

[nationalgrid.co.uk](http://nationalgrid.co.uk)

# Helping your business prepare for a power cut

**POWER CUT?  
CALL 105**



**nationalgrid**

Be prepared

Who we are and what we do

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Things to think about before you have a power cut

Other electricity related issues that could affect you

Useful numbers

# Be prepared

Whilst National Grid Electricity Distribution (NGED) is committed to providing a reliable electricity supply, sometimes power cuts do happen for reasons beyond our control.

We want to help you to be as prepared as possible for a power cut or other electricity related disruption to your business.

## We're here to help

- If you need to report a power cut call us on **0800 6783 105**
- If you are deaf or hard of hearing dial **18001** first using your textphone.
- You can Tweet us **@gridcustomersuk**
- Chat online at **[nationalgrid.co.uk](https://nationalgrid.co.uk)**



Save this document on your desktop – you can refer to it in the event of a power cut.



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# Who we are and what we do

NGED is an electricity Distribution Network Operator.

We are responsible for the network of underground cables, overhead lines and substations that distributes electricity to customers' homes and businesses every day. We are not a supplier (the company looking after your meter and sending you energy bills).

## Where you'll find us

We operate across the West and East Midlands, South Wales and the South West.

Our network covers densely populated residential areas and widely dispersed rural communities from the Wash in Lincolnshire down through South Wales and to Land's End and the Isles of Scilly in Cornwall.



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# During a powercut

## Tell us if you have a power cut

If you are without power, you can check for more information on our online power cut map.

Go to the link below and click on **'Power cuts in your area'**.



[nationalgrid.co.uk/power-outages](https://nationalgrid.co.uk/power-outages)

To report a power cut call **0800 6783 105**



## General things to think about during a power cut – your equipment

- Have you **shut down** unnecessary equipment?
- Will any equipment need to be considered for a **controlled reset or restarted in a controlled order** when power is restored?
- Do you need to switch off breakers on equipment that could cause a surge when **power is resumed?**
- **Shut down** your emergency generator and make sure it is refuelled.
- **How long will the outage last for?** What actions need to be taken?
- If you use an emergency generator, **do you need to order fuel?**
- Do you need to **inform suppliers, customers or anyone else** that you are without electricity?
- Do you need to **consider staff** welfare issues, e.g. heating, water and food?
- Consider **vulnerability of disabled staff**. Are they on upper floors? Do they need to be at home?
- **Leave a light on** so you know when power is restored.
- **Follow updates** on Twitter and on our online power cut map at [nationalgrid.co.uk](https://nationalgrid.co.uk)

## Practical things to think about during a power cut – your IT

- Could you manage on the battery power of laptops and iPads etc.?
- **How long can you cope without IT?**
- Do you have your **IT backed up** to the cloud with disaster recovery? How often does it back up? Can staff access it from other locations, e.g. their homes?
- Do you have an IT **disaster recovery plan?**



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# Your ten minute check list

Add your own notes, copy it or use it to write your own, more detailed, checklist which might help you in the future.

## Things to check before you call us

- Is the power cut just affecting you, or is it a local problem?
- Can you restore power by operating your trip switch?
- Has something caused your internal systems to trip, and if so,
- Do you need to call an electrician?
- Where is/are your electricity meter(s)?
- **Contact NGED**

## Other things to think about

- Consider **how long you can cope** before the power cut causes you an issue.
- **Consider staff dependent on lifts or with sight impairment** to ensure they are safe and well.
- Do any **refrigerated items** need to be moved to prevent them spoiling?
- **Ensure fridge/freezer doors remain closed.**
- **If work is halted** can staff do alternative work?
- **Consider staff welfare** – provide bottled water on hot days and/or consider sending staff home/elsewhere to work in longer outages.
- Can you ensure **real time management** of your social media accounts? Customers/stakeholders may use this channel to complain or seek information. Use social media to your advantage – update your ‘followers’.
- **Bring alternative heat sources into use.** (Guidance suggests a minimum of 16°C for office staff).
- **Does work in progress have an urgent delivery date?** Delay delivery or invoke alternative manufacturing plans.
- **Invoke your IT disaster recovery plan** if necessary. Consider using laptops, backup drives, etc.
- **Inform security and invoke temporary security if required.**
- **Do stakeholders need contacting** and what information will they require?



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# Things to think about before you have a power cut

## Power cut advice

- **Keep battery operated torches** and a radio handy, and nominate someone responsible for checking they always work.
- **Keep a battery/solar charger handy** so that you can recharge your phones/tablets.
- Keep a list of telephone numbers by your electricity meter such as:
  - NGED loss of power **0800 6783 105**
  - NGED general enquiries **0800 096 3080** and your local electrician
- Remember that **mains charged landlines will not work** in a power cut. Keep a charged mobile or an analogue phone to hand.
- **How long** can you be without power before your profit or reputation is affected?
- Do any of your staff or customers rely on electricity for a medical reason, such as medical equipment or refrigerated medicine? **If so, have you told NGED?**
- **Who are your stakeholders** and how would a power cut affect them? **Are you a vital part of their supply chain?**
- **Consider alternative locations** – staff working at home, in an emergency office or at a nearby hotel, for example.
- **Is anyone dependent on lifts**, do you have evacuation chairs?
- **Consider electrical plant or equipment**, refrigeration, freezers, etc. and the implications of them being without power.
- **Do you need backup electricity** for items or areas which must be kept refrigerated/heated/air-conditioned?
- **Do you need an emergency generator?** Are generators routinely maintained/tested and the relevant staff adequately trained?
- **How will security systems operate during a power cut?** Do they have a battery life, or will they need resetting?
- Do you need a contract in place for **emergency security staff?**
- Do you need an **alternative lighting supply?** Are you 24/7 or can you survive without lights for a short time? Consider areas such as exits, stairwells, outside and where your meter is.
- Could you install surge protection devices to **protect sensitive electronic equipment?**
- Consider **annually rehearsing** for an electrical outage.

## Be prepared

You can use this document and the checklist on **page 5** to make sure you're prepared for a power cut.



# Other electricity related issues that could affect you

Have you thought about other issues that could affect your business that WPD may be able to help you with?

## Connections

**Do you have questions about:**

- the speed of the process
- cost/availability of capacity
- lost time/productivity
- your planning or issues with it.

## Quality of supply

**Are you experiencing:**

- dips or voltage fluctuations
- disruption (to operations)
- sensitivity of equipment
- lost production time.

## Street works

**Do you need to know about:**

- timing/scheduling of work
- how much notice you can and will receive
- access issues
- disruption to you or your customers.

## DUoS (Distribution Use of System) charges

**Do you need:**

- advanced notice or billing advice.

**Call our general enquiries number with any queries: 0800 096 3080**

If you would like this leaflet in another language, large print, or braille, please telephone us on **0800 096 3080**



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# Useful numbers

Fill in the below with your useful contacts and save this document somewhere easily accessible.

## Generator hire

Name  Tel

Email  Date of last test  /  /

## Security company (e.g. for issues with alarms)

Name  Tel

Email

## Local electrician

Name  Tel

Email

## Local hotels or rooms for hire

Name  Tel

Email

## IT assistance (to reset computers/electrical equipment)

Name  Tel

Email

## Your important contacts

Name  Tel

Email

Name  Tel

Email

Name  Tel

Email

## Food/catering (to feed staff/customers)

Name  Tel

Email

**NGED loss of power**  
**0800 6783 105**

**NGED general enquiries**  
**0800 096 3080**

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National Grid Electricity Distribution plc  
Avonbank  
Feeder Road  
Bristol  
BS2 0TB

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