

Help for you in a power cut.

We are called UK Power Networks.



EasyRead version

What is in this leaflet



Who are UK Power Networks

1



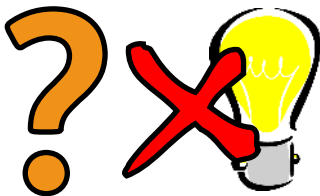
How we help you in a power cut

3



Getting ready for a power cut

6



What to do in a power cut

11



Checklist

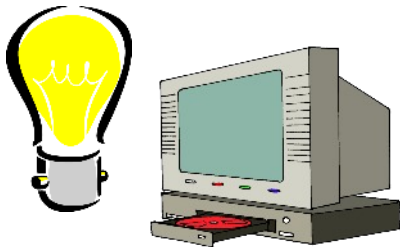
17



Who are UK Power Networks?



We look after the cables that bring electricity to your home in London, the East and South East of England.



Electricity makes things like lights, fridges, TVs, stair lifts and heating work. A power cut leaves you in the cold and dark.



It doesn't matter which company you pay your electric bill to. We look after all the cables for everyone.



If there is a power cut we try to fix it as quickly as we can.



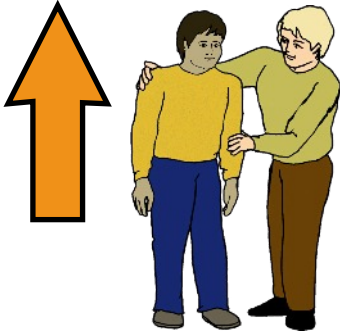
If we can't fix it quickly we can help keep you warm and safe.



When there is a power cut that only affects your home we need you to tell us by calling **0800 028 4581**



How we help you in a power cut



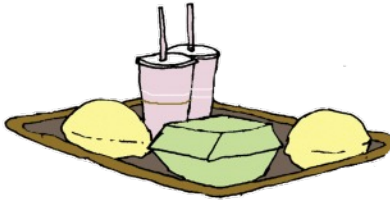
We will give you extra help when there is a power cut.



These are the ways we can help you:

- a special phone number that you can call day or night
- a special team of people who can help you
- people to visit you at home and check you are ok





- bring you hot meals if you need them



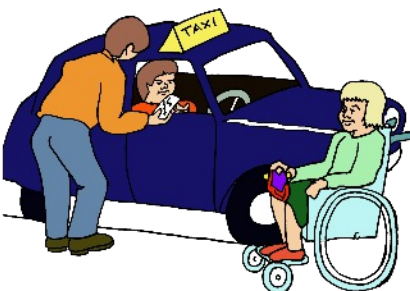
- tell your friends or family when your electric will be working again



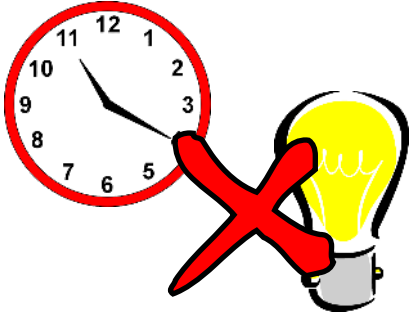
- you can choose a person that we ring to help you. They need to know a secret password that you can choose



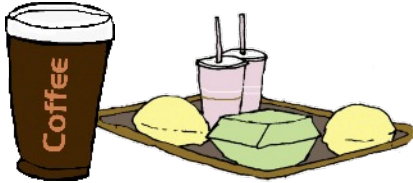
- sometimes we will pay for you to stay in a hotel



- we can also help you get to the hotel



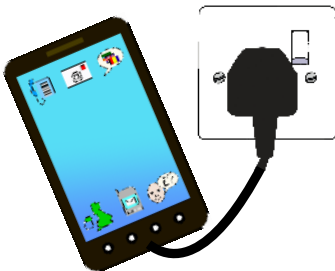
If your electric is going to be off for a long time we will give you:



- hot drinks and food



- an internet connection



- somewhere to charge your phone.

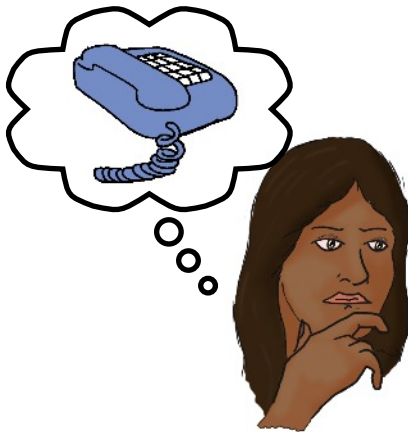


Getting ready for a power cut

Make a Plan



We don't always know when a power cut might happen, but it is often in a big storm. We do let you know if we are doing work on the cables.

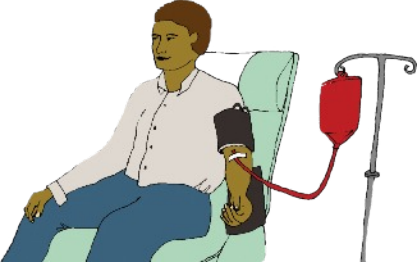


You can do some things now to help you stay safe if your electricity stops working.

- think about who would you ring if you need help
- remember you can ring UK Power Networks if you need help or are scared. Ring **0800 028 4581** or **105**



Equipment that uses electricity



- **Medical Equipment**

If you use medical equipment which needs electricity to work you need to make a plan with someone who helps you.

This could be your:



- carer
- nurse
- doctor
- social worker.



- **Stair Lifts**

If your stair lift is electric it will stop working in a power cut.

Some stair lifts have batteries to keep them working in a power cut.

Have a look at your stair lift to see if it has a battery.

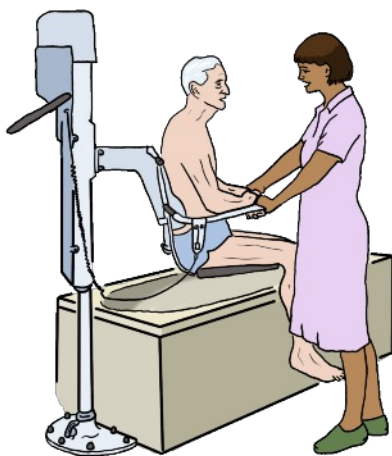


If it does not have a battery you can ask the people who made your stair lift if you can have one fitted.

Check if your stair lift has a release handle.

This will help you get to the bottom of the stairs if it gets stuck half way.

Ask someone to help you check these things if you are not sure.



- **Bath Hoists**
Most bath hoists have a battery.

This means they will still work in a power cut.

If you are unsure ask the people who made your bath hoist.



- **Keeping Connected**

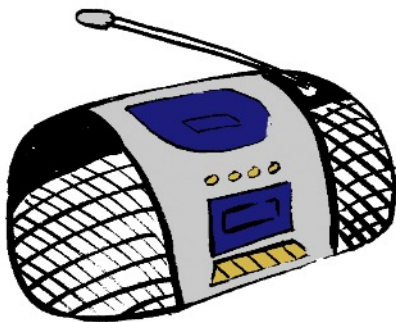
If there is a power cut you will need a way to ring people for help.

Make sure you have a phone that works.

Have a power bank or solar charger to charge your mobile phone when there is no electricity.



You need your mobile as we will send you a text message or call you to give you more information.

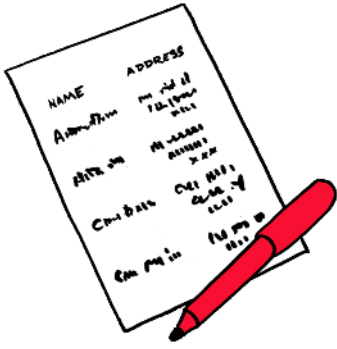


- Another way to get information is to listen to the radio.

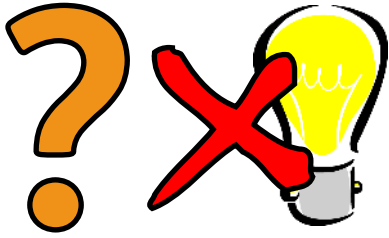
You could buy a battery or wind up radio so you can listen to information on local radio stations.



- Look at the checklist at the end of this leaflet and keep it somewhere safe.



- Keep the phone numbers for your family and friends in a safe place that you will remember.



What to do in a Power Cut

If you have no electricity in your house you can find out more information in these ways:



- text **POWER** and your postcode to **80876**



- go on our website:
ukpowernetworks.co.uk/liveupdates



- Call:
0800 028 4581 or 105



- Textphone
18001 0800 028 4581

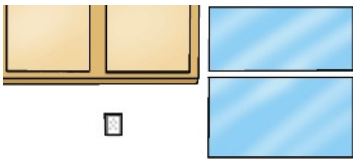


- go on Facebook or Twitter and search for UK Power Networks.



Advice for a power cut.

Keep your food cold.



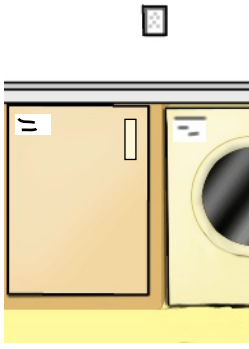
When there is a power cut your fridge and freezer will stop working.



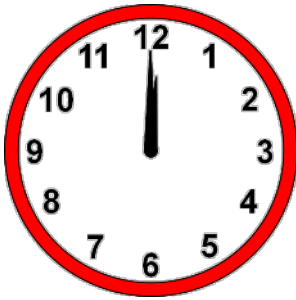
This means the food will start to get warm.



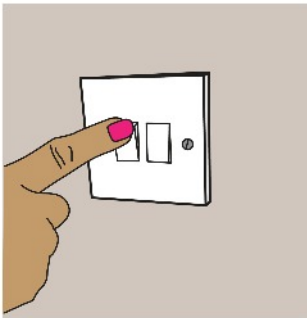
If you eat food from the fridge or freezer when it has been warm for too long it might make you ill.



Keep the doors shut as far as possible.



This will keep the food cold for up to 15 hours.

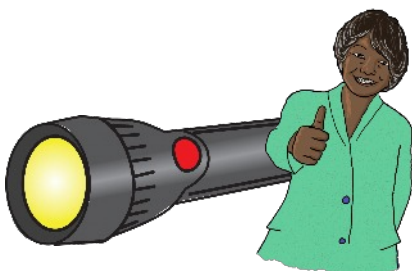


General Tips.

- turn off and unplug things that can break without electricity such as a computer.



- try to leave a light switched on so you know when the electricity comes on again



- torches are safe



- candles can be dangerous



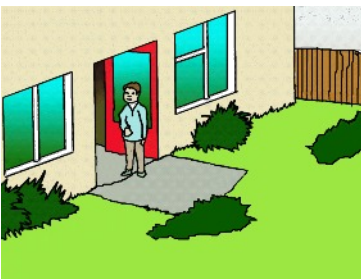
- you must not leave candles on their own or fall asleep with them burning



- try not to use your phone or laptop. This will help stop the battery running out

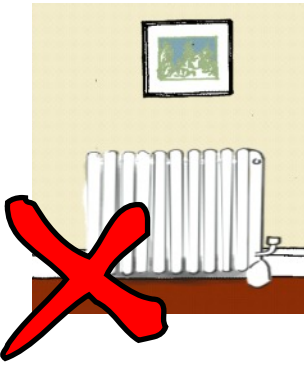


- a phone you can walk around with will not work in a power cut so have a plug-in phone that will still works

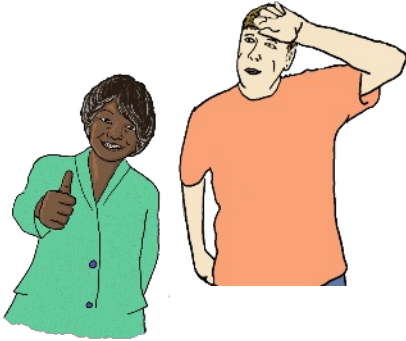


- check if your neighbours are safe.

Keeping Warm



When there is a power cut your heating won't work and your house will get cold.



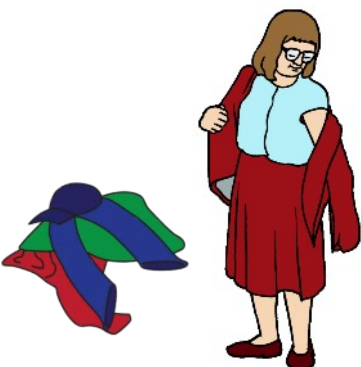
It is very important to keep warm.



If you have been ill or cannot move around much you must make sure you are warm.



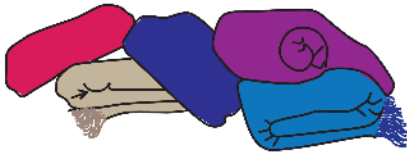
Babies and young children need to be warm.



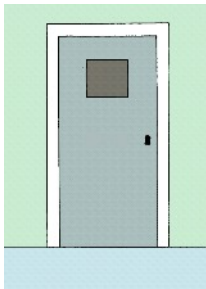
Wear lots of layers of clothes.



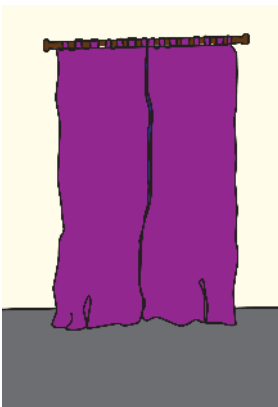
Put on outside clothes and coats.



Use blankets and duvets.



Close all your doors to keep rooms warmer.



Close your curtains, even in the daytime.

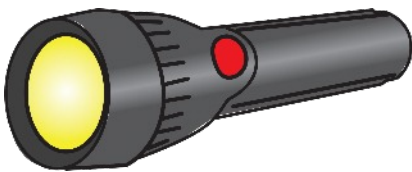


Checklist

Get these things ready in case there is a power cut.

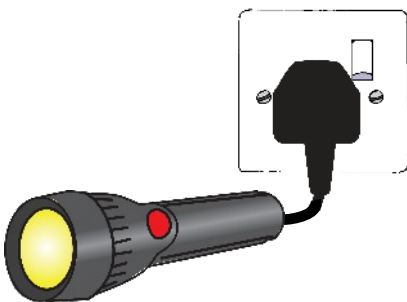


Tick the box when you have done these jobs.



1. Get a torch

Put torches somewhere easy to find in the dark and have spare batteries.



You could buy a torch that plugs in and will turn on if there is a power cut.



2. Check if your phone works in a power cut

You might need an old-fashioned phone that is wired in.



3. Write down some emergency phone numbers

Put the numbers somewhere easy to find.

You could stick it to the fridge.

Powercut?

Ring 0800 028 4581



Smell gas?

Ring 0800 111 999

Emergency Services

Ring 999

NHS direct

Ring 111

Mum or friends phone number



4. If you have medicine that is kept in the fridge you will need to put it in a cool bag

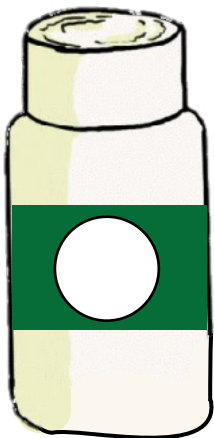
- keep the cool bag somewhere you can find it easily
- keep some ice blocks in the freezer to put in the cool bag and keep your medicine cold.



Write down a list of all your medicines to take with you in case you have to leave your house.



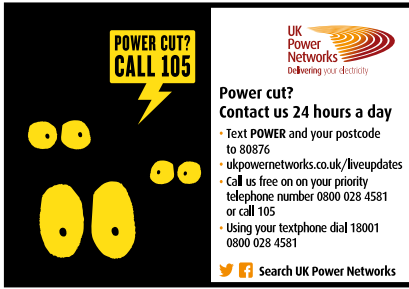
You can ask someone to help you do this if you need to.



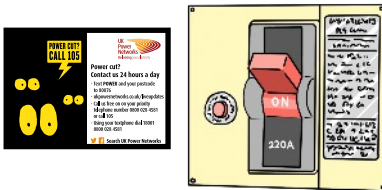
You can get a special bottle to keep the list in from the chemist or GP surgery.

This is called an Emergency Lions bottle and you keep it in the fridge so it is easy to find.

Free Sticker



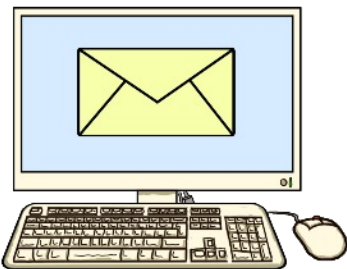
Would you like a free sticker about what to do during a power cut?



You could stick it somewhere you can find in the dark like on the fridge or near your fuse box.



For a free sticker call:
0800 028 4581



Email:
psr@ukpowernetworks.co.uk



Inspired•pics

Artwork includes material from the Inspired EasyRead Collection and cannot be used anywhere else without written permission from Inspired Services.

www.inspired.pics