

WHAT TO DO IF THERE IS A POWER CUT





What to do if there is a power cut

A power cut is when your electricity stops working and needs to be fixed.

1. Things you can do now in case a power cut happens



- ✓ Have things like a torch or a lantern ready (it is best not to use candles).



- ✓ Have a radio ready - so you can listen to information about the power cut.



- ✓ Make sure your torch, lantern and radio can work **without** electricity. For example, by using a battery or by power from the sun.



- ✓ Check you have the right kind of phone. Many phones will not work in a power cut. For example, digital or cordless phones. Keep an ordinary phone that plugs into the wall to use in a power cut.



- ✓ You can buy some things called a **surge protection plug** and an **uninterruptible power supply (UPS)**. They will help keep your computer and other electrical equipment safe in a power cut. Look at this website for more information:

www.westernpower.co.uk/default.asp?PageID=83



- If you have a stair lift that works with electricity:

- ✓ check that it has a handle you can pull to make it move back to the ground floor if you need to.
- ✓ check to see if it can work using a battery. If not, speak to the company that made your stair lift. They may be able to help you.



- ✓ If you or someone in your family have a bad health problem, make sure you make plans about what to do if your electricity stops working. For example, make sure that any equipment you use for your illness can work by battery.

2. What to do if there is a power cut



- ✓ Check with the people next door to you to see if their electricity has stopped as well. If not, it could be a problem with the electricity in your house.



- ✓ You should have a switch called a **trip switch** near the fuse box or electricity meter in your house. The switch will flick down if there is a problem with the electricity.

Turn off electrical equipment, such as your TV and computer. Then try pulling the switch back up to see if the electricity works again.



- ✓ If you cannot find a reason why your electricity has stopped then please tell us.



- ✓ Turn off any equipment you are not using or that could get hot, like your oven.



- ✓ Keep your freezer shut. The food should stay frozen for about 12 hours.



- ✓ Put warm clothes on if it is cold.



- ✓ If you have no gas in your oven to cook with, you could ask the people next door to you for help. They may be able to give you hot food and drinks.



- ✓ If you are old, very ill or have a physical disability we can help you if you have not had electricity for over 4 hours and you cannot get hot food or drinks.

Phone us on **0845 601 2989** and we can get someone to help you.



- ✓ If you are having bad health problems when your electricity goes off, please call NHS Direct on **0845 4647**. Go to hospital if you are very ill.

3. How to tell us if you have a power cut

We may not already know that you have a power cut, so please tell as soon as you can.



If you live in **South West England**
phone **0800 365900**



If you live in **South Wales** phone
0800 052 0400

You can speak to us on both of these numbers by typetalk.



Or you can speak to us on this textphone number: **0845 6012318**

If you are old, very ill or disabled you can ask us about some extra help we can give you. For more information:



phone **0845 601 2989**



or email
wpdpriorityservices@westernpower.co.uk



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