

Planned Interruptions

Being prepared



**SP ENERGY
NETWORKS**

Planned Interruptions

Sometimes we have to interrupt your electricity to carry out essential maintenance and to enable us to work safely on our equipment, although we do try to keep your power on wherever possible.

If we do need to interrupt your supply we aim to give you at least 5 days notice to help you prepare for the interruption. We will write to you giving the date and times we expect to switch the power off and on. It is unlikely that we will need access to your premises however, should we require access we will let you know in advance. In the interests of safety you should note that the power may be temporarily restored to allow the equipment to be tested. If you require any further information and advice about a specific planned interruption, please contact us using the phone number on the letter we send you.

If electricity is crucial to your health and you depend on electricity for special medical equipment ask to be included on our Priority Services Register – details are on the back of this leaflet.



Prepare before the supply is switched off

- **Keep a note of the date and time of the power cut as a reminder** – put your notification letter on your fridge or put a note in your diary.
- If you rely on medical equipment, make sure where possible that it has battery back-up (e.g. kidney dialysis or oxygen concentrators).
- **Fridges and freezers** – keep the door closed as much as possible, taking anything you may need that day out of the fridge or freezer before the power goes off.
- **Appliances** – switch off and unplug equipment, especially items such as cookers, irons, hair straighteners and sensitive appliances such as TVs. Don't start a washing machine or dishwasher

cycle immediately before the power cut.

- **Telephones** – many telephones (cordless/digital) won't work in a power cut, check that they have battery backup or keep a charged mobile phone handy.
- Remember to charge laptops and other electronic devices and save any unsaved work on your desktop.
- **Lights** – leaving a light switched on will alert you when the power is restored.
- **Burglar alarms** – these are usually equipped with a battery backup, so should work while the electricity is off.
- **Businesses** – if telephones are essential remember to check that they will operate. Commercial and open freezers do not remain cold, arrange an alternative temporary power supply.



Make yourself comfortable

- Prepare hot drinks in a vacuum flask.
- If necessary have a torch handy with charged batteries or candles for light – but do not leave candles unattended.
- Make sure you stay safe and comfortable, during cold weather, dress warmly with several layers of clothing.
- If you have elderly neighbours please try to ensure they are safe, comfortable and wherever possible have some food or a warm drink.
- Remember street and communal stair lights may also be off so take care if you need to go outside.



When the supply comes back on

- Wait for 5 –10 minutes before turning your equipment back on.
- Turn appliances back on one at a time.
- Reset timers on electrical equipment with clocks.
- The time switch for off peak supplies will not have to be reset.
- Pre pay meters will have the same credit as before the supply was switched off.
- If your supply does not come back on but your neighbour's supply has please check your trip switch, if you have one. You will find this on or near the fuse box.

Generators

Some customers prepare for the possibility of power interruptions by installing a standby electric generator to keep lights and appliances or life-support devices running until we can restore service.

If you have a generator, be sure that it's installed safely. Before connecting a generator, the incoming supply must be switched off and isolated from your own electrical circuits and the generator. If it's not, you risk damaging your property and endangering the lives of our employees who may be working on power lines some distance from your home.

Need a little extra help?

If electricity is crucial to your health (for instance if you use medical equipment at home) ask to be included on our Priority Services Register. You can do this via our website, by phone or email:



0330 10 10 167



www.spenergynetworks.co.uk/psr



customercare@spenergynetworks.com



Text 'PSR' to 61999



Contacting us

Should you need to contact us about a general enquiry, you can do so via:

Website: www.spenergynetworks.co.uk/general

Phone: **0330 10 10 444**

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

Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.