

## 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 55,300 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 in the South West, to the counties of Somerset, Devon and Cornwall.



*Western Power Distribution (East Midlands) plc, No 2366923  
Western Power Distribution (West Midlands) plc, No 3600574  
Western Power Distribution (South West) plc, No 2366894  
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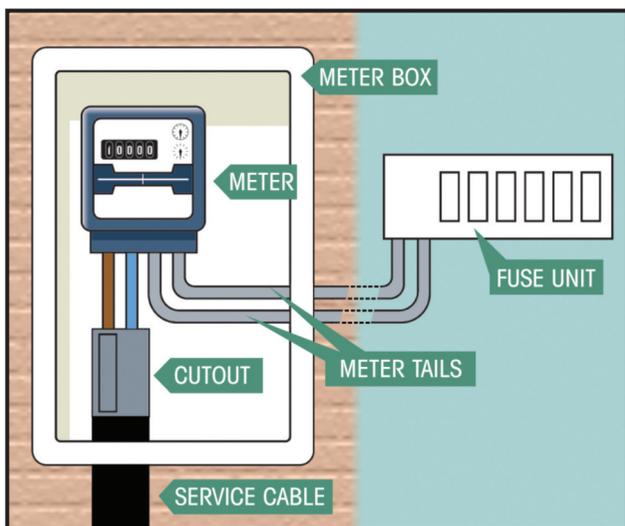


Flooding and your  
power supply  
Helpful advice

## During a flood

If water is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit\* – but only if it is safe to do so. If you are unsure contact your insurer or an electrician for advice.

\*Fuse units are usually near to your electricity meter. Your meter may be internal to your property or external within a meter cabinet. Our picture shows a standard meter cabinet arrangement.



DO NOT touch any electrical appliances, cables or equipment while stood in flood water or any which have been immersed in flood water.

## Our Priority Service Register

If you rely on electricity for medical care at home or are elderly, ill, disabled or have special communication needs we know power cuts can be particularly worrying.

- Make sure any equipment you rely on has battery back-up.
- Call us on **0845 724 0240** to ask about our Priority Service Register.
- We can give you a direct dial number to call in the event of a power cut and provide extra help if you need it.

## After a flood

- If your meter has been under water, please keep away from the equipment. Contact us on our emergency number to arrange a safety visit.
- If your property has been exposed to flooding and your electricity supply is off or partially off, check your fuses and/or your trip switches on your fuse unit\* (if it is safe to do so) to see if they have operated.
- If a fuse or a trip switch has operated seek assistance from your insurer or an electrician who should be able to offer you further advice and assistance.
- If your fuses or trip switches have not operated and your electricity supply is off please contact us on our emergency number.

## Contacting us

If your fuses or trip switches haven't operated and your electricity supply is off please contact us. 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 6783 105**

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

Calling from a mobile\*? **0330 1235 002**

\*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.

You can get more information online at [www.westernpower.co.uk](http://www.westernpower.co.uk) or by scanning this code with a smartphone.



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