

nationalgrid

Be prepared

What to do in a power cut



Please don't assume we know about a power cut in your area – report it to us or your landlord as soon as possible.

**POWER CUT?
CALL 105**



nationalgrid.co.uk

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

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.



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 or computers.



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



Be prepared

We have a free, confidential Priority Services Register for anyone who might find a power cut particularly difficult.



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



Find out where your fuse box and tripswitch are.



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



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



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.



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.



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



If your mains operated stair lift stops working, check to see if there is a manual release handle that can return it safely to ground level. If your stair lift does not have a battery back up, contact the manufacturer as it may be possible to get one fitted.

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

Power cuts and safety

Contact our free emergency service 24 hours a day, 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.



Follow us on X (formally 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



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



BSL Video Relay: 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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