



Priority Service Register

Power cut? call 0800 0548 192

Priority Service Register

Who are we?

We are Eclipse Power Networks, we own, operate, and maintain the electricity distribution network and the cables that connect and supply your property with electricity. We are not your electricity supplier; our role is to maintain and repair the electricity networks connecting your property. It is also our responsibility to fix power cuts on our networks as quickly and safely as possible. As a company, we operate across Great Britain, and we are regulated by Ofgem.

Our main priority is to ensure a reliable supply of electricity to all our connections.



The purpose of this guide

We are sending out this information guide because, you have either asked us directly to add you to our Priority Service Register, or your energy supplier has passed us your details. This information guide includes useful information regarding our Priority Service Register, advice on how to prepare for a power cut, what to do during a power cut, and the support that we offer.

Priority Service Register (PSR)

The PSR is a free and voluntary support service that all energy companies offer to ensure that the correct support is given to their most vulnerable customers.

The PSR service enables us to give support and advice to customers who may require additional help during a power cut. We also provide advice on how to prepare for a power cut, so that you are well informed in case your power is disrupted.

Across Great Britain, all the participating energy companies aim to deliver the PSR promise. The PSR promise is a guarantee that we'll protect your data, while keeping you safe. As part of the promise, and with your consent, we will only share information about you, with your supplier and trusted partners such as charities, with the aim to ensure your protection.

Benefits of Joining the PSR

- Priority treatment during planned or unplanned power cuts and safety advice
- Agreement of a password between us before we visit, so you know you can trust the person at the door.

What happens after I have registered?

We regularly check the PSR for new customers, once someone joins, we send them a letter introducing ourselves. We also include a few resources, to inform them on ways in which they can prepare for a power cut. To ensure that our records are up to date and that we have the most accurate information, please let us know if there has been a change to your circumstances or if there is anything else you would like to make us aware of.

If you are moving home, please let us know so we can update the PSR. It may be that we will not be your Network Operator at the new property, but we can advise you on where to find who this would be and their contact details.

If you no longer wish to be on the PSR, just let us know, and we will delete your details from the register.

Planned interruptions to your supply

Sometimes we may have to interrupt the electricity supply to carry out maintenance on our network. We will write and tell you about a planned interruption to the electricity supply at least two days in advance where possible. If you need any further information or advice about a specific planned interruption, please call us on 01234 486487.

Please note it is not possible to guarantee a constant supply of electricity and it is therefore essential that you have alternative arrangements in place should you be dependent upon a supply of electricity for the operation of medical equipment.

What to do in a Power Cut

Before contacting your Network Operator, please check the following:

- Are your neighbours' lights on or are the streetlights on?
- Check your trip switch is in the 'on' position.
- If your trip switch is in the 'off' position, turn off all your appliances and reset your trip switch.
- If your electricity meter has lights on, contact your supplier. This shows that you have mains power, and the issue may be with the meter.

To report a loss of supply, or if you depend on electrical equipment for medical needs and you are experiencing difficulties, call us on **0800 0548 192**. We will try to restore electricity supplies as quickly as possible. However, if you rely on electrical equipment for medical needs, it is essential to have made alternative arrangements such as a back-up battery supply to help you in an emergency. Your doctor or hospital should be able to offer detailed advice.



How to prepare for a power cut

- Ensure that you have a torch with spare batteries handy.
- If you have a stair lift, check if this has a manual release handle that can be used to return the stair lift safely to ground level if it stops working.
- It is important to stay warm during a power cut, dress warmly in several layers of clothes.
- You may not be able to cook or boil a kettle, make sure you have plenty of food and drink in your cupboard.
- Keep an old analogue phone or charged mobile phone to use, as many modern phones may not work without power.
- Protect sensitive electrical equipment (e.g. computers) with a surge protector plug.
- Make sure any work on your computer is backed-up and saved regularly.
- If anyone in the household is medically dependent on the supply of electricity, make sure that their medical equipment has a battery backup.
- Have a written list of emergency contacts. Include family, friends, GP, pharmacist, and your network operator.

Important things to note during a power cut

- If you have a battery-operated radio, listen to the local radio station as they should be informed of electricity supply problems, especially during times of severe weather.
- Food in the fridge should stay cool between 4-6 hours and 15-24 hours in the freezer if you can avoid opening it.
- Tropical fish should not be affected by a power cut of 2-3 hours. If the power cut is longer, store warm water beforehand so you can maintain the tank temperature and cover the tank with a blanket to retain heat.
- Although solar panels don't rely on the electricity network, if there is a power cut, they will stop operating for safety reasons.
- Turn off your electrical appliances and lights but leave one light switched on so you know when the power returns.

Follow us on Twitter for the most up-to-date information on power cuts in your area @eclipse_updates

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