

The freephone telephone number 105 was launched September 2016 by UK Power Networks and they have given the following information to help customers in the event of a power cut.

Anyone experiencing a power cut should:

- Call 105 to report power cuts and damage to the electricity network
- Visit www.ukpowernetworks.co.uk for the latest update
- Visit www.ukpowernetworks.co.uk/powercut and type in their postcode to view our live power cut map
- Tweet @ukpowernetworks to report a power cuts or to receive updates

UK Power Networks has a Priority Service Register for customers who may be more vulnerable and require extra assistance in a power cut. You can find out more information on our website: ukpowernetworks.co.uk/priority.

We advise people to stay clear of power lines and report damaged power lines immediately by calling 105 - free to call from a landline or a mobile phone. If they see electricity lines that are down or causing significant risk to the public they should call 999.

Preparing for a power cut

Below is some additional advice on how you can prepare for a power cut:

- Keep our freephone number handy
- See the website for some useful videos offering you advice during a power cut.
- Keep spare batteries for radios and torches – local radio stations often broadcast helpful information
- Keep an old-fashioned corded phone which you can plug in, as cordless phones won't work in the event of a power cut
- Take care if using candles, tea-lights and other naked flames
- Keep fridges and freezers closed, with a blanket over as they will stay cold for many hours
- Switch off all your electrical equipment, except one light which will let you know when the power comes back on
- Remember the street lights may also be off so take care if you go out
- Look out for elderly neighbours and other vulnerable people; please consider taking them round a flask of hot water or hot food