

What to do if your electricity supply goes off

If you have a power cut...
we're the people to contact
to get the power back on

Central & Southern Scotland
0845 272 7999
Power loss & emergencies

General Enquiries
0845 273 4444

For more information see our website
www.spenergynetworks.co.uk



Step 1: If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip switch.

Step 2: If possible, check to see if your neighbours have lost supply. If they are also without power please contact us, if not please go to Step 3.

Step 3: If you have checked your trip switch and your wiring and appliances are not faulty please contact us.

Don't assume that we will know that your power has gone off. Please report your loss of supply using the power loss & emergency numbers shown. You may wish to keep a note of this number and keep it near to your telephone. If you have a mobile phone, you may wish to save the number in your contacts now.

What happens when you call?

When you call we may require some information from you such as your **name**, **postcode**, **house number** and **telephone number**.

If we are aware of an interruption to supply and we have enough information for us to deal with the situation, we may activate our voice messaging system giving information about the interruption including the estimated time of restoration wherever possible. This message will be targeted to a specific geographic area and contain all the relevant information we hold at the time you call.

Priority Services for customers with special needs during power loss

We know how difficult it is for anybody during a power loss, but in particular we recognise how especially worrying it must be if you rely on electricity for medical equipment, or have other special needs.

We keep a **Priority Services Register** so that we can contact our most vulnerable customers if they do experience a power loss. You can be included in our register if you are:

- Dependent on medical equipment
- Chronically sick
- Disabled

Or have some other special needs you would like us to consider

Being on our register won't necessarily mean we can restore your power more quickly, however we will try to contact you if we know of a problem in your area.

We'll keep you informed with regular updates and, if necessary, we can work with external agencies who may be able to assist.

If you meet the criteria we have outlined for inclusion on our register and would like to take advantage of this service, please contact us on our website

www.spenergynetworks.co.uk
or phone us on **0845 273 4444**.

Looking after your health when the power goes off

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.

Also ensure you have plans in place in the event of a long power cut.

Make sure any medical equipment has battery back-up.

If you are suffering from serious health problems please call the **NHS 24 Scotland 08454 24 24 24**. In an emergency please contact your local hospital.

Make sure you stay safe and comfortable, during cold weather dress warmly using several layers of clothing.

If you have vulnerable or elderly neighbours please try to ensure they are safe, comfortable and, wherever possible, have some food or a warm drink.

Switch off and unplug any electrical appliances that get hot such as electric fires, heaters and cookers as you may forget they are on when the power is restored.

Keep a battery power radio in your house, as you may be able to receive updates on the incident.

Unplug sensitive equipment such as TVs, videos, faxes and computers.

Ensure you have a torch with charged batteries. Leave it somewhere you can get to easily.

Avoid opening your fridge or freezer if you can.

Leaving a light switched on will tell you when the power is restored.

Many modern telephones won't work in a power cuts so please try to keep at least one phone in your house that doesn't run off the mains supply, i.e. a traditional analogue telephone or mobile.

Remember street lights may also be off so take care if you have to go outside.

If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return the stair lift safely to ground level. Many stair lifts have battery backup. If yours does not, it may be possible to get one fitted.

A number of information leaflets including those dealing with energy supply interruptions and priority services are also available from local libraries and community centres.