

## Who do I call if there is a power cut?

UK Power Networks owns and maintains electricity cables and lines across London, the South East and East of England, making sure your lights stay on.

## What causes power cuts?

There are several scenarios that commonly cause power cuts. These include:

- Bad weather when severe winds cause damage to overhead power lines or wind-borne debris and trees fall on power lines pulling them down;
- Water if it gets underground and into the cables; and
- Other people working near overhead lines or digging underground which can occasionally result in damage to our electricity cables.


## What we do to mitigate this

We work hard to prevent power cuts. We have an extensive tree-trimming programme to prevent trees from damaging cables. Our flood defence measures are effective at protecting against water damage. We provide plans of where our electricity cables are and we train other companies' staff to ensure other people do not damage our cables. Overall, each year we spend about £600 million to maintain and replace power lines ensuring that the electricity network remains reliable.

Unfortunately, despite our efforts, accidents happen. If you experience a loss of power supply, you can contact us in the following ways:



Contact UK Power Networks

 **0800 783 8838 (24 hours a day)** or from  
a mobile **0333 202 2021**

 **Text POWER** and your postcode to 80876

 **ukpowernetworks.co.uk**



## Vulnerable customers

During a power cut we understand that some people may need extra support and offer priority assistance for our vulnerable customers.

If we know where you are, we can help. We hold a list – called Priority Services Register – of thousands of customers who would feel particularly vulnerable during a power cut and we provide them with extra support if needed.