

nationalgrid

# Helping you prepare for a power cut

Advice for non-connected  
or private customers

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

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

**POWER CUT?  
CALL 105**



# 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 responsible for meters and energy bills).

## Customers who are not connected to the electricity network

In some cases customers have contracts or connections with other organisations which means they might be affected by a power cut without actually being a National Grid customer - they are not directly connected to our network. Examples of this could be customers in care homes, or living in multi-occupancy accommodation, where a landlord is responsible for the electricity supply.

If you are one of these customers this leaflet contains some useful information that you might want to keep to hand in case there is a power cut in your area.

## Be prepared



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



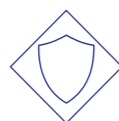
Find out where your fuse box and tripswitch are.



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**, consider telling your landlord and ensure you have plans in place for a 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.

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## 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.

## Our top tips



Limit the use of your smart phone, tablet or laptop to save battery power. Save and back up your work or files regularly.



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.

## Safety first - fallen overhead power lines

**Danger – stay away from fallen overhead power lines. Phone us straight away and tell us.**

- Phone us straight away and tell us if you see power lines are damaged or have fallen.
- 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.

# Should you experience a power cut please make your landlord aware

We know power cuts can be worrying for some people  
- you can contact us for updates at any time.

## Tell us if you have 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**



Follow us on X (formally Twitter)  
for the most up-to-date information  
on power cuts in your area  
**@nationalgriduk**.



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



BSL Video Relay:  
[nationalgrid.co.uk/  
signlanguageinterpretation](https://nationalgrid.co.uk/signlanguageinterpretation)



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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