

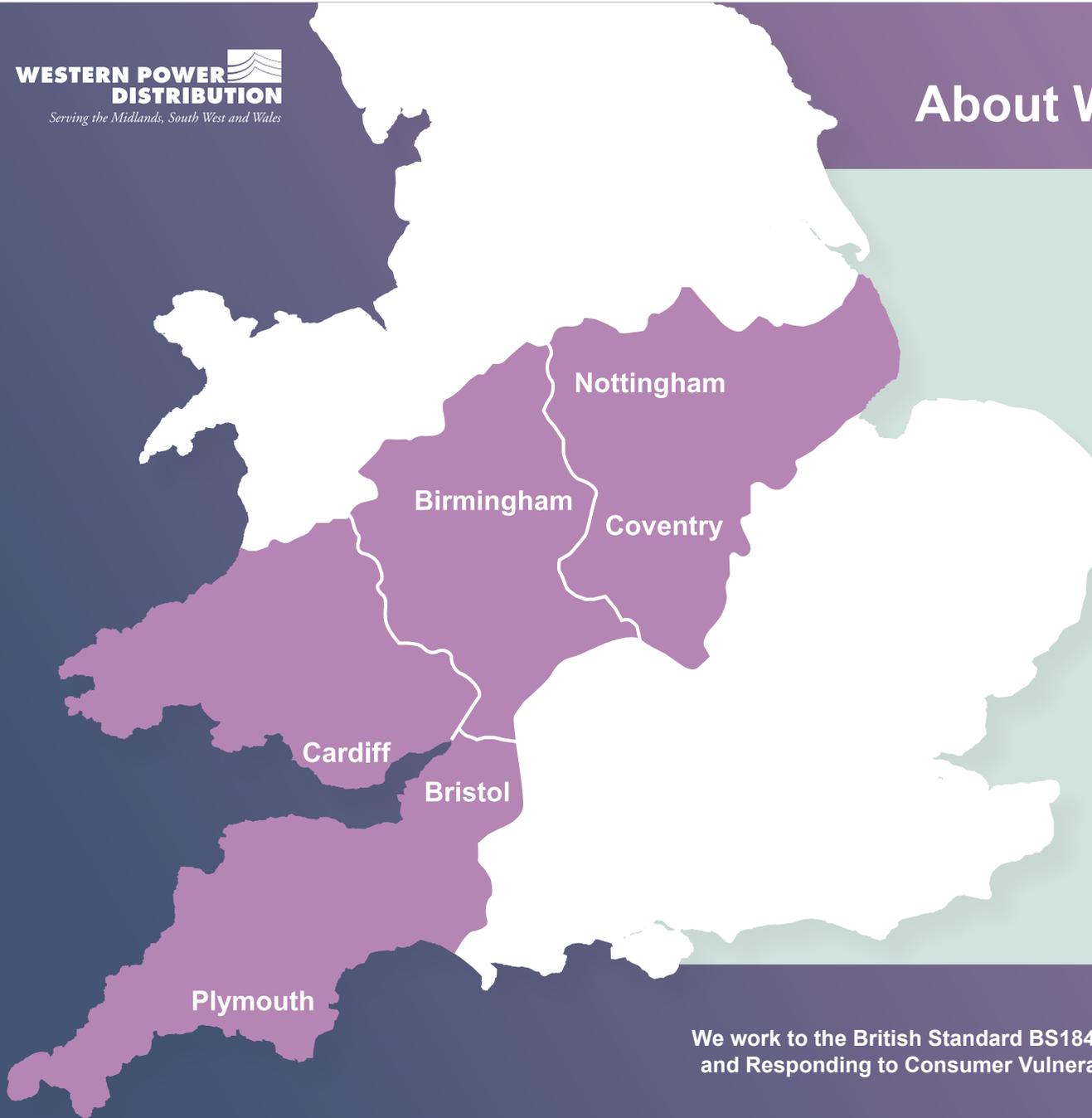


A handy guide to our customer services

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About Western Power Distribution



Western Power Distribution (WPD) is the electricity distribution network operator for the Midlands, South West England and South Wales, serving 7.8 million customers.

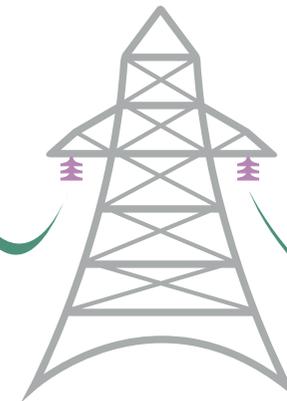
Your supplier bills you for your electricity, and is responsible for your meter.

If you have an enquiry about your bill, your meter or the supplier's Priority Services, please contact your supplier. You can find their contact details on your electricity bill.

This leaflet tells you about the range of different ways to get in touch with us if you are ever affected by a power cut. We also explain our free priority services for customers who may need extra support.

We work to the British Standard BS18477, Inclusive Service Provision - Requirements for Identifying and Responding to Consumer Vulnerability to ensure our services are accessible for all customers.

How to contact us – Power Cuts & Safety



CONTACT OUR
FREE
EMERGENCY
SERVICE
24 HOUR / 7 DAYS A WEEK

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.



Telephone: **"105"**
or **0800 6783 105**

(We answer phone calls within an average of 2 seconds.)



Twitter: **@wpduk**



Whatsapp:
+44330 678 1012



Online: **www.westernpower.co.uk/power-cuts-in-your-area.aspx**



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



Smartphone: Download our free **Power Cut Reporter App** from the App Store and Google Play.



24 hour Webchat via our **website** or **Power Cut Reporter App**.



Next Generation Texting (NGT) & Textphone Dial **18001 0800 6783 105** Or Minicom **0845 601 2318** NGT Lite **18001 02920 535 636**



BSL Video Relay: **www.westernpower.co.uk/Contact-Us/Sign-language-Interpretation.aspx**

**POWER CUT?
CALL 105**



General enquiries



To ask about a service that WPD provides, office hours are 8am - 6pm weekdays.



Telephone:
0800 096 3080



Email:
info@westernpower.co.uk
We aim to respond within
2 working days.



Webchat:
www.westernpower.co.uk
– available 24hours.



Twitter:
[@wpduk](https://twitter.com/wpduk)



Facebook:
Western Power Distribution



Online:
[www.westernpower.co.uk/
Contact-us.aspx](http://www.westernpower.co.uk/Contact-us.aspx)



Whatsapp:
+44330 678 1012
Add to contacts to send us
messages and photos.



**Online Priority Services
Registration:**
[wpdpriorityservices@
westernpower.co.uk](mailto:wpdpriorityservices@westernpower.co.uk)
[www.westernpower.co.uk/
psr](http://www.westernpower.co.uk/psr) or via the **Power Cut
Reporter** app



**Next Generation Texting
(NGT) & Textphone
Minicom:**
Dial **18001 0800 096 3080**
Or use Minicom
0845 601 2318 or NGT Lite
18001 02920 535 636



BSL Video Relay:
[www.westernpower.co.uk/
Contact-Us/Sign-language-
Interpretation.aspx](http://www.westernpower.co.uk/Contact-Us/Sign-language-Interpretation.aspx)



Welsh speakers:
We have Welsh speakers at
our South Wales Call Centre.
If you write to us in Welsh,
we will respond in Welsh.



Other languages:
If you need help when you
telephone us, we can provide
a translation service.



To write to us:

Western Power Distribution Records Team

Midlands:

Herald Way
Pegasus Business Park
Castle Donington
Derbyshire DE74 2TU

South West England:

Lostwithiel Road
Bodmin
Cornwall PL31 1DE

South Wales:

Ffynnon Menter
Phoenix Way
Swansea Enterprise Park
Llansamlet
Swansea SA7 9HW



Alternative formats:

Please ask us if you would like a copy of this leaflet in another format such as large print or braille.



The Priority Services Register

It's free to register with us



Elderly customers



Sight loss



Children under 5



Reliance on medical equipment



You keep medicine in the fridge



Mental health issues



You have just come out of hospital



Hearing loss



Learning disability



Wheelchair user/mobility

Please tell us your name, address, telephone number, details of any electrically dependent equipment.

You can also register via your energy supplier – see your bill. They will register you and let us know as well.

If you choose we can also share your details with your energy supplier and water company so they can add you to their register.

In the event of an emergency we may share your information with third parties such as the British Red Cross, or your local council.



What we can offer our Priority Services customers



A special telephone number so you can get straight through to a person at WPD if you have a power cut, and we can call you back with updates.



Text alerts to let you know we are aware of a power cut in your area. Download the WPD Power Cut Reporter App to receive notifications.



Callbacks for medically dependent customers if you have no power to give you an update (9am-8pm). *If you want to receive calls during the night please let us know.*



Support for customers who rely on oxygen
We work with oxygen providers to provide assistance during longer power cuts.



Support from the British Red Cross

Help for older, disabled or other vulnerable customers who have no access to hot food or drinks during major incidents.



Advance notice of planned maintenance

We will let you know if we need to switch-off your electricity for planned work at least 2 days before by phone or letter.



Appointments

We can agree a password with you.



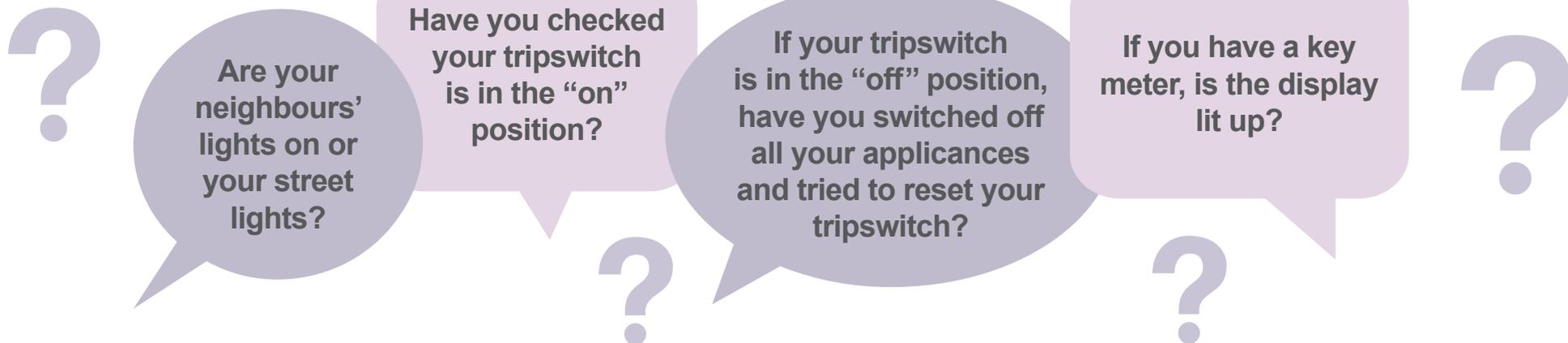
Deaf interpreter service

www.westernpower.co.uk/Contact-Us/Sign-language-Interpretation.aspx



If you have no power – helpful advice

If you have a power cut please call 105. We will ask you the following questions:



What to do if you have no power:



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



Turn off and unplug any appliances that you are not using and any sensitive equipment such as computers or TVs.



During cold weather dress warmly using several layers of clothing.



Keep your freezer shut – depending on the type of freezer you have, the contents can stay frozen for up to 12 hours. You may be able to claim for spoilt freezer contents on your Home Insurance.



If you have no gas for cooking, your neighbours may be able to help you with warm drinks and hot food.

We cannot guarantee a continuous supply of electricity. Here is some advice on how to be prepared:



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



Download the WPD Power Cut Reporter App or save 105 or our Whatsapp number on your smartphone.



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



Protect sensitive electrical equipment such as computers or medical equipment with a surge protector plug or an Uninterruptible Power Supply (UPS). Please see our website www.westernpower.co.uk for more details.



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.

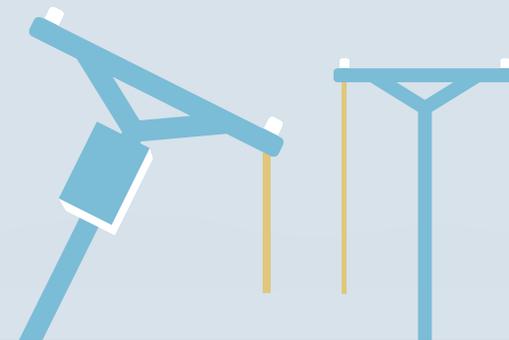


If you or a member of your family has a serious health problem please ensure that you have plans in place in the event of a long power cut. Make sure any medical equipment has a battery back-up and is checked regularly to ensure it works.

Safety First – fallen overhead powerlines

Danger – stay away from fallen overhead powerlines. Phone us straight away to 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 powerlines.



When we visit your home



All WPD employees and contractors will show a photo identity card.



Vehicles will carry the WPD or our contractor's logo.



Our staff will be clean and tidy and, where appropriate, will be wearing branded workwear.



WPD staff and contractors will be able to explain the reason for their visit.



WPD staff will be suitable, appropriately qualified and fully trained for the purpose of the visit.



WPD staff will be polite and respect you and your property.



WPD staff will be able to tell you which telephone number to call to report a power cut.



We will offer 'am' (8am-1pm) and 'pm' appointments (12 noon-4.30pm) if we need to visit you.

You can also ask for a more specific appointment time within a two-hour time band.

If we agree an appointment with you, we will do our best to keep it, unless we agree an alternative date with you.



If you have any doubts about whether a caller is genuine do not let them into your home.

Complaints – how to contact us

At WPD we are committed to providing you with excellent customer service, first time every time. However sometimes things do go wrong. We want to know when this happens, so that we can sort out any problems as quickly as we can.

We will log your complaint and arrange for a local manager to call you or email you to resolve the matter. You can also ask for a more senior manager to review your concerns if you are not satisfied.



Telephone:
0800 0556833

We aim to respond by the next working day



Email: complaints@westernpower.co.uk

(Please tell us your address including postcode with a contact telephone number in your email.)



Online: www.westernpower.co.uk/contact-us/Complaints.asp or via Webchat.



In writing
Tony Taylor, Information Centre Manager at Avonbank, Feeder Road, Bristol BS2 0TB



By appointment
You can also visit your local WPD office. Please contact us first to make an appointment to ensure that the right person is available to speak to you.



Alternative formats
Please tell us if you want us to respond in large print, braille, on audiotape, in Welsh or another language.



Free independent advice and support

Citizen's Advice – www.citizensadvice.org.uk/energy or call 0808 223 1133 (Welsh speaking 0808 223 1144)

This document fulfils the requirements of Distribution Licence Conditions 8, 9, and 10 to publish a Statement on the Safety and Security of Supplies Emergency Service and a Code of Practice on Priority Services.

Western Power Distribution (East Midlands) plc, No2366923
Western Power Distribution (West Midlands) plc, No3600574
Western Power Distribution (South West) plc, No2366894
Western Power Distribution (South Wales) plc, No2366985
Registered in England and Wales
Registered Office: Avonbank, Feeder Road, Bristol BS2 0TB

www.westernpower.co.uk  @wpduk

WESTERN POWER 
DISTRIBUTION
Serving the Midlands, South West and Wales

