



**WESTERN POWER  
DISTRIBUTION**

*Serving the Midlands, South West and Wales*

**POWER CUT?  
CALL 105**



**Be prepared**  
What to do in a power cut

# What to do if you have no power

**WESTERN POWER  
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If you have a power cut please check the following before you contact us:

1

Are your neighbours' lights on or are the street lights on?

2

Check your tripswitch is in the "on" position.

3

If your tripswitch is in the "off" position, switch off all your appliances and try to reset your tripswitch.

4

If you have a key meter and the display is lit up, contact your supplier.



Leave a light switched on so you know when the power returns.



Keep your freezer shut – depending on the type of freezer you have, the contents can stay frozen for up to 12 hours.



Turn off and unplug any appliances that get hot, as you may forget they are switched on when power returns.



Limit the use of your smart phone, tablet, or laptop to save battery power.



Turn off and unplug any sensitive equipment such as TVs, computers or solar panels.

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# Safety First - Fallen Overhead Power Lines

**Danger** – stay away from fallen overhead power lines. Phone us straight away and tell us. Phone the Police if a path or road is blocked.

Be careful when clearing fallen branches after bad weather. Keep away from anything that may be touching overhead power lines.

## Be prepared

Ask us about our Priority Services Register if you, or someone you know, might find a power cut particularly difficult.



Keep wind-up/battery/solar powered torches ready. Don't use candles or paraffin heaters.



Find out where your fuse box and tripswitch is.



Keep a wind-up/battery/solar radio ready.



Protect sensitive electrical equipment such as computers or medical equipment with a surge protector plug or an Uninterruptible Power Supply (UPS).



Keep a battery/solar charger handy so that you can recharge your smart phone or tablet, and follow updates on social media and our online power cut map.



If you or a member of your family has a serious health problem, ensure you have plans in place for a long power cut. Make sure any medical equipment has a battery back-up.



Many modern telephones, especially digital or cordless ones won't work in a power cut. Keep an old analogue phone to use.



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 if it stops working. Many stair lifts have battery back-up. If yours does not, it may be possible to get one fitted. Contact the manufacturer for details.

# How to contact us - power cuts & safety

CONTACT OUR  
**FREE**  
EMERGENCY  
SERVICE  
24 HOUR/7 DAYS A WEEK



To tell us you  
have no power.



To find out the  
latest information  
about power cuts  
in your area.



To tell us if our  
equipment has  
been damaged  
as this could  
be dangerous.

Don't assume that we know you have no power. Please contact us as soon as possible.

Telephone: **105** or  
**0800 6783 105** (save the  
number on your phone)

**POWER CUT?  
CALL 105**



Follow us on twitter for the most  
up-to-date information on  
power cuts in your area  
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Text "**Power Cut**" and your  
postcode and house name/  
number to **07537 402 105**



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