

# Need extra assistance?

For many customers, being without power can cause extra difficulties that might affect their daily needs. Sign up to our Priority Services Register and we can provide extra support to ensure you're safe and comfortable until the power is back on.

## Benefits of being a priority customer:



Receive updates about the services we offer including if there is a power cut in your area



Nominate a friend or family member for us to keep updated in the event of a power cut



We can provide practical items such as warm blankets or a torch to help prepare for a power cut



Text message weather alerts

For more information or to sign up visit [www.enwl.co.uk/priority](http://www.enwl.co.uk/priority)

Stay connected...

Electricity North West owns, operates and maintains the North West's electricity network.

You can contact us 24 hours a day, 365 days a year by phone or online.

**POWER CUT?  
CALL 105**

 **Freephone 105**  
**(0800 195 4141)**

 **[www.enwl.co.uk](http://www.enwl.co.uk)**

 **ElectricityNorthWest**

 **@ElectricityNW**

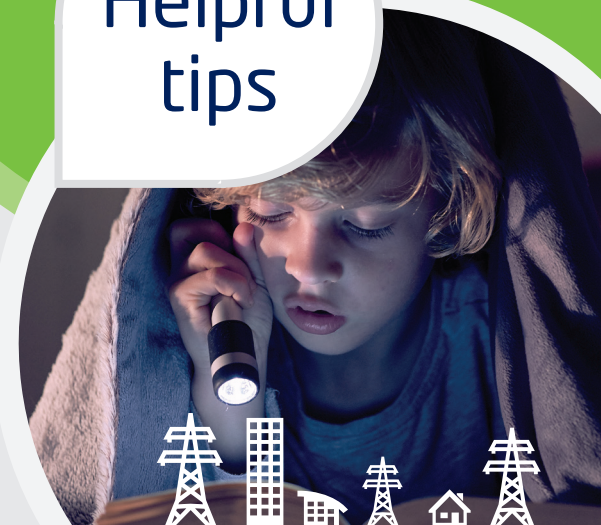
## Visit our website to learn more about:

- The future of your electricity network
- Connection services
- Helpful hints and advice

**electricity**  
**north west**  
Bringing energy to your door

# What to do in a **POWER CUT**

## Helpful tips



[www.enwl.co.uk](http://www.enwl.co.uk)



# What to do if you are without power

If you are without power it may be because of a problem on our electricity network or a problem in your own home. Our helpful tips can support you before, during and after a power cut.

## Be prepared



Keep our contact details handy



Keep a battery operated or wind up torch somewhere easy to find



Keep a battery operated radio to hand to listen for the updates and weather reports



Regularly charge emergency medical equipment



Regularly save any computer work



Have a list of emergency contacts. Include: family, friends, GP, pharmacist, utility companies



Check your trip switches - turn all of your appliances off and reset the trip



Check with neighbours and if the street lights are on. If there is power, it could mean there is a problem with your fuses



Call us on freephone 105 or 0800 195 4141 to report the power cut

## Tips to help you during a power cut



Switch off all electrical appliances



Leave at least one light on so you know when your electricity is back on



Dress warmly in several layers of clothes



Your electronic devices will run out of charge, limit their use for emergencies



Solar panels should operate automatically without an electricity supply. Switch off your system and check with your operator



Keep your fridge freezer doors closed to protect the contents. Frozen food should last for several hours without electricity

## What to do when your electricity comes back on



Reset the time on any electric timing or recording device



Check your timer to make sure it is correct. Reset the timer/thermostat as soon as your electricity comes back on



Contact your supplier if you have any further issues

Keep up to date by checking our website and social media channels

Call us on freephone 105 or 0800 195 4141 to report the power cut

**Stay connected...**  
**0800 195 41 41**



[www.enwl.co.uk](http://www.enwl.co.uk)