

How long will the food last in my fridge and freezer without power?

You may be concerned at this time about the food in your fridge and freezer. Food should keep for between 4-6 hours in the fridge and 15-24 hours in the freezer if you can avoid opening it.

Our advice to prepare for a power cut.

- Keep our phone numbers handy, 01234 486487
- We urge customers who need extra support during a power cut to register for our Priority Services Register
- Keep a torch with spare batteries. Take care if using candles
- Keep a phone with a cord, as cordless phones don't work in a power cut
- It's especially important if you are unwell, less mobile or very young to keep warm. Dress warmly with layers, a hat and gloves and have blankets to hand, so you can keep warm until the power is back on. You can also reduce the heat loss by closing doors on unused rooms and closing your curtains.

Someone I know needs extra support during a power cut, can you help?

If the person is also connected to our network, then we can offer extra assistance to those that need it. Please call us on 01234 486487 and we can help.

Why have I got a power cut but my neighbour hasn't?

Our electricity network is designed in such a way that properties in the same street are often supplied by different electricity cables. This means that the electricity line that supplies your property could be faulty, but the line that supplies your neighbour's property is fine.

How do you get my power back on during a power cut?

We will need to individually visit and assess the site to enable our engineers to identify the reason for the power cut and before replacement equipment can be ordered and repair work can then start.

Why can't you give me a generator?

Using a generator isn't always the simplest solution. We need the same qualified engineers to install a generator as we do to fix a fault and we would rather permanently fix the problem.

Can I claim compensation if I have a power cut?

We follow standards set by the industry regulator Ofgem. This involves making payments if we do not meet set guidelines. Please see Guaranteed Standards of Performance for Electricity Distribution Companies under General Downloads.

How do I look after my tropical fish during a power cut?

When you have invested a lot of time and money in fish and equipment, we want to help you look after them during a power cut. Here are some tips:

- During a power cut the temperature of the water in your tank will drop gradually. This speed depends on the surrounding temperature and the volume of water inside the tank, i.e. a larger volume of water will take longer to cool down than a smaller volume of water
- For insulation, wrap the tank in blankets. If possible, fill hot water bottles with warm water and place them around the outside of the tank
- Without power, the water will lose oxygen gradually. Fish suppliers recommend a cheap bubble-up filter that can run off a battery-powered air pump. If you don't have one, then a normal bicycle pump will do the job
- Fish suppliers recommend disturbing the water surface for five minutes each hour during a power cut. A good way is to fill a jug with tank water then pour it back in, making as much movement as possible.

My mobile phone battery is low, how do I preserve my battery?

If your mobile phone is running low on battery then here are a few tips to extend your battery life.

1. Use the extra power saving mode if you have it
2. Cut apps running in the background
3. Turn down screen brightness

4. Top up your battery in your car if you have a car charger

What happens to my solar panels during a power cut?

Solar panels, or photovoltaic panels, are designed to collect sunlight and turn it into energy. Although they don't rely on the electricity network, if there's a power cut, solar panels will stop operating for safety.

Why wasn't I informed about a planned power cut?

If we need to switch off your power, we'll give you as much notice as possible, unless it's an emergency situation. We'll send you an advanced warning letter 12 days before we carry out the work.

Our letters are sometimes dismissed as junk mail. If you didn't receive a letter please give us a call and we can check our records to ensure we have the correct information for you.

Will you need to enter my property?

Sometimes we may need to enter your property, but don't worry we'll send you a letter before letting you know. This is because we may need to check a piece of equipment called a cut-out and a plug socket to make sure electricity is running safely into your property. This is called a 'polarity check'. We will need to carry out a check in the morning, before we switch off the power and carry out another check when we turn the power back on.

Why did my neighbour get a generator and I didn't?

We usually provide generators for customers who are medically dependent on electricity. However, we recognise that there may be other situations where a generator is required. For example weddings or funerals.