

Staying open for business

Advice on preparing for a power cut



Staying open for business

Our aim is to supply safe and reliable electricity to our customers twenty-four hours a day, seven days a week. However, occasionally things do go wrong or circumstances that cannot be prevented, such as storms, can interrupt power supplies.

If you run a small business you may need to decide whether to remain open for business if your electricity supply is interrupted.

This leaflet outlines some of the key issues you may need to consider and some of the actions you can take.

Fridges and freezers

Check with the manufacturer or installer as some commercial fridge freezers do not remain cold and may need to be emptied in the event of a power cut.



Burglar alarms

These are usually equipped with a battery backup, so they should work while the electricity is off. Please confirm this with your installer.

Lifts

Most conventional lifts with electrically-operated motors will stop where they are if the electricity goes off. If you know the power cut is going to happen, send the lift to the ground floor and make sure that both your customers and employees know not to use it. Some hydraulic lifts will return to the lowest floor automatically. Check with the installer for details of how your own lift operates, so you'll know what to do if there is a power interruption.

Electronic equipment

Many mains-operated cash registers, electronic scales and other types of equipment have a memory to store sales and date/time information. Most of these have memory protect batteries so if the electricity does go off, the information is preserved. For a planned power cut, it's best to unplug equipment beforehand. If your electricity goes off unexpectedly, switch off your systems and unplug them immediately. Consult your supplier to find out how computer-based systems may be affected by a power cut. Many of these allow you to back up sales data or do this automatically.

Telephones

Many telephones won't work during a power cut, check that they have battery backup or keep a charged mobile handy.

Using generators

If we must switch off your electricity, we try to ensure the interruption is as short as possible.

We are also fully committed to giving you accurate information about how long we expect the power interruption to last.

However, in some cases, you may not be able to manage without electricity and may wish to hire a portable generator as an alternative form of supply.

If you decide to do this, please ensure the generator is connected properly by a qualified electrician.

You must inform us if you have installed a generator. This will ensure that our employees can work safely on and around your property.

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This leaflet is also available in Welsh. Should you require a copy, please use the contact details above.

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