

nationalgrid

# Helping your customers or tenants prepare for a power cut

Advice for private electricity network  
operators and landlords



**POWER CUT?  
CALL 105**



[nationalgrid.co.uk](http://nationalgrid.co.uk)

# Who we are and what we do

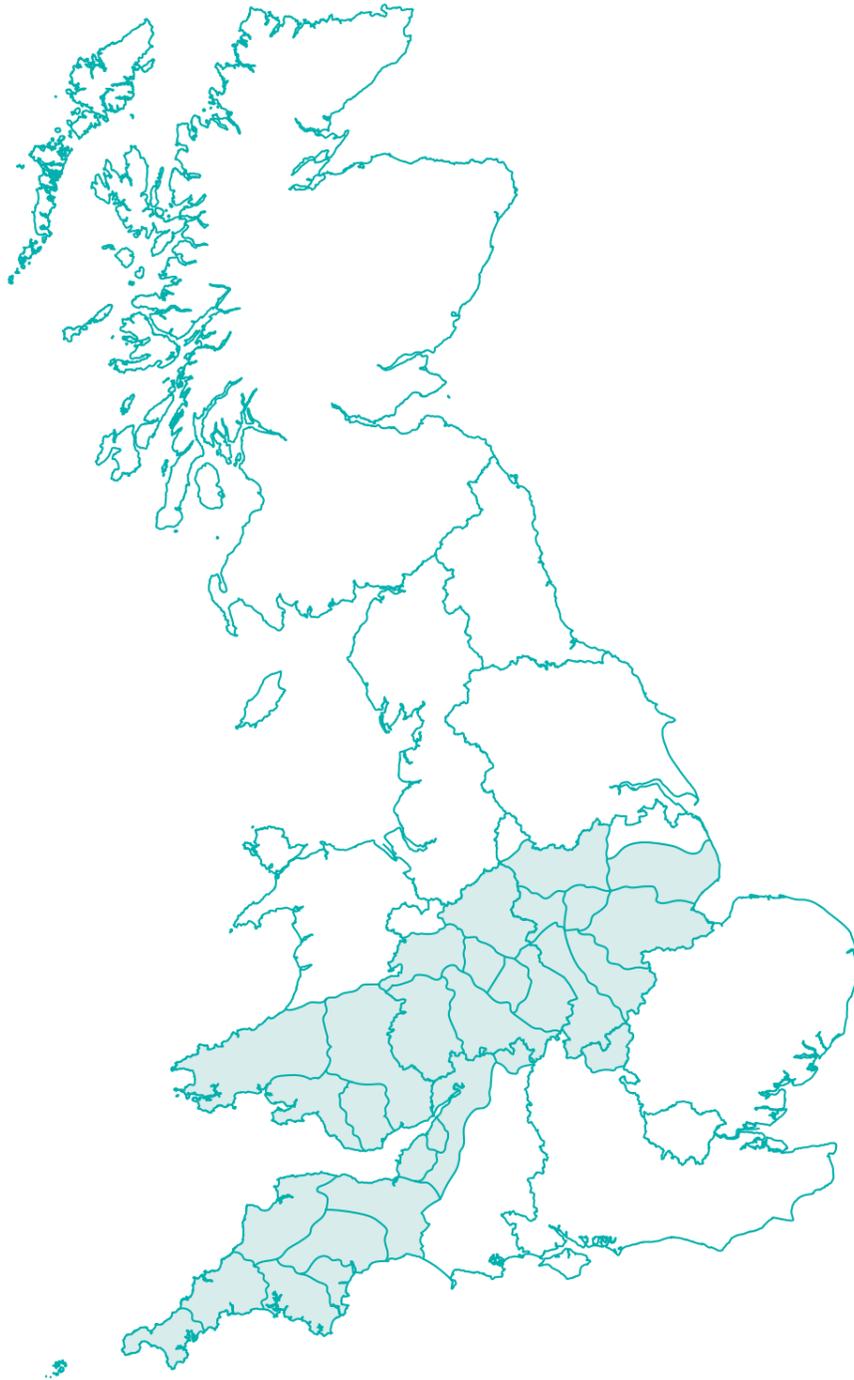
NGED is an electricity Distribution Network Operator.

We are responsible for the network of underground cables, overhead lines and substations that distributes electricity to customers' homes and businesses every day. We are not a supplier (the company looking after meters and sending energy bills).

## Where you'll find us

We operate across the East and West Midlands, South Wales and the South West.

Our network covers densely populated residential areas and widely dispersed rural communities from the Wash in Lincolnshire down through South Wales and to Land's End and the Isles of Scilly in Cornwall.



# Be prepared

Whilst National Grid Electricity Distribution (NGED) is committed to providing a reliable electricity supply, sometimes power cuts do happen for reasons beyond our control.

You may have tenants who are affected so we want to help you to be as prepared as possible for a power cut or other electricity related disruption.

## Customers who may need assistance

Please let us know if you have customers or tenants who might find a power cut particularly difficult, for example, who:

- are medically dependent on electricity;
- are disabled or chronically sick;
- don't speak English;
- are of pensionable age; or
- have specific communication needs due to being blind or partially sighted.

Ensure you have considered supporting those customers in power cut situations. For example, can you provide assistance to disabled customers on upper floors and can you arrange backup generation or battery back-up for those with medical equipment?

## Tell us if you have a power cut

If you are without power, you can check for more information on our online power cut map.

Go to the link below and click on **'Power cuts in your area'**.



[nationalgrid.co.uk/  
power-outages](https://nationalgrid.co.uk/power-outages)



To report a power cut call  
**0800 6783 105**

## Planned interruptions

We are always working hard to maintain and improve our network, which means we sometimes have to interrupt supply for short periods.

This allows us to complete the work safely and with minimal disruption. We will do our best to provide as much notice as possible when we plan to interrupt your power supply.



# Be prepared

You can share the advice in this leaflet with your tenants or customers so you, and they, can be as prepared as possible in advance of any interruptions to the electricity supply in your area. This information, and more, is also on our website at [nationalgrid.co.uk/power-outages](https://nationalgrid.co.uk/power-outages) should you, or your tenants, wish to take a look.



Keep wind-up/battery/solar powered torches ready. Don't use candles or paraffin heaters.



Protect sensitive electrical equipment such as computers or medical equipment with a surge protector plug or an Uninterruptible Power Supply (UPS).



Keep a wind-up/battery/solar radio ready.



If you or a member of your family has a **serious health problem**, ensure you have plans in place for a long power cut. Make sure any medical equipment has a battery back-up.



Find out where your fuse box and tripswitch is.



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. Many stair lifts have battery back up. If yours does not, it may be possible to get one fitted. Contact the manufacturer for details.



Many modern telephones, especially digital or cordless ones won't work in a power cut. Keep an old analogue phone to use.



Keep a battery/solar charger handy so that you can recharge your smart phone or tablet, and follow updates on social media and our online power cut map.

# What to do if you have no power

Please check the following before you contact us

## 1

Are your neighbours' lights on or are the street lights on?

## 2

Check your tripswitch is in the "on" position.

## 3

If your tripswitch is in the "off" position, switch off all your appliances and try to reset your tripswitch.

## 4

If you have a key meter and the display is lit up, contact your supplier.

## Our top tips



Limit the use of your smart phone, tablet or laptop to save battery power. Save and back up your work or files regularly.



Leave a light switched on so you know when the power returns.



Turn off and unplug any appliances that get hot, as you may forget they are switched on when power returns.



Turn off and unplug any sensitive equipment such as TVs, computers.

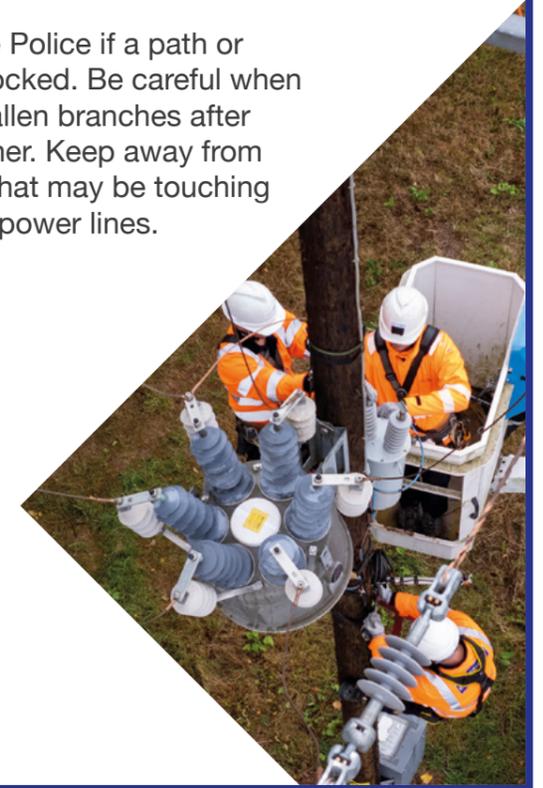


Keep your freezer shut – depending on the model you have, the contents can stay frozen for up to 12 hours.

## Safety first

**Danger – stay away from fallen overhead power lines. Phone us straight away and tell us.**

Phone the Police if a path or road is blocked. Be careful when clearing fallen branches after bad weather. Keep away from anything that may be touching overhead power lines.



# How to contact us

We know power cuts can be worrying for some people – you can contact us for updates at any time:



To tell us you have no power.



To find out the latest information about power cuts in your area.



To tell us if our equipment has been damaged as this could be dangerous.

**Don't assume that we know you have no power. Please contact us as soon as possible.**



Follow us on X (formerly Twitter) for the most up-to-date information on power cuts in your area  
[@nationalgriduk](https://twitter.com/nationalgriduk).



Next Generation Texting (NGT) and Textphone Dial  
**18001 0800 6783 105** or  
Minicom **0845 601 2318**.



Check for more information on our online power cut map at  
[nationalgrid.co.uk/power-outages](https://nationalgrid.co.uk/power-outages)



Text "**Power Cut**" and your postcode and house name/number to **07537 402 105**.



BSL Video Relay:  
[nationalgrid.co.uk/signlanguageinterpretation](https://nationalgrid.co.uk/signlanguageinterpretation)



Alternative formats of this leaflet are available, please call **0800 096 3080**.

**POWER CUT?  
CALL 105**



**Telephone:  
105 or 0800 6783 105**  
(save the number on your phone).

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