



# What to do if there is a power cut

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*Serving the Midlands, South West and Wales*

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## 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 a torch 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 and radio work **without** electricity. For example, by using a battery or by power from the sun.



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



- ✓ You can buy a **surge protection plug** and/or 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:  
<http://www.westernpower.co.uk/uninterruptiblepower.aspx>



- ✓ 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 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 out 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 your oven doesn't use gas, you could ask the people next door for help. They may be able to give you hot food and drinks.



- ✓ If you are elderly, very ill or disabled, you can ask us about some extra help we can give you.

Phone us on **0800 096 3080** and we can get someone to help you.

### 3. Safety first – fallen overhead power lines

Danger - stay away from fallen overhead power lines. Phone us straight away to tell us. Phone the police if a road or path is blocked.



Be careful when clearing fallen branches after bad weather. Keep away from anything that may be touching overhead power lines.

## 4. How to tell us if you have a power cut

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



Phone us on **0800 6783 105**.

If you are deaf or hard of hearing, you can speak to us on the number above using Text Relay by dialling 18001 first using your textphone.



You can also contact us via

**Webchat**

[www.westernpower.co.uk](http://www.westernpower.co.uk)

**Twitter**

@wpduk

**Facebook**

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