

Have you signed up to our free Priority Service Register?

We understand that a power cut might be a little more difficult or distressing for some of our customers. That's why we offer extra support to those who need it most.

- ✓ Are of pensionable age
- ✓ Have a special communication need
- ✓ Depend on electricity for medical care
- ✓ Have children under 5
- ✓ Or just feel you need a little extra help



If you register with us, we will:

Let you know in advance of a planned interruption to your electricity supply and keep in touch with regular updates during an unplanned power cut.

How to sign up to our PSR:

- Call us on **0330 10 10 167**
- Text **PSR** to **61999** and we'll contact you within 48hrs
- Email our customer care team on: socialobligationscaring@spenergynetworks.co.uk
- Use our website to submit an online form at: spenergynetworks.co.uk/priorityservices



Accessibility

Hearing impaired customers

We offer alternative methods of communication to make things easier for you. Text Relay Service - dial **18001** before any of the numbers on the back page of this leaflet.

Visually impaired customers

If you would like to receive any of our customer leaflets or documents in Braille or large text, please contact us and we will arrange this for you.

Interpreters

If you require language interpretation, we use Language Line for conference call style services. This telephone service is available free of charge **24/7**, offering over **100 languages**. Contact us directly to arrange this service on **0330 10 10 444**.

Our website meets AA Accessibility standards.

Get in touch

To report and get information on a power cut, or if you see damage to power lines, cables or substations - **call 105**

**POWER CUT?
CALL 105**



Alternatively, contact us on the following numbers:

Central and Southern Scotland:

0800 092 9290

Cheshire, Merseyside, North Wales and North Shropshire

0800 001 5400

Keep up to date by following our social media channels



@SPEnergyNetwork



@SPEnergyNetworks



@SPEnergyNetworks

Check out our website for more information

www.spenergynetworks.co.uk



**Helpful advice
during a power cut**



Power out? What to do first

If you experience an unexpected loss of power there are a few important steps you should take.

Are the street lights on? Do your neighbours have power?

If they still have power, the problem could be in your home as opposed to a power cut in your area.



Check if any of your tripswitches have operated. If any are in the 'off' position, switch off all your appliances and reset the tripswitches.

IF YOU THINK IT IS A POWER CUT, you can use your postcode to check for power cuts in your area. Just go to www.spenergynetworks.co.uk/postcode – details of when your power will be restored may already be available.

You can also call the national freephone number **105** to report the power cut - please don't assume we know you're without electricity.

WHAT HAPPENS WHEN I CALL 105?

- We may require some information from you such as your name, postcode and house number.
- You may be connected to our voice messaging system which will give you a recorded message targeted to your geographical area with information about the interruption and expected time of restoration wherever possible.
- We will ask if there are any additional needs in your household which we should know about during the outage.

**POWER CUT?
CALL 105**



Helpful advice during a power cut

- Unplug sensitive equipment such as TVs, satellite equipment and computers.
- Switch off appliances - especially fires, cookers, irons and hair straighteners - in case you forget they're on when power is restored.
- Leave an overhead light switch in the on position so you know when power is restored.
- Avoid opening your fridge or freezer more than necessary.
- Check on elderly or vulnerable neighbours to ensure they are safe and comfortable.
- Street lighting may also be off so take care outside.
- During cold weather, dress warmly using several layers of clothing.
- Many central heating systems and water heaters will not work. Portable heaters are a good alternative but take care where you put them.
- Limit the use of your laptop or smart phone to save battery power.
- When power is restored, turn your appliances back on one at a time.

Safety – fallen power lines

If there are power lines on or near the ground, please keep clear - they could be live. If you see any of the following, please **call 105** urgently:

- Damaged equipment or line
- Overhead lines on the ground or low enough for people or vehicles to come into contact with them
- Sparking overhead wires twisted or pushed together by broken tree branches
- Broken substation fences or damaged electricity manhole covers which leave live equipment exposed
- Electricity meters and associated equipment that are not secure or waterproof.



If fallen power lines are in a public place, **call 999** and help keep passers-by well away until the emergency services arrive.

Being prepared for a power cut

- Save the 105 emergency number on your mobile phone or keep it somewhere easy to reach.
- Keep a torch with charged batteries in a handy place.
- Most digital home phones may not work in a power cut, so keep a fully charged mobile or analogue telephone handy.
- Know how to use the manual option on electrical garage doors and gates.
- If you have a generator, be sure that it's installed safely. If not, you risk damaging your property and endangering lives.



Medical equipment

If you use electrically-powered medical equipment, you should have plans in place for long power interruptions, including a battery backup for your equipment.

If you have a mains operated stair lift, check if there is a manual release handle to return the stair lift safely to ground level.

If you rely on electricity for medical purposes, we can offer additional support during a power cut. Contact us on 105 to make sure you are signed up to our Priority Service Register.



For serious health problems, call NHS Direct/NHS 24 Scotland on 111 or NHS Direct Wales on 0845 46 47 (call charges may apply).

In an emergency call **999**.