

TAMWORTH BOROUGH COUNCIL

Preparing for a power cut

Power cuts do happen from time to time, so it's best to prepare and plan ahead for this rare event.



POWER
OUTAGE



Tamworth
Borough Council

Examples of what won't work during a power cut

In a power cut there are a lot of things in your home that won't work until power is back on.



	Lights		Electric shower		Mains appliances eg. TV, cooker, fridge, freezer
	Lifts & stair lifts		Toilets in the town centre high rise flats (once toilet system emptied)		Communal lighting (however, some lights have a battery backup)
	Mains water in the town centre high rise flats (the pumps that supply water to the high rise blocks are powered by electricity)		Landline phones Most landline phones won't work without power		Hot water boiler You'll have whatever is in your tank
	Heating		Wifi (unless battery powered)		Door entry system

Take a moment to look around your home and consider what will not work without electricity. If you have items such as medical equipment that needs mains power, you may want to consider arranging battery back-up options for essential equipment. You may need to contact your medical provider to discuss this further. It may also be beneficial to contact your energy provider and notify them that you have essential medical equipment in your home, so they are aware

who their most vulnerable customers are in the event of a power cut.

Living in sheltered housing

If you live in Tamworth Borough Council's sheltered housing, there will be emergency lighting within communal areas of indoor schemes and the pull-cord lifeline services will continue to be available during a power cut.

What can I do to prepare?

Prepare - Make a plan: know what to do if you have a power cut

- Keep a torch handy with spare batteries available so you can avoid using candles.
- Have warm clothes and blankets somewhere easily accessible.
- Have food which doesn't need heating accessible. Reminder, if you are in a flat or sheltered housing, paraffin heaters and other heaters with open flames or gas supply are prohibited.
- Keep a charged mobile phone to hand, as many modern telephones, especially digital or cordless ones, won't work without power.
- Write down important phone numbers and contact information. If your numbers are saved to a landline phone or mobile phone that runs out of charge you will not be able to access essential contact information until the power returns.
- If you have electrical appliances with battery back-ups, make sure they have fresh batteries and/or are charged.
- Make sure any medical equipment you have at home has a battery back-up and are kept charged.
- Follow your network operator on social media so you can find local updates. Find them at www.energynetworks.org/be-winter-ready.
- Save 105, the free national power cut emergency number, to your phone.
- Talk to your family/friends or neighbours about a plan in the event of a power cut of how you can help them or let them know you may need help.
- If you are given advanced notice of a 'planned power cut' consider preparing the following:
 - Hot water bottles

- Thermos flasks for hot water
- Bottle some cold water
- Plan your journeys and appointments around a power outage
- Check you have sufficient medication etc. if you can't go out during the power cut
- Notify visitors/carers/deliveries as there will be no lift service

What to do during a power cut?

- Stay Calm.
- Take care when moving around your home as if its dark there will be an increased risk of trips and falls.
- Switch off and unplug heated appliances like fires, ovens, grills, hobs, the clothes iron or any heated hair straighteners or curlers, in case you forget they were on when the power comes back on.
- Use items like torches and battery powered devices to provide extra light but please do not use candles as this presents a fire hazard.
- If you can, try and stay in one room as this will reduce heat loss while the power is off and reduce the risks of tripping over items you can't see in the dark.
- If possible, avoid opening your fridge and freezer to keep the contents cool and preserve your food for longer. If your frozen food defrosts, you'll have to eat it that day or throw it away.
- Leave a light switched on so you know straight away when the power returns.
- If you have a battery powered radio to hand, tune it in to your local radio station for updates on the power cuts and when the power may return.
- Follow your network operator on social media so you can find local updates. Find them at www.energynetworks.org/be-winter-ready.

Are You Ready?

Thinking ahead and being prepared for a power cut can help to make sure you stay safe, so remember to:

- Make a plan for you and/or your family
- Be prepared
- Make sure important information and documents are together in a known place
- Take necessary measures so you can stay informed for example a fully charged mobile phone/charged laptop/battery radio

The Priority Services Register

The Priority Services Register is a free service to help people who have additional needs.

The type of help available will vary, depending on your circumstances and the support from your local network operator. All network operators can offer:

- **Advance notice of planned power cuts.**
If you rely on your energy supply for medical reasons your network operator can tell you about planned power cuts. For example, when there are planned engineering works.

- **Priority support in an emergency.**
Network operators can provide heating and cooking facilities or accommodation and direct contact and updates, such as by phone.
- **An identification and password scheme.**
This could include arranging a password or pictures only you and your local network operator will know. The network operator will use these forms of identification so you can feel confident they are who they say they are if they need to visit or contact you.

Being registered for priority services does not guarantee a continuous supply of energy. As supply interruptions can happen all year round, it's important you are prepared and know what to do if they happen.

Further information about who is eligible, how to sign up and how to find out your network operator see www.energynetworks.org/customers/extra-help-for-customers.

Useful contact numbers/information

Free national power cut emergency number	105
Tamworth Borough Council	01827 709709
Tamworth Borough Council Office Opening Times	Monday to Thursday 8.45am - 5.10pm. Friday 8.45am - 5.05pm. N.B. We are closed on bank holidays. Tel: 01827 709709. Out-of-hours there is a message which lists emergency contacts. Email: enquiries@tamworth.gov.uk
24 hour Repairs Call Centre	0800 183 0044
Non-emergency Police	101
Non-emergency Medical	111
Sheltered Housing Pull Cord life-line Monitoring Control Centre	01323 690703. Available 24 hours a day, 7 days a week