

Preparing for a power cut



**POWER CUT?
CALL 105**



Report a Power Cut or Emergency

To report a power cut or damage to electricity power lines or substations, call the national freephone number **105**.

Or you can use our online faults and emergency reporting facility, via the SP Energy Networks website.

If there are cables on or near the ground, please keep clear of them. If they are in roads or on footpaths, dial **999**. Please call us urgently if you see any damaged equipment, lines or substations and we'll make the equipment safe.

spenergynetworks.co.uk

The **Safety & Security of Supplies Enquiry Service** is free to all customers and available 24 hours a day, 365 days per year.

Who we are

We are SP Energy Networks, a Distribution Network Operator in Central and Southern Scotland, Cheshire, Merseyside, North and Mid Wales and North Shropshire. Our teams keep the power flowing to over 3.5million homes and businesses. No matter who you pay your bill to, if your power goes out call us free on 105.

When we visit your property

Sometimes we may need to visit your home to inspect or maintain our equipment. Visits are made either by one of our staff or a contractor working for us. Our staff are fully trained and can offer advice and contact details should you need them. All our workers carry identity cards with their company name, their own name and a colour photograph. Where possible, vehicles and clothing will also have the SP Energy Networks or contractor logo.

Any employee making a call to your home will be happy to explain the purpose of their visit. If you have any doubts about whether a caller is genuine, follow these steps:

- Speak to the caller through the door.
- Take your time. Our representatives will never rush you or be in a hurry to gain access to your property.
- Ask them to pass their ID card through the letterbox or put it up to the window.
- Record the caller's name, and to confirm your caller's identity, call us on **0330 1010 444**.
- If possible, always put the chain on before opening the door.
- If in doubt, don't open the door.

If you want extra security, we can agree a password with you. We will then use this password if we need to call on you. To set up your personal password, contact us on **0330 1010 444**.



Join our Priority Services Register

Power cuts are rare, but we know some customers may find them more challenging than others. That's why we offer extra help and support to customers who feel they may need it.

You can join our Priority Services Register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help
- You can also register if you need support for a short period of time.

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

Once you have registered, we will provide you with detailed advice on what to do in a power cut and what you can expect from us.

Join our free Priority Services Register by calling **0330 10 10 167**, complete a quick form on our website or text PSR to **61999**.

Data Sharing

To be registered on our Priority Services Register (PSR) we will require to collect and process personal data, such as names and contact details of those who are considered vulnerable (e.g. where family members are children under 5 or adults over 60), as well as details of the vulnerability (including medical conditions).

We have improved the support we provide for vulnerable customers who sign up for our Priority Services Register by updating our lawful basis for sharing data from Consent to Legitimate interest and Substantial Public Interest (SPI) conditions.

This improvement means that we share important information with other Utilities to ensure that when these essential services are impacted, our vulnerable customers will receive additional support during these times.

For more details on what we collect and how we process your personal data please visit:

spenergynetworks.co.uk/pages/privacy.aspx

If you have any queries regarding how we process your data, please email:

DP@SPEnergyNetworks.co.uk or call us on **0330 10 10 154**.



Being prepared for Storms and Severe Weather

How to prepare

1. Ensure that anyone in your household who needs additional support is registered on our **Priority Services Register**.
2. Have a torch close to hand with fresh batteries.
3. Make sure you have a phone which doesn't need a mains supply.
4. Keep your mobile phone and power bank fully charged.

Important

It's vital to make sure we have your correct contact details. If we have these we can provide the best possible service in a power cut. It's also important that we have these so we can compensate you automatically under our **Guaranteed Standards of Service**, if you are due any compensation.

Please take a few minutes to update your details online:

spenergynetworks.co.uk/UpdateYourDetails

Preparing you for extreme events

You may have seen information on tv and in the press recently about the possible but unlikely scenario of an energy shortage due to the current energy landscape. We want to make sure you are as informed as possible on the reason for this and what will happen in the unlikely event this takes place.

National Grid Electricity System Operator (NGESO) is responsible for balancing energy supply and demand and ensuring there is enough electricity generated to power all homes and businesses in the UK. If there is an extreme shortage of gas or electricity to meet demand, NGESO may instruct SP Energy Networks and other network operators to implement emergency power cuts. In that scenario, we are legally required to act on instructions given by National Grid and UK Government.

What you need to know

Emergency power cuts are unlikely, but if they do occur you may lose power for a period of three hours. This may happen more than once depending on the severity of the situation.

Not everyone will have a power cut at the same time. These will be spread across the country via a rota system to reduce disruption as much as possible.

The country is divided up into load 'blocks', which will be used to form the rota system that will be implemented should emergency power cuts be required.

In the event of an emergency power cut rota being implemented, details will be published on **powercut105.com**. You can identify your block letter by checking your electricity bill or by entering your postcode on this website.

Please note that due to the emergency nature of this sort of scenario, it may not be possible for customers to be given notice ahead of any emergency power cuts being implemented.

Customers who are medically dependent on electricity

If you rely on electricity to power your medical equipment, you should ensure that equipment and back-up systems have been serviced and tested recently and are able to support you through a power cut lasting at least three hours in duration.

If you have any concerns or are unsure what would happen to your equipment in the event of a power cut, you should talk to your healthcare provider now.

We'd encourage anyone who is medically dependent on electricity to ensure they are on our **Priority Services Register (PSR)**.

Please note that in the event of emergency power cuts being implemented, all customers will be impacted regardless of PSR status.

Depending on the nature of the event, it may be necessary to implement rolling power cuts for a period of time. Your power is likely to be interrupted for three hours at a time, but this may happen multiple times depending on the severity of the situation. We are unable to provide generators / backup power to customers for these emergencies, so would encourage all medically dependent customers to ensure you are aware of how long your own backup supply will work for. Find out more at: spenergynetworks.co.uk/psr



Considerations for business customers

We appreciate the importance of a reliable electricity supply to your business. However, it is very likely that during an electricity emergency your power supply will be interrupted and it is therefore important you are as prepared as possible.

We have a business toolkit to help you prepare for power cuts. You can find it on our website at: spenergynetworks.co.uk/businesswinterguide



To find out more

If a decision is made by National Grid to implement emergency power cuts, national communications campaigns will be rolled out and information will be available on:

powercut105.com

In the meantime, you can find more information and safety advice on how to prepare for a power cut – including a suggested power cut kit – on our website: spenergynetworks.co.uk/stormready

Hearing impaired customers

Use our text relay service.

Faults and Emergency numbers:

Central and Southern Scotland	Merseyside, Cheshire, North Wales and North Shropshire
18001 0800 092 9290	18001 0800 001 5400

General support enquiries:

Central and Southern Scotland, Merseyside, Cheshire, North Wales and North Shropshire
18001 0330 10 10 444

Visually impaired customers

If you would like any of our leaflets or documents translated into Braille or large text, please call us on: 0330 10 10 167

Interpreters

If you require language interpretation, we can provide this via Language Line which is available 24/7 by telephone offering over 100 languages. Please contact us directly to arrange any of these free services on: 0330 10 10 444.

Making a report in writing or in person

To write to us: SP Energy Networks – Customer Service

Central & Southern Scotland Office: 320 St Vincent St, Glasgow G2 5AD	Cheshire, Merseyside, N. Wales & N.Shropshire Office: 3 Prenton Way, Prenton CH43 3ET
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You can also talk to our field staff in person should you wish to discuss or report anything.

All information contained in this leaflet can also be viewed on our website. This document fulfils the requirements of Distribution Licence Conditions 8, 9, and 10 to publish a Statement on the Safety and Security of Supplies Emergency Service.