

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 return the stair lift safely to ground level if it stops working.

Our Priority Service Register

- If you rely on electricity for medical equipment, or if you are elderly, very ill or disabled you can join our free register.
- Make sure any equipment has battery back-up.
- Please call us on **0845 724 0240** to ask about the register.



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 spoiled 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 Royal Voluntary Service 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.

Contacting us to report a power cut

Don't assume 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:

0800 678 3105

(Text phone users can dial 18001 before the number to use Text Relay to access this service).

Calling from a mobile*?

0330 123 5002

*Calls to 0330 numbers will cost no more than a local rate number from a landline or mobile. If you get inclusive minutes in your mobile phone package, calls to 0330 numbers are included.

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 7.8 million customers over a 55,500 square kilometre service area.

Our network is the largest in the UK, covering densely populated residential areas and widely dispersed rural communities.

We operate from the Lincolnshire coast in the East Midlands through to Gloucestershire in the West Midlands, to Monmouthshire and Pembrokeshire in South Wales, and down to the South West, to the counties of Somerset, Devon and Cornwall.



Power cuts

Helpful advice

*Western Power Distribution (East Midlands) plc, No2366923
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