



**Make sure
you're prepared
this winter...**

Contact us

Keep a note of our Power Loss and Emergency numbers near to your telephone.

Central & Southern Scotland

Power Loss & Emergencies
Telephone: 0800 092 9290

**Cheshire, Merseyside,
North Shropshire & North Wales**

Power Loss & Emergencies
Telephone: 0800 001 5400

For all other enquiries please contact us on:
0330 10 10 444



**SP ENERGY
NETWORKS**

Ready for Winter?

Getting ready for winter is something we all need to do and by thinking about how our families, businesses and communities could be affected, we can start to plan how to be better prepared and how, by taking a few simple steps, we can get ready for winter. Severe weather can catch many people out and we are keen to make sure that our customers are as prepared as possible.

- ➔ **Medical Equipment** Make sure any medical equipment has battery back-up.
- ➔ **Radios** Keep a battery powered radio and fresh batteries in your house, you may be able to receive updates on the incident.
- ➔ **Lighting** Ensure you have a torch with charged batteries or a wind up dynamo torch. Leave it somewhere you can get to easily. You can also buy battery-powered lights that plug into a power socket and come on automatically during an outage.
- ➔ **Heating** If you have an open fireplace keep an ample supply of dry firewood in an accessible spot. Portable heaters are a good alternative but please take care where you put them, make sure that any backup heat source meets all safety requirements and is approved for indoor use and never leave children alone with them.
- ➔ **Telephones** Many modern telephones won't work if power is interrupted so please try to keep at least one phone in your house that doesn't run off of the mains supply.
i.e. a traditional analogue telephone or mobile
- ➔ **Stair lifts** 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.
- ➔ **Vehicles** Keep your vehicle's fuel tank at least half-full because many service stations can't pump fuel during a power failure.
- ➔ **Garage Doors** Know how to use the manual option on electric garage doors and electric gates.
- ➔ **Insulation** Ensure your home is well insulated and free of draughts. This will ensure your home stays warm for a period of time should your supply be interrupted.
- ➔ **Generators** If you have a generator, be sure that it's installed safely. 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.
- ➔ **Keep warm** Make sure you have a supply of warm blankets close at hand.

If electricity is crucial to your health (for instance, if you use medical equipment at home) ask to be included on our priority service register. You can do this by contacting us via our website

www.spenergynetworks.co.uk

or by calling us on 0330 10 10 444.