

Getting prepared

Power cut and resilience
advice for businesses



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Keeping your power on

**POWER CUT?
CALL 105**





Keeping your power on

You may not know who we are but we keep the lights on, the kettles boiling and the phones charged for 8 million people across the North East, Yorkshire and northern Lincolnshire.

We make sure the electricity you buy from your energy supplier gets to you safely and if you ever experience a power cut we'll be there to fix it.

We are Northern Powergrid, we live in your communities and we're proud to play an essential role in keeping the power flowing to all the homes and businesses we serve.

This leaflet is here to help you to better understand why you experience power cuts and to get you and your business prepared by giving useful tips.

Unplanned power cuts

Although we are always working to maintain our electricity network, sometimes power cuts do happen and here's why:

- Severe weather damaging our network
- Flooding of our equipment
- Metal theft
- Vegetation damaging power lines
- Accidental damage of equipment

Online power cut map

Get real time updates about both planned and unplanned power cuts in your area at northernpowergrid.com/power-cuts. You will be able to locate your power cut and find out why it's occurring and when the power is due back on. You can also report power cuts through our website.





Planned power cuts

A planned power cut is one we can notify you about in advance, which should help you to plan and minimise the disruption.

We sometimes need to switch off the electricity to make sure we can carry out the following work safely: repairing a fault; replacement, reinforcement and maintenance work; connecting a new supply and clearing trees and vegetation from overhead lines.

We always aim to minimise disruption and will work live without interrupting supplies whenever we can. However, when we have to interrupt supplies we consider the number of business and domestic properties when we plan the dates and times in the area.

Full details about the types of work that we carry out for planned power cuts for are available at northernpowergrid.com/planned-power-cuts

Keeping you informed

We aim to give you ten days notice, and always at least two days notice, by sending a letter in the post telling you the expected date and time that the power will be switched off.

If you need any more information you can call us on 0800 587 8865 or email us at plannedpowercuts@northernpowergrid.com

You can register your mobile number with us so that we can text you with a reminder about any planned power cuts and with updates on when we expect to have you back on supply.

Changes to planned power cuts

Planned power cuts may be cancelled and start early or finish late for a number of reasons, such as severe weather and unforeseen site or technical difficulties.

Our contact centre will keep you up to date about planned power cut end times and you can get real time updates by using our online power cut map.

More information about changes to planned power cuts is available at northernpowergrid.com/planned-power-cuts

Resilience to power cuts and severe weather

Are you prepared?

Thinking ahead and being prepared for an emergency is vital. It can help your business cope and help to ensure your safety. Make sure you:

- Understand the risks
- Make a plan for your business
- Prepare an emergency kit
- Know where important documents are kept
- Take necessary measures to stay informed using mobile or analogue telephones, listening to local radio and checking social media

When a power cut occurs, our team of rapid response engineers work around the clock to repair the network, aiming to restore the power as quickly as possible. To make sure you are kept informed our Contact Centre operates 24 hours a day, 365 days a year.

The importance of insurance

If you are affected by a power cut and your contents or property have been damaged, then you may want to consider referring your claim to your own business insurers. Most insurers have a 24-hour helpline and we can assist by providing you with a letter confirming the details of the power cut.

Our expert Customer Care Team can give detailed advice about the actions you need to take in certain circumstances.

Read more advice at:
northernpowergrid.com/power-cuts-home

Uninterruptible power supply devices (UPS)

Consider purchasing a UPS device, which will provide a few minutes of emergency battery back-up in the event of a power failure. These devices can protect your computers and wireless networks, as well as larger devices such as servers and data centres and are for individual devices or the whole installation.

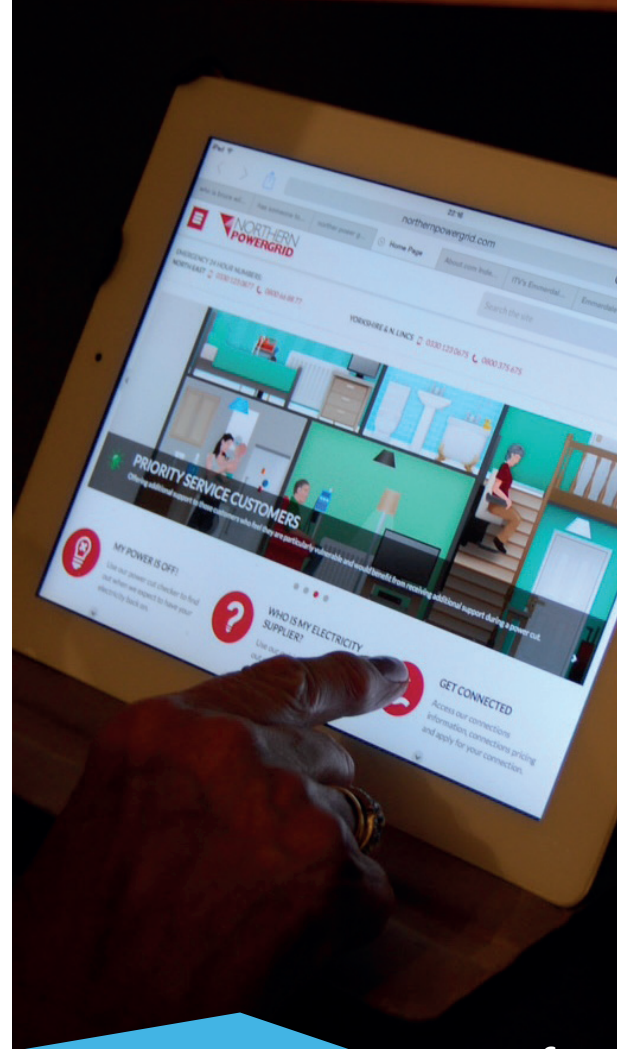
Generators

Consider purchasing or renting a backup generator, which will allow you to continue to carry out your daily business without a sustained loss of power if there is a power cut. If you decide to do this, make sure the generator is connected properly by a qualified electrician and let us know about it so that both our staff and your staff can work safely.

Computers and tablets

Save your work and back up to an external drive regularly and enable auto-save on your software if it is available. For a planned power cut, close down desktop computers and printers before the electricity is switched off.

Charge your laptop and tablet before a planned power cut so that you can continue to work. If your Wi-Fi is without power you may be able to use the hotspot on your smart phone or purchase an internet dongle from your network provider to continue working.



Sales equipment

Many mains-operated tills, electronic scales and other types of equipment have a memory to store sales and date/time information. Ask your supplier about how your retail system may be affected by a power cut. Unplug sales equipment when preparing for a planned power cut and if your electricity goes off unexpectedly, switch off your systems and unplug them straightaway.

Telephone systems

Many telephones use “line current” and will operate during a power cut. However, if your telephone has a mains plug, check to see if it has back up batteries to ensure it works without power. Commercial telephone switchboards vary; some will shut down during a power cut, others will automatically divert calls to one or two lines. Check with your telephone system supplier for more detailed information.

Security shutters

Security shutters may not work during a power cut if they are mains operated. Check to see if your shutters are fitted with a manual over-ride system or come with a battery back-up. Ask your installer for more details of how your shutter system operates.

Goods and passenger lifts

Lifts with electrically operated motors will stop where they are in a power cut. Before a planned power cut, send the lift to the ground floor and tell everybody not to use it. There should be someone on site trained to manually operate this type of lift if the electricity goes off unexpectedly.

Flooding

Before a flood

Contact us if you work in an area prone to flooding and your meter is below potential flood levels. Move portable electronic appliances to a higher location and, where you can, turn off and unplug fixed electrical appliances.

Check with your local council whether they have sandbags available for times of flooding and whether you can access them. You can also buy flood defence equipment from most DIY stores and Builders Merchants.

During a flood

Do not touch any electrical appliances, cables or equipment while standing in flood water, or any appliances that have been immersed in flood water. If water is about to enter your property, turn off your electricity supply via your isolator switch or fusebox – only do this if it is safe to do so.

After a flood

Keep away from equipment and get in touch with us if your meter has been under water. If a fuse or a trip switch has operated, seek help from a qualified electrician. If your property has been flooded and your electricity supply is off, check the fuses and trip switches on your fuse unit to see if they have operated. If they have not operated contact us on our emergency number.

Visit www.gov.uk/floodsdestroy to find out how you can help protect your property from flooding



What to do in a power cut

Check

If you experience a power cut the first thing to do is to check whether the power cut is affecting just your property or whether your neighbours are affected too. If your neighbours still have power then the problem could be with your own equipment.

If it is safe to do so, check whether there are any lights visible on your electricity meter. If the lights are flashing then this means that electricity is coming into your property.


You can check your fuse box by turning off the mains power using the main trip switch and then all of the smaller trip switches and then turn on the mains power followed by the smaller switches one at a time. If one of the smaller switches refuses to stay in the upright position and continues to trip this usually means there's a problem somewhere in your building and you need to call your landlord or a qualified electrician.

We have guidance videos online to help you check your property:

[northernpowergrid.com/what-to-do-in-a-power-cut](https://www.northernpowergrid.com/what-to-do-in-a-power-cut)

Contact us

When you've completed all of these checks and there's still no power then it's time for your to contact us and we will do all we can to fix the problem and keep you updated. If you have access to the internet using a mobile device then you can check the information that we have about the power cut and if we aren't aware of a power cut you can report it through our website, on social media or by calling us.



Complaints

If you have a complaint about any aspect of our service please let us know. You will find complaints information on our website or you can contact us on 0800 781 8848.

If we are unable to resolve the matter with you, you may be able to refer it to the Ombudsman Services: Energy. This is a free and independent dispute resolution service. You can call the Ombudsman Services: Energy on 0330 440 1624 or visit their website at www.ombudsman-services.org/energy.

Compensation

We do our very best to provide high levels of customer service and reliability but occasionally faults do occur. You may be entitled to compensation if you are without power for more than 12 hours (this can vary depending on the circumstances), or you have undergone repeated power cuts over the course of a year.

Similarly, if we fail to notify you of a planned power cut, or don't respond to you within our agreed response times, then you may also be eligible for compensation.

You may be covered for loss of business during a power cut via your business insurance. We're happy to confirm the details of a power cut for you if your insurance company needs this information.



Keeping your power on

**POWER CUT?
CALL 105**



Power Cuts

Power cut?
Please let us know.

North East
0800 66 88 77

**Yorkshire and
northern Lincolnshire**
0800 375 675



Customer Service

Let us know what
you think.

0800 011 3332



Priority Services

Do you need a
little extra help
with any of our
services?

0800 169 2996



Connections

Get connected.

0800 011 3332



General Enquiries

Diversion.
Pole defect.
Line repair.
Equipment defect.
Vegetation management

0800 011 3332

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If you require this booklet in alternative formats, such as Braille or large print, please contact the General Enquiries number above.