



What to do in a power cut

TOPTIPS

Call us for free on 105 if you find yourself experiencing a power cut. We manage the infrastructure of the electricity network, no matter who you pay your bills to.



Call 105

Call 105 for free from a mobile. No matter who you pay your bills to, 105 is the national electricity emergency phone number.



Don't touch

Don't touch equipment that you wouldn't normally. This means don't touch, or attempt to fix, your meter or other electrical equipment.



Grab a torch

Having battery operated or wind up torches will be helpful in guiding you around your home in the case of a night time powercut.



Write it down

Write down useful numbers (GPs, emergency contacts, friends & family) in case your mobile runs out of battery.



Neighbourhood watch

Check if your neighbours and street lights have power. If they do it could be a problem within your home.



Check your trips

Check that your trip switches are in their usual positions. If they aren't, switch them to the correct positions.



Keep it cool

Make sure your fridge/freezer doors are closed to help protect the contents for as long as possible.



Listen out

For major incidents, tune in to your local radio station for updates and weather reports.



Switch off

Turn off all electrical appliances that require supervision. This will help protect you when the power returns.



Wrap up

Stay warm by wrapping up or grabbing some blankets. Also make sure internal doors are closed to retain heat.



Light it up

Keep one light in a room switched to the on position as an indicator that power has returned to your home.



Don't panic

Stay calm, follow advice & sit tight. We'll get you back up and running as soon as we can. You can also view our live power cut map on our website.

