

nationalgrid

# How to get ready for a power cut or emergency

**POWER CUT?  
CALL 105**



**Easy  
Read**

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

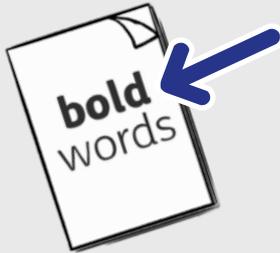
# Easy Read



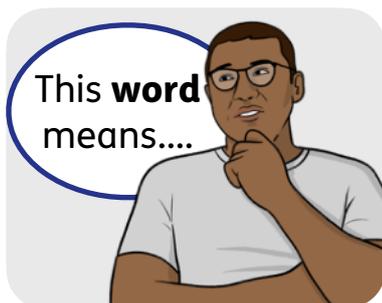
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



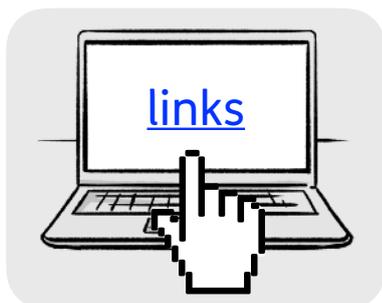
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet

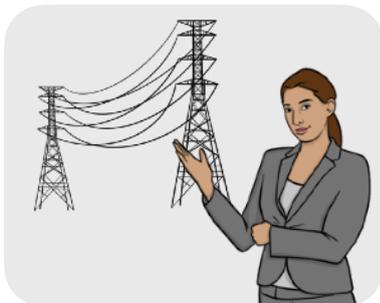


This booklet is from the **National Grid**.

We are in charge of providing electricity to people in the Midlands, South West of England and South Wales.



We are not the company that you pay your electricity bill to.



We look after the equipment that electric companies use to get electricity to your home.



Please read this booklet to find out what you should do if you have a **power cut** in your home.

A **power cut** is when all the electricity goes off in your building or local area.

# About the National Grid



If you live in the Midlands, the South West of England, or South Wales and have a power cut, you should tell the National Grid.



We work hard to make sure that we give you electricity that is safe and works well.



We always try to give the best service we can.

# Our 5 promises

We promise that we will work hard to:



1. Keep everyone safe.



2. Make sure that you always have electricity in your home.



3. Provide great customer service.



4. Run our business in the best way.



5. Look after the **environment**.

The **environment** is where we live. It includes the land, the sea, the air and everything that lives in and on it.

# Power cuts



A power cut can happen at any time.



Power cuts often happen because of things that we cannot control.



We will do our best to have fewer power cuts and keep you safe.



If a power cut happens when we were not expecting it, we will do our best to tell you what is happening and give you support.



This booklet will tell you how to stay safe and get ready for an emergency like a power cut.

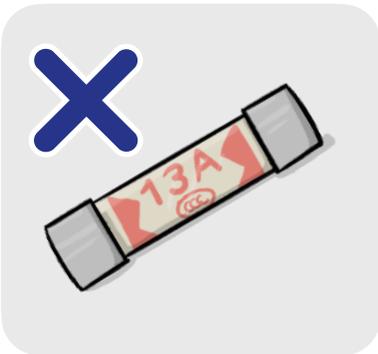
# Before you contact us

If the electricity stops working in your home, you should do these things before talking to us:



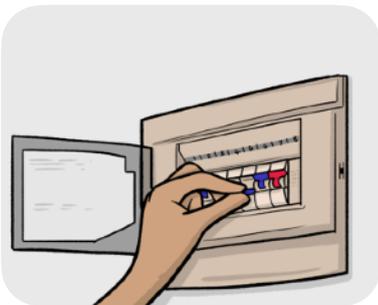
- Ask your neighbours if electricity is working in their home.

This can help you find out if the power cut is in your neighbourhood or only in your home.



- Find out if a **fuse** has broken.

A **fuse** is a small device that breaks if there is something wrong with the electricity in your home. This helps keep you safe.



You can find out if a fuse has broken by checking a special box inside your home called a **fuse box**.



You should also check your **electricity meter**.

An **electricity meter** is a piece of equipment that shows how much electricity you use.



Your electricity meter may be inside or outside your building.



If there is a flood in your home, **DO NOT** touch your electricity meter or any water near it.

As a customer, it is your job to:



- Get a new fuse if a fuse has broken.

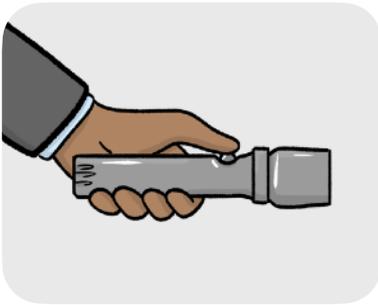


- Hire an **electrician** to make sure that the electric things in your home are safe.

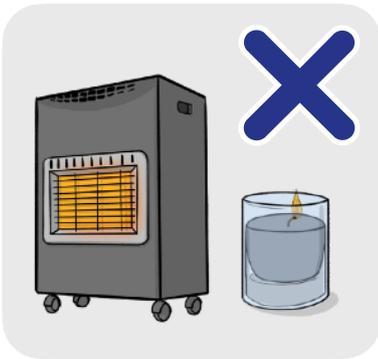
An **electrician** is a professional who fixes electric items.

# In case a power cut happens

In case a power cut happens, you should get ready by:

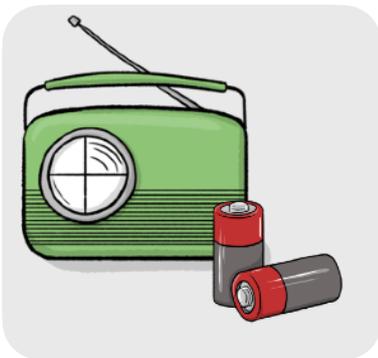


- Keeping a torch nearby.



- Not using candles or **paraffin heaters**.

A **paraffin heater** is a small heater that uses a fuel called paraffin to heat a room.



- Keeping a radio nearby that does not use electricity from a plug socket.

It may have batteries or you may need to use a handle to wind it up.

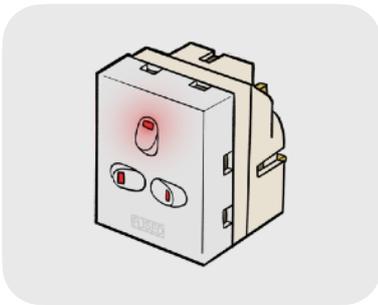


- Saving all the files on your computer and storing them in more than 1 place.

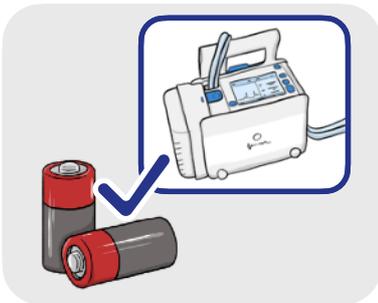
You can also get ready for a power cut by:



- Keeping a phone in your house that does not need to be plugged in, like:
  - A mobile phone with a full battery.
  - An **analog phone** - this is a type of phone that can work in a power cut.



- Using a special plug called a **surge protector plug** to protect your electric devices.



- Making sure that medical equipment can use power from a battery if there is a power cut.



- Asking your neighbours what they will do if a power cut happens.

This could include finding out if they would still be able to cook and get hot water without electricity.

You can also get ready for a power cut by:



- Making sure that your **vulnerable** neighbours have what they need and have a way to talk to other people in an emergency.

**Vulnerable** means they might need help and support to stay safe and well.



- Joining the **Priority Service Register** if you use electricity for things like your medical equipment.

You can find out more about the **Priority Services Register** on page 28.



- If you have a **stair lift**, finding out if it has a handle that lets you travel downstairs without any electricity.

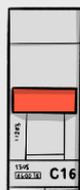
A **stair lift** is special equipment that helps you move up and down the stairs in your home.

# If a power cut happens

If a power cut happens, you should:

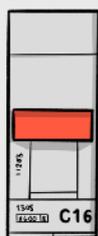


- Find out if the power cut is affecting other homes, like by asking your neighbours and looking at street lights.

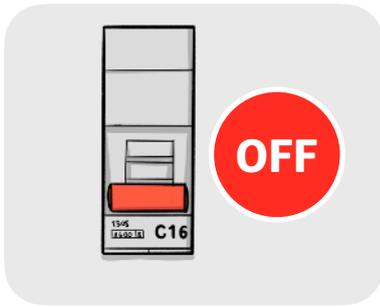


**Trip switch**

- Check your fuse box to find out if any special switches called **trip switches** are on.



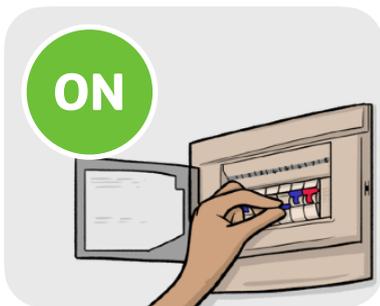
If all of your trip switches are **on**, please contact us using the contact details on page 40.



If the trip switch is **off**, you should follow these steps in order:



1. Turn off all the electric devices in your home.



2. Try to turn the trip switch on again.



If the trip switch turns on after you follow these steps, you should turn all the electric devices back on, 1 at a time.



This will help you see which device turns the trip switch off so that you can get that device checked by an electrician.

If a power cut happens, you should also:



- Keep your freezer closed to make sure that the food stays cold.



- Turn off any computers or fax machines.



- Keep in contact with your neighbours if they are still able to use gas.

They may be able to help you get hot food and drinks.



- Check that your vulnerable neighbours have what they need to stay safe.

For example, you should make sure that they are warm, their medical equipment is working, and they have enough food and drink.



If a power cut happens and you are finding something very hard, please call us using the contact details on page 40.



Sometimes we may not know that there is a power cut, so please call us as soon as possible to tell us about the power cut.

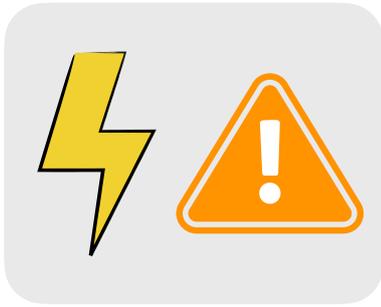


When you talk to us, we might be able to tell you when the problem will be fixed.



We will try to fix the power cut as quickly as possible.

# How to stay safe



Electricity can be very dangerous, especially if someone plays with it or touches it in a dangerous way.



Electricity can break things, hurt people or even kill them.



You may not always realise you are doing something dangerous.



If you see a fallen cable, it may still have electricity in it.



You should stay away from the fallen cable and make sure others do not go near it.



Do not try to move any cables or equipment.

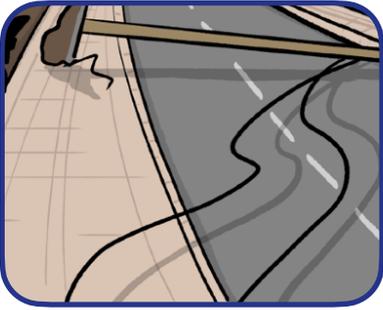


You should always tell us if you see a problem with electrical equipment, even if it seems small.



This is to stop you or others from getting hurt.

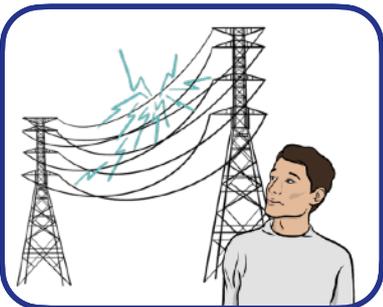
Please tell us if you see:



- Fallen power lines.



- Damaged electricity equipment.



- Cables above your head that have sparks coming out of them.



You should be careful when you clean up outside your home after a big storm.



This is because some things could be touching cables.

# We need your help



We need your help to keep the electricity in your area safe and working well.



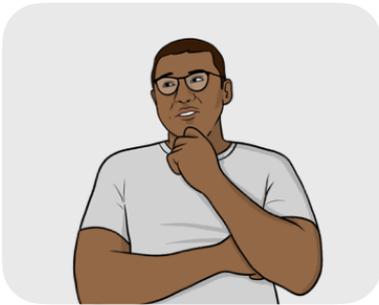
Please tell us or the police if you see anything that could be unsafe, like someone damaging electrical equipment.

# Are you ready?



Getting ready for an emergency can help everyone feel better and stay safe.

You should get ready by:



- Thinking about what could go wrong.



- Making a plan for you and your family.



- Making an emergency kit - this is when you put things that you might need in an emergency in 1 place.

You should also:



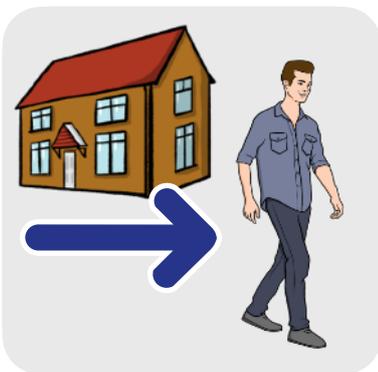
- Make sure that your important information and documents are in the same place and that you know where they are.



- Try your best to find out what is happening by using your phone, TV, radio or social media websites like Instagram or Facebook.



It is important to get ready and make plans for the different emergencies that could happen.



For example, you may be told to stay in your home or **evacuate**.

**Evacuate** means you have to leave your home because it is not safe anymore.

You should decide what to do in each emergency by:



- Thinking about what you and your family might need.



- Listening to what your local council or emergency services tells you to do.

# If the danger is outside

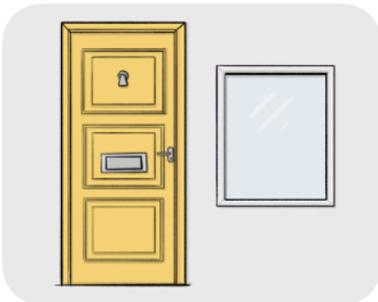
If the danger is outside, you should:



- Stay inside.



- Pay attention to the local news.



- Close your windows and doors.



Please stay inside until you are contacted by emergency services or you are told it is safe to leave.



If you cannot collect your children from school, the school will follow their own emergency plans to keep your children safe.

# If the danger is inside

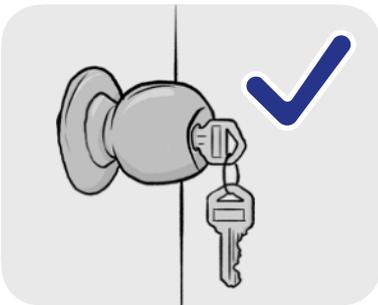
If the danger is inside, you should:



- Get outside and stay outside.



- Bring your emergency kit outside with you, if it is safe to do this.



- Make sure that outside doors and windows are locked, if it is safe to do this.



- Add the word “**ICE**” next to important phone numbers in your phone.

**ICE** stands for In Case of Emergency.

This will tell emergency services who they should call in case you are hurt.



You should always do what emergency services tell you to do.



You should not go home again until you are told it is safe by someone like the police or fire brigade.

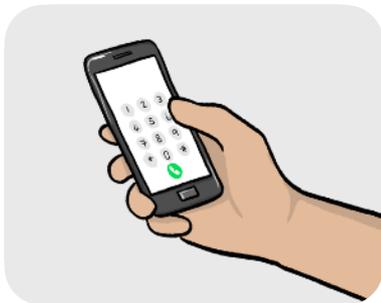
# Priority Services Register



The **Priority Services Register** is a free service that helps people who need extra support in an emergency.



If you or someone you know needs electricity for things like medical equipment or talking to other people, they can join the register.



If you join the register, we will contact you to:

- Give you a special number to call if there is a power cut.



- Tell you about any power cuts that we have planned.



- Agree on a password before we visit your home to make sure you feel safe.

You can join the Priority Services Register by:



- Phoning us on 0800 0963 080



- Filling in this form on our website here: [nationalgrid.co.uk/psr](https://nationalgrid.co.uk/psr)

If you live in the Midlands, you can also join the register by:



- Post:  
Priority Customer Services  
Records Team  
National Grid Electricity Distribution  
Herald Way  
Pegasus Business Park  
Castle Donington  
Derbyshire  
DE74 2TU



- Email:  
[nged.priorityservmids@westernpower.co.uk](mailto:nged.priorityservmids@westernpower.co.uk)

If you live in South Wales or the South West of England, you can also join the Priority Services Register by:



- Post:  
Priority Customer Services  
Records Team  
National Grid Electricity Distribution  
Lostwithiel Road  
Bodmin  
Cornwall  
PL31 1DE



- Email:  
[nged.priorityservices@westernpower.co.uk](mailto:nged.priorityservices@westernpower.co.uk)



We know that many customers will need support if a power cut lasts for a long time.

We work with the British Red Cross to help customers who need extra support and:



- Have had a power cut for more than 4 hours.



- Do not have any food or water.

# What could cause problems with your power?

There are lots of different things that could cause problems with your power, like:



- Very bad weather, like storms, lots of rain, or snow.



If there is lots of snow, it may also be harder for us to travel to your area to fix problems with your power.



- Flooding.

# What we will do to help

We do lots of things to help stop problems with your power, like:



- Hiring more people to answer phone calls and fix issues.



- Stopping other work when a power cut happens so that we can focus on fixing the problem.



- Working with other organisations to help us get ready for bad weather before it happens.

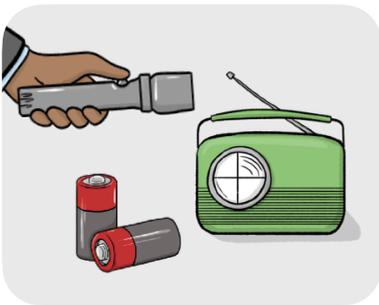
# Your emergency kits

## Home emergency kit

Your home emergency kit should include:



- A list of phone numbers to call in an emergency, like emergency services and family members.



- A torch and radio with spare batteries.



- Copies of important documents like your birth certificate or **insurance policy**.

An **insurance policy** is a document that says you can get money if certain things happen. For example, if your home is damaged.



- Spare keys for your house and car.

Your home emergency kit should also include:

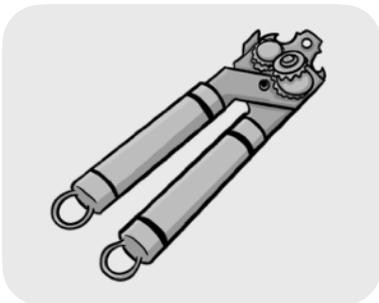


- A First Aid kit, including:
  - Medicines that you need.
  - Back-up power supplies for home medical equipment.
  - Wet wipes.
  - Hand sanitiser.

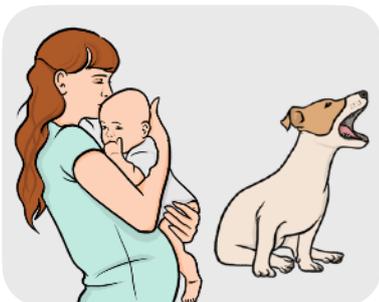


- Food and water.

You should include at least 12 litres of water for every person who lives in your home.

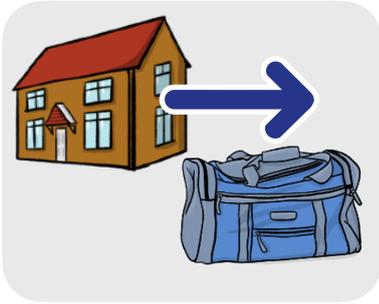


- A can opener, if you need it.



- Things you need for your baby or pet.

## “On the Move” emergency kit



An “**On the Move**” Emergency Kit is a kit that you can take with you if you need to leave your home.



This kit should be small enough to carry.

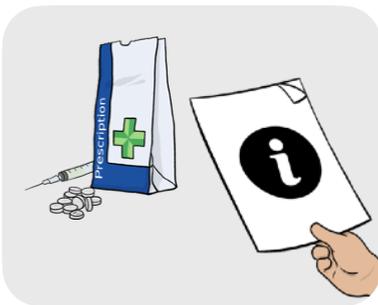


You should keep it in a safe place where your family members can find it.

Your On the Move emergency kit should include:



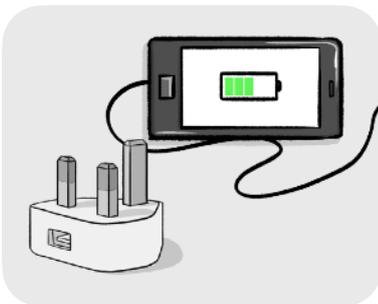
- Documents that explain who you are, like your passport or driving license.



- Information about any medicine you get from a doctor.



- Copies of important documents like your birth certificate or insurance policies.



- Mobile phone chargers.



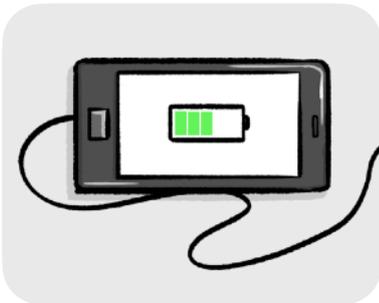
- A **USB stick** with important information from your computer.  
A **USB stick** is a small device that you can plug into a computer to save and share files.

# Car emergency kit

If you need to travel in very bad weather, you should:



- Check the news and weather forecasts before you leave.



- Charge your mobile phone.



- Make sure that someone knows where you are going.

If you have a car, you should make sure that your car emergency kit includes:



- A snow shovel.



- A road map.



- An ice-scraper.



- Blankets and warm clothes.

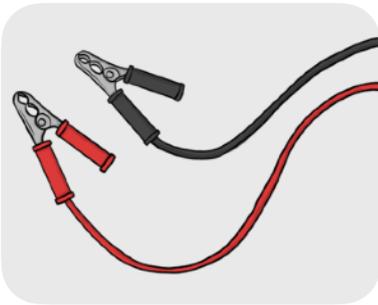


- Food and water.

Your car emergency kit should also include:



- A first aid kit.



- **Jump leads.**

**Jump leads** are electric cables that can help start a car if its battery has run out.

# Contact us

If you need to contact us in an emergency, please contact us by:



- **Telephone:** 105  
0800 6783 105



- **Textphone:** 18001 0800 6783 105

If you need to contact us for any other reason, please contact us by:



- **Telephone:** 0800 0963 080

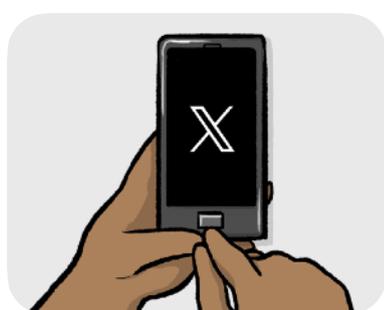


- **Textphone:** 18001 0800 0963 080

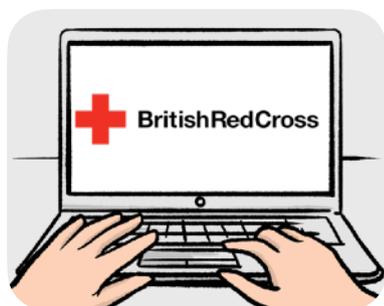
# Find out more



You can look at our website here:  
[nationalgrid.co.uk](http://nationalgrid.co.uk)



You can follow us on X (Twitter) here:  
[x.com/gridcustomersuk](https://x.com/gridcustomersuk)



If you want to become a Red Cross  
volunteer, please go to the Red Cross  
website here:  
[redcross.org.uk/volunteer](http://redcross.org.uk/volunteer)

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