0800 028 4581	Call this priority number 24 hours a day
Smell gas?	0800 111 999	
Emergency Services	999	
NHS Direct Helpline	111	

4 Do you take medication?

If your medication needs to be refrigerated then consider an insulated travel bag to keep your medicines cool.

Also, in an emergency would the emergency services know what medication you take?

If not consider writing the details down and keeping it somewhere noticeable in your home. Or you could contact the Emergency Lions for one of these bottle kits to help you do this.



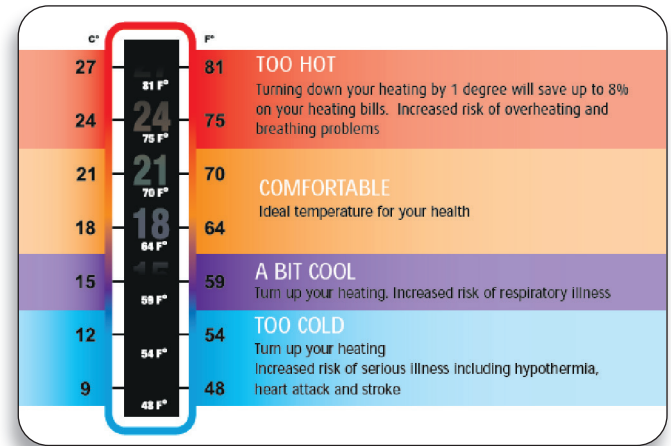
Advice during a power cut

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.

General tips

- Unplug any sensitive appliances until your power comes back on
- Leave one light switched on so you know when the power returns
- Torches are safer than candles but if you do use candles then remember not to leave a lit candle unsupervised
- Limit the use of your laptop or smartphone to retain battery power
- Keep a phone with a cord handy as digital or cordless ones don't work in a power cut
- Keep an eye on any elderly or ill neighbours.



Keeping Warm

It's especially important if you are unwell, less mobile or very young to keep warm. Dress warmly with layers, a hat and gloves and have blankets to hand, so you can keep warm until the power, and your heating is back on. You can also reduce the heat loss by closing doors on unused rooms and by closing your curtains.

Have a plan for who to contact should you feel vulnerable or unwell. If you would like our help we can arrange for our welfare team or one of our partners, like the British Red Cross, to visit and provide hot drinks or blankets.



How we get your power back on

Our automatic alarm systems usually alert us of any large power outages. With smaller power cuts, however, we rely on customers telling us...

1 Power cut reported

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



2 Attempt to fix it remotely

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



3 Engineers dispatched

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



4 Repair underway

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



5 Keeping up-to-date

We can send regular updates on how the work is going. You can see these through our website, or by calling us. Or you can register to receive text message updates from us.



6 Power restored

Your power is back on!



During severe weather events that cause widespread damage, we always repair high voltage equipment first, as this feeds a greater number of customers. Once these are fixed we sometimes find more faults on our low voltage network serving individual roads and properties, which would not necessarily be apparent to begin with. We do our best to estimate when power will be restored, however for some complex faults we may need to change the estimate of when power will be restored, but we will keep you updated throughout.

What causes power cuts?

Power cuts are rare but they can still happen occasionally for a range of reasons.



Weather can impact power supplies

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



Other people damaging cables

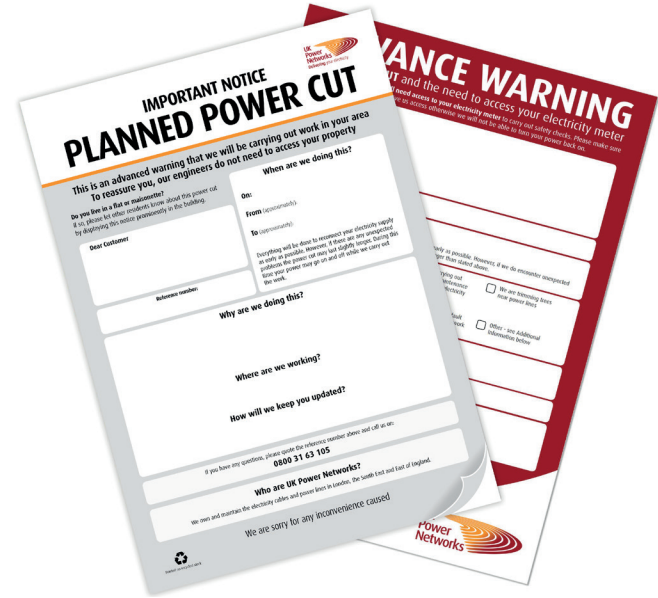
- When digging in the ground or working near overhead power lines occasionally people do damage our electricity cables. For example someone could accidentally cut through electricity cables when digging. We work hard to prevent this by providing plans of where our electricity cables are and training 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, so you have the chance to make alternative arrangements that day.



Free sticker

Power cuts are rare these days. However, why not stick this somewhere handy just in case. Maybe on your fridge, on a cupboard door or by your fuse box.



Smart Meters

The electricity company who you pay your bills to can arrange to have a free smart meter fitted in your home. There are lots of benefits to having a smart meter including:

- We automatically know when your power has gone off without you having to contact us
- We can check if your power is working without having to visit your home – and sometimes even resolve the issue over the phone
- We can get the right help to you more quickly during a power cut

UK

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UK Power Networks (Operations) Ltd. Registered in England and Wales.

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UK Power Networks
Delivering your electricity