

nationalgrid

Be prepared

What to do in a power cut



**POWER CUT?
CALL 105**



[nationalgrid.co.uk](https://www.nationalgrid.co.uk)

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.

Our top tips



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.



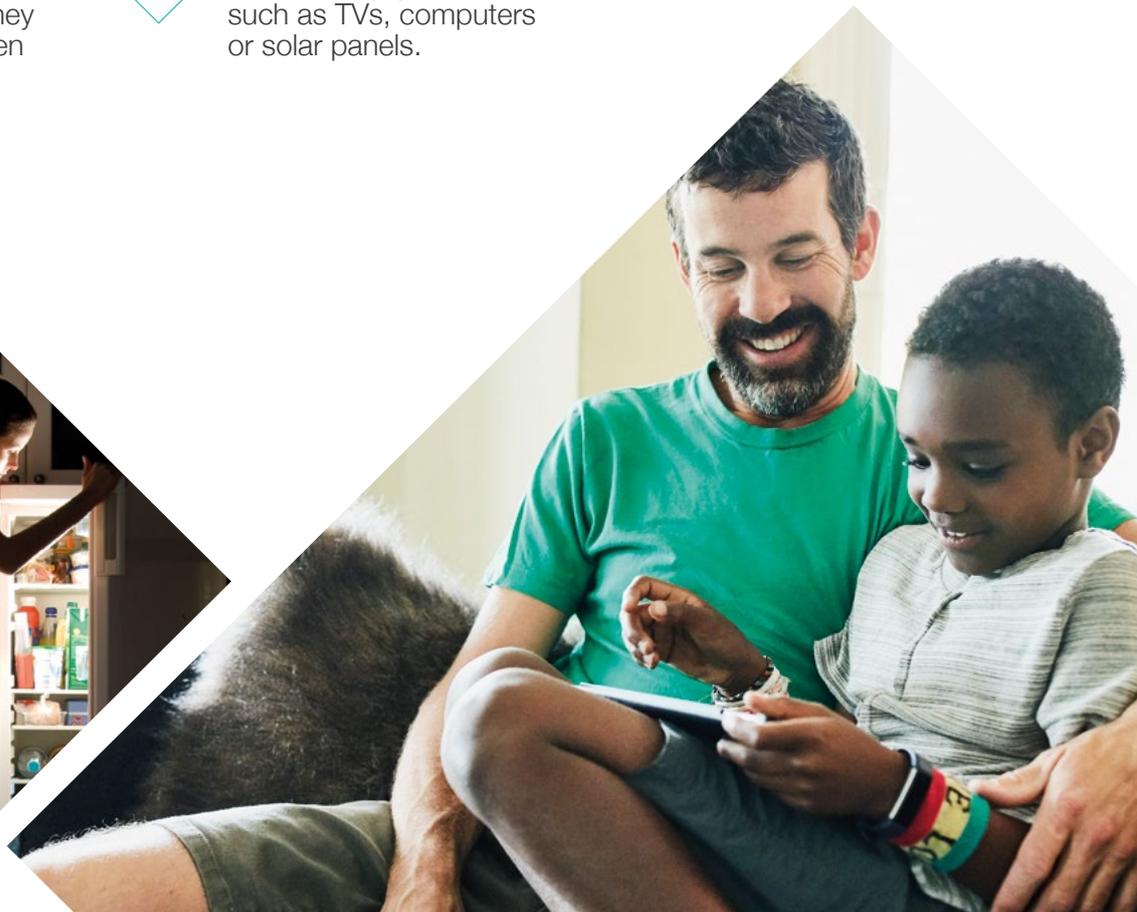
Keep your freezer shut – depending on the type of freezer you have, the contents can stay frozen for up to 12 hours.



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



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



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.

Be prepared. Ask us about our Priority Services Register if you, or someone you know, might find a power cut particularly difficult.



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.



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



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.



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.



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.

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



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



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



BSL Video Relay:
nationalgrid.co.uk/signlanguageinterpretation



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



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



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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