

nationalgrid

# Your power cut check list

Spending a few minutes reading this leaflet now could make a future power cut a lot less stressful. So get switched on and use our handy checklist to make sure you're prepared.

▶ For advice or information call **0800 032 0311**  
or visit **[nationalgrid.co.uk/WinterSupport](https://www.nationalgrid.co.uk/WinterSupport)**

**POWER CUT?  
CALL 105**



## NOW

### Get prepared before a power cut

- Keep a torch handy - avoid using candles or paraffin heaters
- Keep a wind-up, battery or solar powered radio for updates
- Keep an analogue phone or charged mobile phone to hand
- If you have a mains-operated stair lift, check it has a manual release handle
- Make sure any medical equipment you have at home has a battery back-up, if not please contact your medical professional for advice

## DURING

### The steps to take during a power cut

- Check if it is a power cut. Are your neighbours' lights on? Is the trip switch in your fuse box set to 'Off'?
- If it's a power cut, let us know. Call us on 105
- Leave a light switched on, so you'll know when the power is back
- Don't open your freezer. It will keep your food cold for up to 12 hours
- If you're able to, please let your family and friends know that you're okay

## AFTER

### What to do after a power cut

- Plug your devices back in, and reset clocks and any settings as necessary
- Disconnect and store solar chargers properly, and recharge your power banks
- Reset your home safety alarm if you have one. You may need to call your security provider if you need assistance
- Discard any perishable items that have been unrefrigerated for over four hours

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