

Electricity
Distribution

Your power cut check list

Spending a few minutes reading this leaflet now could make a future power cut a lot less stressful. So get switched on and use our handy checklist to make sure you're prepared.

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For advice or information call **0800 032 0311**
or visit **nationalgrid.co.uk/WinterSupport**



NOW

Get prepared before a power cut

- Keep a torch handy - avoid using candles or paraffin heaters.
- Keep a wind-up, battery or solar powered radio for updates.
- Keep an analogue phone or charged mobile phone to hand.
- If you have a mains-operated stair lift or garage door, check it has a manual release handle.
- Make sure any medical equipment you have at home has a battery back-up, if not please contact your medical professional for advice.
- If you have an electric gate, check the manual to ensure you know how to override it manually during a power cut.

DURING

The steps to take during a power cut

- Check if it is a power cut. Are your neighbours' lights on? Is the trip switch in your fuse box set to 'Off'?
- If it's a power cut, let us know. Call us on 105.
- Leave a light switched on, so you'll know when the power is back.
- Don't open your freezer. It will keep your food cold for up to 12 hours.
- If you're able to, please let your family and friends know that you're okay.
- For local support and a warm space please check: [warmwelcome.uk/find-a-space](https://www.warmwelcome.uk/find-a-space)

AFTER

What to do after a power cut

- Plug your devices back in, and reset clocks and any settings as necessary.
- Disconnect and store solar chargers properly, and recharge your power banks.
- Reset your home safety alarm if you have one. You may need to call your security provider if you need assistance.
- Discard any perishable items that have been unrefrigerated for over four hours.
- If your neighbours' power is back but yours is not, please call us.

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