

# Mobility aids

If you need electricity to help you move around your home you may find it difficult if there's a power cut. We want to provide you with a safe and reliable supply of electricity. But however hard we try, power cuts will still happen. Other situations are beyond our control, for example, severe weather or other companies damaging our cables.

This factsheet explains how some special equipment may be affected by a power cut. There are also some ideas that you may find helpful.

## Stair lifts

There are several different types of stair lift:

- If your stair lift is mains-operated it will stop where it is during a power cut. Check now to see if there is a manual release handle/button that can be used to return the lift safely to ground level if it stops between floors.
- Some stair lifts have battery back-up power. This automatically takes over and keeps the lift working if there's a power cut. If your lift doesn't have this it may be possible to have one fitted. Contact your lift manufacturer for more information.

## Bath hoists

- Safety is vital in a bathroom. A fully-sealed rechargeable battery pack powers modern bath hoists. Charging the battery from the mains takes place outside the bathroom.

- When fully charged, most bath hoist batteries will lift someone weighing 100kg up to 10 times, so you should have no problems if there's a power cut. Please check with the manufacturer for more information.

## Telephones

- Lots of modern phones, particularly cordless ones, won't work during a power cut. Keep an ordinary telephone on each floor of your home, so that if you can't get to the ground floor you'll still be able to call someone for help.

Also try to keep a battery-operated radio somewhere handy, as local stations sometimes broadcast helpful information during very bad storms or floods. If we need to switch the power off to do planned work on our network we will give you at least two days' notice, unless the work is for emergency repairs. Where possible, we try to give five days' notice. If we do this, make sure you have everything you will need in one place.

How to get in touch with us  
You can contact our Customer Relations team at:  
Tel: 0800 028 4587  
Email:  
[customerrelations@ukpowernetworks.co.uk](mailto:customerrelations@ukpowernetworks.co.uk)

Write to:  
Customer Relations,  
UK Power Networks, Fore Hamlet,  
Ipswich, Suffolk IP3 8AA

