

## Storm Chandra: Help & Guidance

**To report a power cut, call us on our free, 24-hour helpline: 0800 0548 192.**

As a consequence of Storm Chandra, severe weather warnings have been issued across the UK.

This means that there will be an increased risk of power outages between Monday 26<sup>th</sup> January 2026 to Tuesday 27<sup>th</sup> January 2026.

While Eclipse Power Networks have no overhead lines, our networks could still be affected by other network incidents caused by severe weather conditions.

### Tips to help you prepare:

**Find out who operates your network:** Enter your postcode at [PowerCut105.com](https://PowerCut105.com) to find out who operates the grid in your area.

**Know who to call:** To report a loss of supply, or if you depend on electrical equipment for medical needs and you are experiencing difficulties, **report a power cut or call us on 0800 0548 192.**

**Switch off appliances:** If there's a power cut, turn off appliances that could be hazardous when left unattended, such as cookers and stoves. This way, they're safe to use when power returns.

**Lighting:** Keep a torch and spare batteries handy, please be careful if using candles.

**Awareness:** If there's a power cut, leave one light switched on so you'll notice when the power is reconnected.

**Food and warmth:** Have non-perishable food and drinks available. Boil water ahead of time and keep it in a thermos for hot drinks or warming up with a hot water bottle.

**Insulating:** Dress warmly with layers, a hat and gloves and have blankets to hand, so you can keep warm until the power is back on. Reduce the heat loss by closing doors on unused rooms and closing your curtains.

**Pets and livestock:** Be aware that livestock, fish and pets may be vulnerable if there's a power cut. You should ensure adequate provision is made.

**Stay Clear:** If you see damaged power lines or lines brought down over the coming days, stay well clear and **call 105** for free to report it, or **dial 999** if there's an immediate danger to life.

**Neighbour check:** Make sure your neighbours are okay, especially if they're elderly or vulnerable. Do they know what to do and how to get help?

## Could you need additional help in the event of a power outage?



We urge those who might need additional support in the event of a power cut to register on our Priority Service Register.

This is a free and voluntary support service. It enables us to provide support and advice to customers who may require additional help during a power cut.

Our 24-hour helpline will be available for advice and assistance in the event of a power cut: **0800 0548 192**.

### **This could apply to:**

- Individuals living with a chronic or serious illness.
- Those who rely on electricity for essential medical equipment or needs.
- People managing mental health conditions.
- Individuals with limited mobility.
- Those who are of pensionable age.
- Families with children under the age of 5.
- Individuals who have additional language or communication requirements.

Please find registration details available on our website here: <https://eclipsepowers.co.uk/psr/>

### **We're Here for You**

Our free, 24-hour helpline will be available to offer advice and support in case of a power cut: **0800 0548 192**.

**Take care and stay safe.**