



Emergency Planning

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UK Power Networks has a Priority Service Register for those who may be more vulnerable and require extra assistance in a power cut. You can find out more information on their website: [click here](#). They currently work with the British Red Cross who can activate their volunteers to support vulnerable customers if power is affected.

Vulnerable customers

If you or anyone you know may require additional assistance in the event of a power cut and have not already registered on the Priority Service Register (PSR), please let UK Power Networks know through their website or by calling them on **105** if calling from a landline or mobile.

Power Cuts

To report any power cuts and damaged lines on free helplines: Call **105** from a landline or a mobile. You can also see www.ukpowernetworks.co.uk and follow the company on twitter for updates @ukpowernetworks

Preparing for a power cut

Below is some advice on how customers can prepare for a power cut:

- Remember the UK Power Networks freephone number **105** for UK power Networks.
- See the UK Power Networks website for some useful videos offering you advice during a power cut.
- Keep spare batteries for radios and torches - local radio stations often broadcast helpful information.
- Keep an old-fashioned corded phone which you can plug in, as cordless phones won't work in the event of a power cut.
- Dress warmly in several layers of clothing, stay in one room or even get into bed.
- Take care if using candles, tea-lights and other naked flames.
- Keep fridges and freezers closed, with a blanket over as they will stay cold for many hours.
- Switch off all your electrical equipment, except one light which will let you know when the power comes back on. Remember the street lights may also be off so take care if you go out.
- Look out for elderly neighbours; please consider taking them round a flask of hot water or hot food.

Are you prepared for power failures, water supply or telephone failures and possibly blocked roads?

Winter Preparation

How long could you manage without the electricity supply or the ability to receive food/fuel deliveries and/or get to the shops?

Do you have adequate fuel for open fires, bottled gas or solid fuel stoves?

Check that you have sufficient supplies and that it is stored somewhere dry.

Do you have alternative heating and lighting such as calor gas or solid fuel fires/stoves, candles, gas lamps, torches, lighters or matches? Do you have sufficient fuel for these devices? Do you have bottled gas to cook and bottled water to boil a kettle? Even to fill up your hot water bottles!

Do you have warm clothes if there is a loss of power during the winter? Keep some warm clothes and blankets nearby.

Do you have medication for at least a week? Ensure that you have all your prescriptions submitted in plenty of time to guarantee your supplies.

Do you have a battery (or wind up) radio? So that you have some idea of what is happening from Radio Suffolk or other local radio station, also spare batteries for that and your torches.

Do you have the mobile phone and land-line numbers, of your immediate neighbours, as well as your local parish councillors. Make sure that your phonebook is up to date with the latest and correct numbers!

Is your water supply safe from frost? Lagged where exposed or close to an outside wall? Don't forget to turn off the outside tap if loss of supply is during winter!

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