

WHAT TO DO IN A POWER CUT

HOMEOWNERS GUIDE



WHAT TO DO IN A POWER CUT – THE HOMEOWNER’S GUIDE

Power Cuts – What you need to know

From adverse weather to faulty wiring and equipment, power cuts and outages are regular occurrences in some areas, often bringing with them power loss and interruptions to households up and down the country.

A loss of power to your home can at the best of times prove disruptive. With a halt in electricity, it can be useful to identify when there is something wrong in your local area or within your home, and the best steps to take to get the power back up and running.

The frequency of power cuts will be different for everyone, but armed with the right knowledge and who to contact will ensure you are fully prepared when the power does go out.

This go-to-guide aims to keep you and your family in-the-know with some handy tips and practices to follow should you find yourself without power.

To report a power cut call 0800 6783 105. If in doubt, call 105.

Who Supplies What?

When the power fails it can be useful to know who we should contact to ensure the power we pay for is quickly restored.





Scottish and Southern Energy Power Distribution

Scottish and Southern Energy Power Distribution are responsible for delivering power to over 3.9 million homes and businesses across central southern England and the north of Scotland.

Unlike your electricity provider, or the company that you pay your electricity bill to, Scottish and Southern Energy Power Distribution serve the bustle of West London to the smallest villages in the Highlands and Islands of Scotland maintaining the network of overhead lines and underground cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For all queries including a new network, diversions or service alteration call
- 0800 048 3515 (option 2) – North of Scotland
- 0800 048 3516 (option 2) – Central Southern England



SP Energy Networks

SP Energy Networks manages the electricity network that powers homes and businesses throughout Central and Southern Scotland, North Wales, Merseyside, Cheshire and North Shropshire.

Unlike your electricity provider, or the company that you pay your electricity bill to, SP Energy Networks own and maintain the network of overhead lines and underground cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

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Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call
0800 092 9290 – Central & Southern Scotland
0800 001 5400 – Merseyside, Cheshire, North Wales and North Shropshire



Electricity North West

Electricity North West manages the electricity network that powers the diverse communities between the beautiful Lake District landscapes to the bustling city of Manchester and all the wonderful towns and villages located in-between.

Unlike your electricity provider, or the company that you pay your electricity bill to, Electricity North West are responsible for maintaining and upgrading 13,000 km of overhead power lines and more than 44,000 km of underground electricity cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

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Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 0800 195 4141 (option 4)
- For other ways to get in touch visit <https://www.enwl.co.uk/about-us/contact-us/>



Northern PowerGrid

Northern PowerGrid manages the electricity network that powers everyday life for more than 8 million people across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire.

Unlike your electricity provider, or the company that you pay your electricity bill to, Northern PowerGrid manages a network of more than 63,000 substations and some 60,000 miles of overhead power lines and underground cables spanning 9,650 square miles.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

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Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call
- 0800 66 88 77 – North East

0800 375 675 – Yorkshire & N. Lincs.



National Grid Electricity Distribution (NGED) (Former Western Power Distribution)

National Grid Electricity Distribution (NGED) is the regional electricity distribution division of the National Grid. They are the operator for the Midlands, Southwest and South Wales.

Unlike your electricity provider, or the company that you pay your electricity bill to, the National Grid manages 220,000 km of overhead lines and underground cables, and 185,000 substations to provide power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

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Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 0800 096 3080
- If you are deaf or hard of hearing dial 18001 first using your textphone.
- Tweet @gridcustomersuk
- Chat online at nationalgrid.co.uk



UK Power Networks

UK Power Networks maintain the electricity networks across London, the South East and East of England.

Unlike your electricity provider, or the company that you pay your electricity bill to, UK Power Networks owns and maintains the network of overhead lines and underground cables, providing power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries or to report a dangerous situation call
- 0800 31 63 105



Northern Ireland Electricity Networks (NIE Networks)

Northern Ireland Electricity Networks distribute and maintain electricity to over 910,000 customers including homes, businesses and farms within Northern Ireland.

Unlike your electricity provider, or the company that you pay your electricity bill to, Northern Ireland Electricity Networks manages 2,300km of transmission network, 47,000km of distribution network and 340 major substations.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

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Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 03457 643 643
- Contact via Social Media Channels (Available Monday to Sunday)
- Facebook.com/NIENetworks
- Twitter: @NIElectricity



ESB Networks

ESB Networks are part of the ESB Group and are licensed to build, operate, maintain and develop the electricity network in the Republic of Ireland.

Unlike your electricity provider, or the company that you pay your electricity bill to, ESB Networks maintains the network of overhead lines and underground cables, providing power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 1800 372 757
- Email: esbnetworks@esb.ie

Prior to a Power Cut – Practical Tips & Advice

- Keep a battery-operated torch to hand. Ensure batteries are checked regularly and kept in a suitable place. Candles or paraffin heaters are not advised to use in an outage.
- Protect computers and similar equipment with a surge protector plug, ensuring work is backed up regularly.
- For any home medical equipment, ensure you have a back-up battery solution on standby.
- Check in on vulnerable relatives and neighbours, ensuring they have enough supplies and means of contacting friends and family should the power go down.
- For medically dependent customers who rely on certain medical equipment and communications, sign up for the Priority Services Register for direct access to services and extra support. Visit your Distribution Network Operator's website for more information.

Steps to take when the lights go out

Power cuts will happen from time to time and are quite often due to circumstances beyond the Distribution Network Operator's (DNO) control.

In the event of an unscheduled power cut, there are a few simple steps you can take before contacting your DNO:

- Check with your neighbours to see if the power cut has affected your neighbourhood or can be directly linked to your property.
- If the power loss is confined to your property, check to see if all the fuses are intact inside your fuse box and none of them are 'tripped'.
- Check the electricity meter for any obvious concerns. These can be located both internally and externally within some properties.

Once you have established that a power cut has taken place, whether within your property or within your neighbourhood, it's good practice to keep a check list of actions that can help minimise any disruption:

- Turn off any sensitive equipment, such as computers, to prevent further issues when the power is restored.
- Check in with vulnerable neighbours, ensuring they have access to supplies and contacts should they need help.
- Use the 24/7 national contact number or call 150 to report outages in your area. Reporting a power cut will not only log the loss of power, they may also provide you with further information about how long it will last.

When working on the network for maintenance, your DNO will aim to notify you 5 days in advance to ensure you have enough time to prepare for planned power outages and to minimise disruption.

Safety First

In an emergency it is essential you have the right details of who to contact. The risks associated with electricity cannot be underestimated and it is imperative that any cause for concern or risk to life be reported to your DNO straight away.

For instances where there are fallen or low hanging overhead power lines, sparking overhead cables or cables that are twisted together, it is always best to report your concerns. To report a dangerous issue or a power cut call **0800 6783 105**. If in doubt, call **105**.

Never attempt to move any fallen branches or debris away from potentially live cables, as quite often low-lying cables are still active and can be fatal if you come in contact with them. Keep clear of any dangerous hazards and report any damaged equipment or hazards without delay.

To reduce the disruption caused by a power outage, there are many ways in which you can prepare for unscheduled power loss, helping to make the process a little less worrying.

- **Priority Services Register**

For medically dependent customers who rely on electricity to power certain medical equipment and communications, sign up for the Priority Services Register for direct access to services and extra support. Visit your Distribution Network Operator's website for more information.