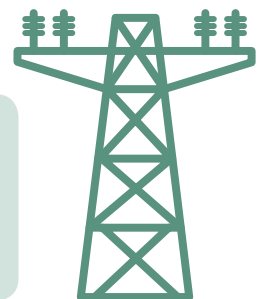




Be prepared – What to do in a power cut



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**
(save the number on
your phone)



Twitter: **@wpduk**



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



Download our free **Power
Cut Reporter App** from
the App Store and Google
Play onto a smartdevice.
**Register for severe
weather updates**



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



BSL Video Relay:
**[www.westernpower.co.uk/
signlanguageinterpretation](http://www.westernpower.co.uk/signlanguageinterpretation)**



OR CALL 0800 6783 105

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

What to do if you have no power


If you have a power cut 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.

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

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

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

 Limit the use of your smart phone, tablet, or laptop to save battery power.

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

**POWER CUT?
CALL 105**


Safety First – fallen overhead power lines


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.


**POWER CUT?
CALL 105**

Be prepared:


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


 Find out where your fuse box and tripswitch is.


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

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

 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.

 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.

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

 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.