

Make sure you're prepared

Power cuts do happen from time to time, often due to circumstances beyond our control. So we recommend that you are prepared.

- Keep a torch handy. Avoid using candles and paraffin heaters.
- Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.
- Many modern telephones, especially digital or cordless ones won't work in a power cut. Keep an ordinary analogue one handy.
- Protect sensitive electrical equipment such as computers with a surge protector plug.
- If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return the stair lift safely to ground level if it stops working.

If you have medical care at home:

- Make sure any equipment has battery back-up.
- Please call us on the following numbers to ask about our Priority Service Register:

0845 724 0240 (Midlands)
0845 601 2989 (South West)
0845 601 3341 (South Wales)



What to do during a power cut

- Check to see if your neighbours are affected. If not, the problem could be with your fuses.
- Check your trip switch is in the 'on' position. If your trip switch has operated, switch off all your appliances and try to reset the trip.
- If the trip switch has not operated, and you can find no other reason, please let us know using the numbers on this leaflet.
- Turn off any sensitive equipment such as computers or faxes.
- Keep your freezer shut – depending on the type of freezer you have, the contents could stay frozen for up to 12 hours. You may be able to claim for spoilt freezer contents on your home insurance.
- During bad weather, for technical reasons, we can't restore supply to just your property. We aim to restore supplies to everyone as quickly as we can. If you are having difficulties, please call us – we have arrangements with the WRVS and the British Red Cross to provide assistance to vulnerable customers.
- If you have no gas for cooking, your neighbours may be able to help you with warm drinks and hot food. If possible warm baby bottles and food with hot water.
- If you are suffering from serious health problems please call the NHS Direct Helpline on 0845 4647. In an emergency, please contact your local hospital.

Contacting us to report a power cut

Don't assume that we know you have no power. Please ring us as soon as possible. If we already know about the problem, we should be able to tell you when we expect your electricity to be restored. Please call us on:

South West England	0800 365 900
South Wales	0800 052 0400
East Midlands	0800 056 8090
West Midlands	0800 328 1111

(Text phone users can dial 18001 before any of the numbers above to use Text Relay to access this service).

Safety first – fallen power lines

- Stay away from fallen overhead power lines and keep others away too. Call the Police if a road or path is blocked.
- Always assume that a fallen overhead line is live and call us immediately to report it.
- Be careful when clearing fallen branches or debris from your property after severe weather. Keep away from anything that may be touching overhead lines.

About us

We are the electricity distribution network operator for the Midlands, South Wales and South West England.

We deliver electricity to over 7.6 million customers over a 55,300 square kilometre service area.

Our network consists of 216,000 kilometres of overhead lines and underground cables, and 184,000 substations.



Power cuts

Helpful advice

Western Power Distribution (East Midlands) plc, No2366923
Western Power Distribution (West Midlands) plc, No3600574
Western Power Distribution (South West) plc, No 2366894
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