

Power Cuts - Helpful Advice

Be prepared for a power cut:

- § Keep wind-up/ battery/solar powered torches or lanterns ready. Avoid candles & paraffin heaters.
- § 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 ordinary one to use.
- § Protect sensitive electrical equipment such as computers & faxes with a surge protector plug or an Uninterruptible Power Supply (UPS). Please see our website www.westernpower.co.uk for more details
- § 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.
- § If you or a member of your family have a serious health problem please ensure that you have plans in place in the event of a long power cut. Make sure any medical equipment has a battery back-up.

What to do during a power cut:

- § Check to see if your neighbours have lost their supply. If they have not, the problem could be with your own fuses.
- § Check your trip switch is in the 'on' position. If your trip switch has operated, switch off all your appliances and try to reset the trip. The supply may then come back on.
- § If the trip switch has not operated, and you can find no other reason, please let us know.
- § Turn off and unplug any electrical appliances that get hot, as you may forget they are on when the power comes back.
- § Turn off and unplug any appliances that you are not using and any sensitive equipment such as computers or faxes.
- § Keep your freezer shut - depending on the type of freezer you have, the contents should stay frozen for up to 12 hours. You may be able to claim for spoiled freezer contents on your Home Insurance.
- § During cold weather dress warmly using several layers of clothing.
- § During bad weather, for technical reasons we can't restore supply to just your property. We aim to restore supplies to everyone as quickly as we can. If you are having difficulties, please call us - we have arrangements with the WRVS to provide assistance to vulnerable customers.

§ If you have no gas for cooking, your neighbours may be able to help you with warm drinks and hot food.

§ If you are suffering from serious health problems please call the NHS Direct Helpline on 0845 4647. In an emergency, please contact your local hospital.

How to register with us for priority services:

If you are elderly, chronically sick or disabled you can register with our Priority Services Register. Please see our website www.westernpower.co.uk for more details

Please call us on 0845 6012989
(You can use Typetalk to access this service)

Or email wpdpriorityservices@westernpower.co.uk

How to contact us to report a power cut:

Don't assume that we know you have no power. Please ring us as soon as possible. If we already know we should be able to tell you when we expect your electricity will be back on.

Please call us on:

South West England - 0800 365900

South Wales - 0800 0520400

(You can use Typetalk to access this service).