



Power for life

Our handy customer guide

- How to contact us in a power cut
- Power cut information and advice
- How we can help you



WESTERN POWER
DISTRIBUTION



Serving the Midlands, South West and Wales

Who we are



Welcome to the sixth edition of Power for Life, a publication designed to give the 7.8 million people across the Midlands,

South West England and South Wales who depend upon Western Power Distribution for electricity, an opportunity to learn more about our business.

Our role is to ensure the power network of poles and pylons, cables, wires and substations – the infrastructure that we all rely upon to live our lives to the full – delivers electricity to our homes and businesses around-the-clock.

This publication is designed to help raise awareness of our business, so that customers affected by a power cut know who we are and how to contact us. We hope that you will find it of use.

**Robert Symons, Chief Executive,
Western Power Distribution.**

Have your say

We believe regular communication with stakeholders is vital, which is why we always give customers the opportunity to have their say on our plans for the future.

If you would like to register an interest in taking part in our stakeholder consultation or if you have any questions regarding the work we do, please get in touch:

Tel: 0800 121 4909

Email: info@westernpower.co.uk

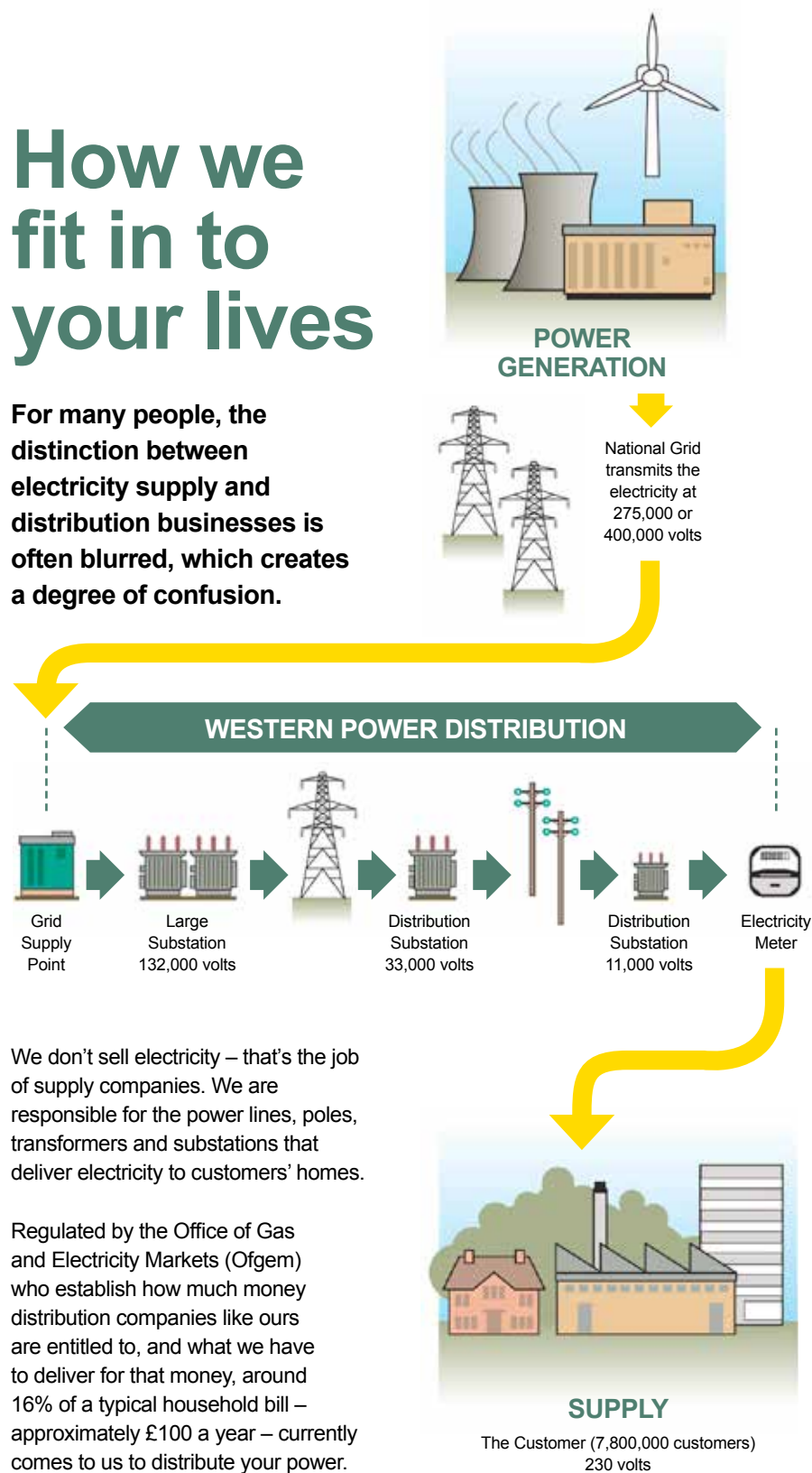
**Post: c/o Corporate Communications,
Avonbank, Feeder Road, Bristol,
BS2 0TB.**

You'll also find more information on our website at www.westernpower.co.uk under 'About Us' and 'Stakeholder Information'.

In addition, we have guaranteed standards which are designed to compensate customers who may have received a service below our usual high standards. To find out more visit www.westernpower.co.uk.

How we fit in to your lives

For many people, the distinction between electricity supply and distribution businesses is often blurred, which creates a degree of confusion.



Working hard for you

We have over 6,000 highly trained staff who are committed to working efficiently to quickly and safely restore power supplies when they are disrupted. Here's a brief glimpse of how we're performing.

“

“Our call was answered quickly and an engineer was with us within twenty minutes.”

If you have a power cut...

The severe storms of recent winters have presented many operational challenges, and are proof positive that power cuts do happen from time to time, and are often due to circumstances beyond our control. So we recommend that you are prepared:

- 1** Keep our telephone number handy. Call 0800 6783 105 to report a power cut and for information and advice.
- 2** Have things like a torch or lantern ready (it's best not to use candles or paraffin heaters).
- 3** Protect sensitive electrical equipment such as computers with a surge protector plug.
- 4** Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.
- 5** Check you have a phone available that will work in a power cut – digital or cordless ones may not work.
- 6** Keep a battery/solar charger handy so that you can recharge your smart phone or tablet and follow updates on Twitter and on our online power cut map.
- 7** If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return it safely to the ground level if it stops working.

Power cut map

If you are without power, you can check if we are aware by visiting our online power cut map. Go to www.westernpower.co.uk and click on 'Power cuts' and 'Power cuts in your area'.


You can either enter your post code or click to view a map showing known power cut incidents in the region.

If we are already aware of a power cut, it will provide an estimated time of restoration.

Please contact us if we're not aware of a power cut, or if you'd like to log a call or report any network damage.

99% 

The number of customer calls answered within 20 seconds. Under two seconds is our average speed of answer.

89% 

The percentage on average of power supply losses restored within the first hour.

8.7 out of 10

WPD's average customer satisfaction rating – the top performance of all UK distribution companies.



Contact us

If you need to speak with us in an emergency, perhaps because you are experiencing a loss of power supply, you can contact us on the following numbers:

Landline Users: 0800 6783 105

Mobile Users *

East Midlands 0330 123 5009

West Midlands 0330 123 5008

South Wales 0330 123 5002

South West 0330 123 5001

Text Relay (if you are deaf or hard of hearing)

Dial 18001 first using your textphone.

Twitter: @wpduk

Webchat: www.westernpower.co.uk



*Calls to 0330 numbers cost no more than a local rate number from a landline or mobile and are included within your inclusive minutes package if you have one.

Help us to help you

And you could win shopping vouchers PLUS £500 for your chosen charity

We're committed to providing the best service to you. If you provide us with your contact details, should you ever have to call us about a power cut, we can quickly pinpoint you on our network and give you the most up-to-date information.

Please go to www.westernpower.co.uk and complete our form. If you do so before Friday May 1, 2015, you will also be entered into our prize draw for a chance to win £500 worth of shopping vouchers plus £500 for your chosen charity.

Please note: Your information will not be passed on to any third parties.

“

“Your call operators really put my mind at rest during a power cut.”

You are our priority

Our Priority Service Register is a free service available for customers who rely on electricity for medical equipment or are elderly, very ill or disabled.

You can also register with us if you have a temporary circumstance that may make it more difficult for you to cope during an unexpected power cut, such as being recently discharged from hospital or having a new-born baby at home.

If you join, we can give you a direct number to call in the event of a power cut, enabling us to recognise

your specific need quickly when you get in touch.

We will also keep you as informed as possible in the event of a power cut and provide special help, if needed, through the RVS or the British Red Cross.

For more information about how to register for a priority service please call us on:

0845 724 0240

Or visit

www.westernpower.co.uk/PSR

The amount we'll spend to look after our network between 2015 and 2023.

£7.1bn



115

The number of new apprentices taken on in the last year.



The number of customers who have joined our Priority Service Register.

1m

