

nationalgrid

HOW WOULD YOU PREPARE FOR AN EMERGENCY?

Emergencies such as flooding, fires and power cuts can affect us all. There are simple and effective steps you can take to be more prepared.

If an emergency did happen in your area, how would you manage? What about your relatives, friends, neighbours or colleagues – do you know anyone who might need some extra help or support?

The information on this site is designed to help you [prepare for emergencies](#), [be more informed about hazards](#), and [get involved in activities to support your community](#) before, during and after an emergency. There is also [specific advice for disabled persons and carers](#).

Taking action now will make it easier to manage if an emergency does happen.

For advice specific to people living in Scotland or Northern Ireland, you can also visit the [Ready Scotland](#) and [NI Direct](#) websites.



Get prepared for emergencies

Find out the simple steps you should take to be more prepared.



Be informed about hazards

Read specific information and advice about a variety of hazards and emergencies – and check the risks where you are.



Get involved in your community

Find out about volunteering and supporting your community.

Put together an emergency kit of items at home

This could include:

- **Battery or wind-up torch** – torches are safer than candles.
- **Portable power bank** for charging your mobile phone.
- **Battery or wind-up radio** to get updates during a power cut – a car radio can be used, however in severe weather it might be safer to stay inside.
- **Spare batteries** for torches and radio and a backup battery for any medical equipment you rely on.
- **A first aid kit (or some first aid items)** including items such as waterproof plasters, bandages, a thermometer, antiseptic, eyewash solution, sterile dressings and gloves, medical tape for dressings, and tweezers.
- **Hand sanitiser and wet wipes** for hygiene purposes when the water is off.
- **Bottled water** – there is no standard figure for this as emergencies can vary in duration and people use different amounts. A minimum of 2.5-3 litres of drinking water per person per day is recommended by the World Health Organisation for survival. 10 litres per person per day will make you more comfortable by also providing for basic cooking and hygiene needs. Additional water might be needed to make up baby formula, for medical devices and for pets.
- **Non-perishable food** that doesn't need cooking, such as ready-to-eat tinned meat, fruit or vegetables (and a tin opener). As with water, how much you need will vary based on your own circumstances. Don't forget food for pets.
- **Baby supplies** such as nappies and baby formula – ready made or 'ready-to-feed' formula is best as you may not be able to boil water or sterilise bottles.

Rather than buying all the items at once, you could just add to your emergency kit when you are able and build it up over time.

National Grid Electricity Distribution

National Grid Electricity Distribution provides energy to eight million customers in the South West, the Midlands, and South Wales



1.4 million
towers and poles



188,000
substations



225,000km
of underground cables



90,000km
of overhead lines





Our network serves

20 million

customers via eight million meters



2.3 million customers

on our Priority Services Register



We cover a

55,000km² service area

and employ over **6,600** colleagues

Our main responsibilities to our customers



Operating our network assets to ensure we 'keep the lights on' for all of our customers, including those on the Priority Services Register (PSR)



Maintaining the condition, and therefore, reliability of our assets



Fixing our assets should they get damaged or if they are faulty



Upgrading the existing network or building new ones to provide additional electricity supply or capacity to our customers



Operating a smart system by managing two-way power flows and flexible services

National Grid Electricity Distribution

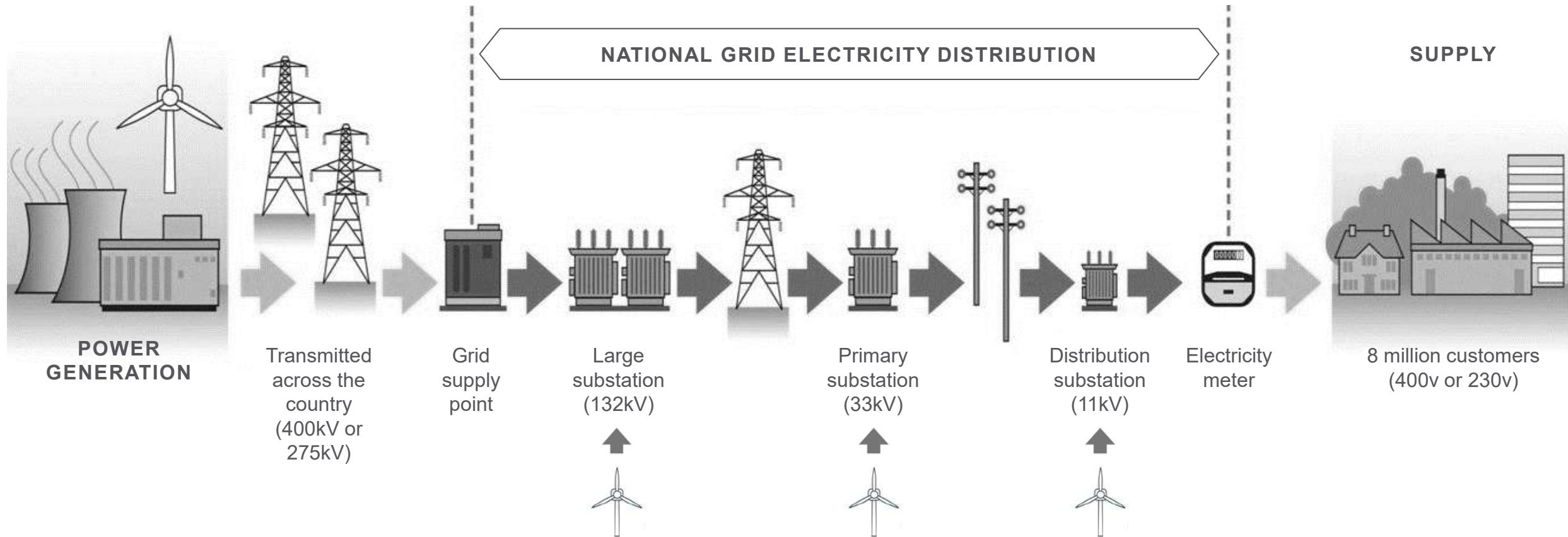
- ▶ Are a category two responder under the Civil Contingencies Act 2004
- ▶ Cover 21 Local Resilience Forum areas
- ▶ Are an operator of Critical National Infrastructure



The electricity network



The electricity network



Most electricity is generated at large power stations, but other forms of generation are connected to a DNO network

The electricity network is reliable and resilient

On average our customers have electricity 99.9% of the time.

However... power cuts happen every day for various reasons, including the weather, third party damage, copper theft, etc.

Our focus is on:

- ▶ Quick response and restoration
- ▶ Being easy to contact
- ▶ Providing useful and accurate information



The electricity network is reliable and resilient

- ▶ 24 hour contact centres (for customers) and control rooms (for network management)
- ▶ Disaster recovery sites
- ▶ Multiple depots
- ▶ Bunkered fuel stocks
- ▶ Sharing field resources across our four licence areas
- ▶ Network operators share their resources during storms and other incidents (mutual aid)





24/7 Cover

Storm events keep on going day and night, and so do we - we have set up teams to be able to react to issues at any time of day or night.



Extra engineers standing by

We'll be keeping more engineers than usual on standby during this storm event, to make sure we're ready to respond to any incidents as quickly as possible.



Priority Services Team

If you are on the Priority Services Register, we have a team dedicated to ensuring you are taken care of during this storm event.



Red Cross Help

The Red Cross will be there to help in cases of injury or threat of injury caused by the storm or by powercuts, so you can feel safer during this storm event.



Increased customer service staff

We're increasing the number of customer service staff available to talk to you, so you can get any help you need during this storm.



Mobile text alerts & information

We'll be putting out important information via texts, as you may not have access to computers or the internet during a power cut.



Enhanced social media updates

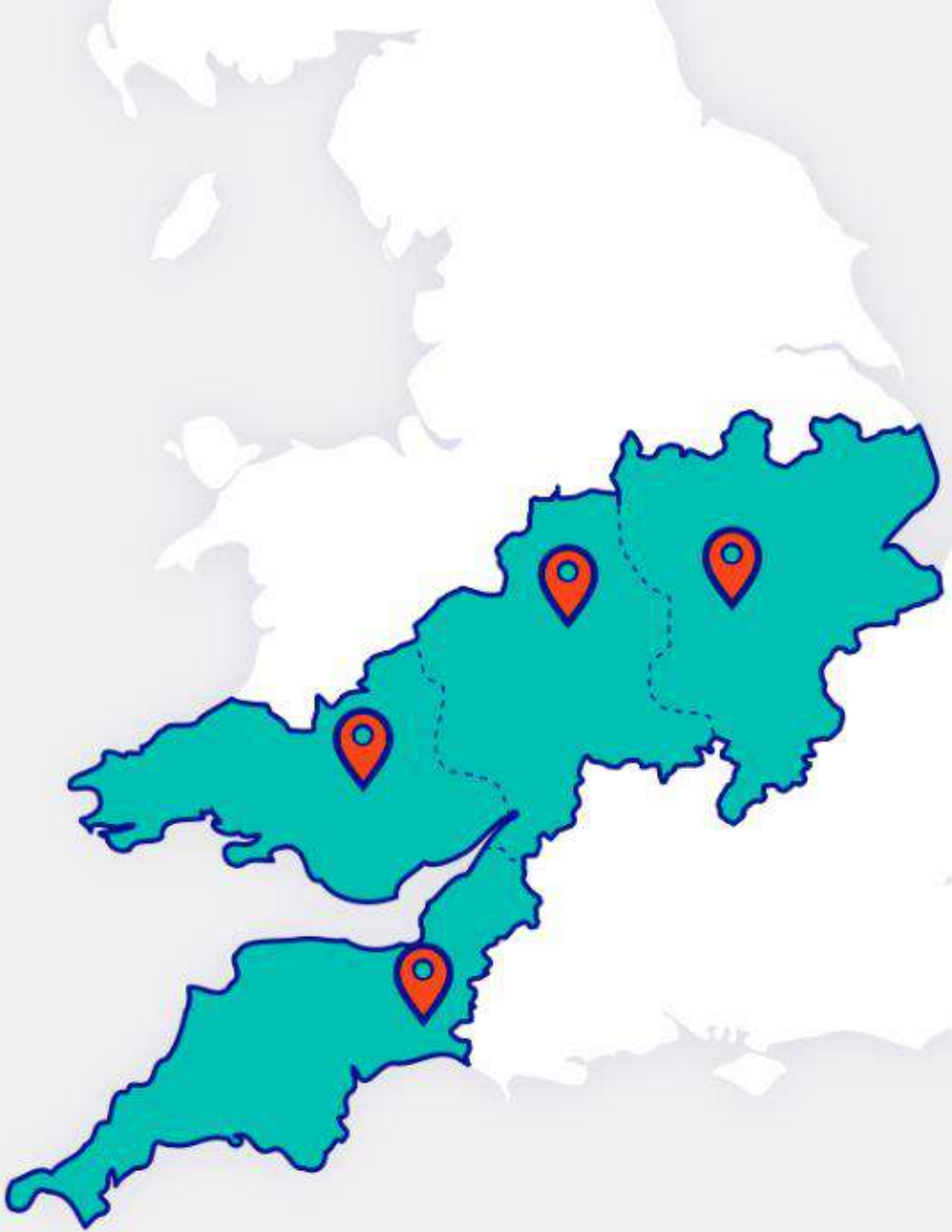
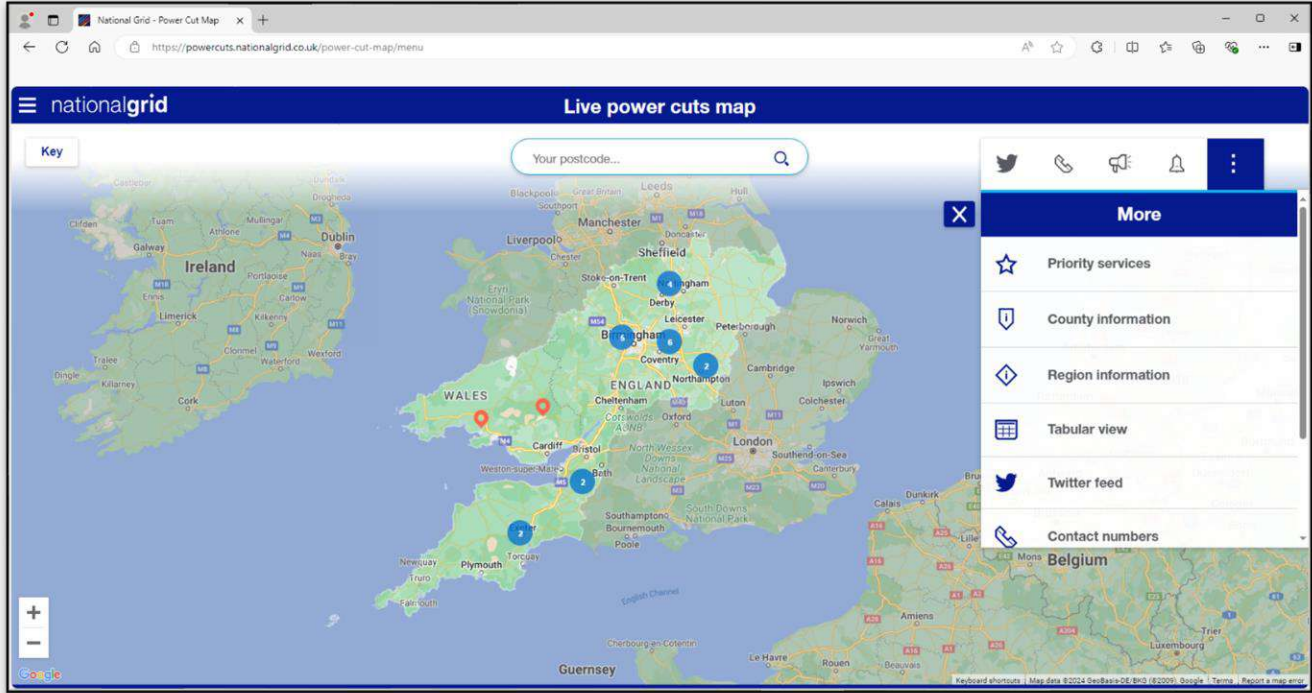
We're putting out more information on our social media platforms to keep you up to date in this storm event



Increased Helicopter Patrols

We'll be running extra helicopter patrols to thoroughly inspect our network from the sky for any damage during this storm event.

A map of power cuts is available online



Register for storm updates

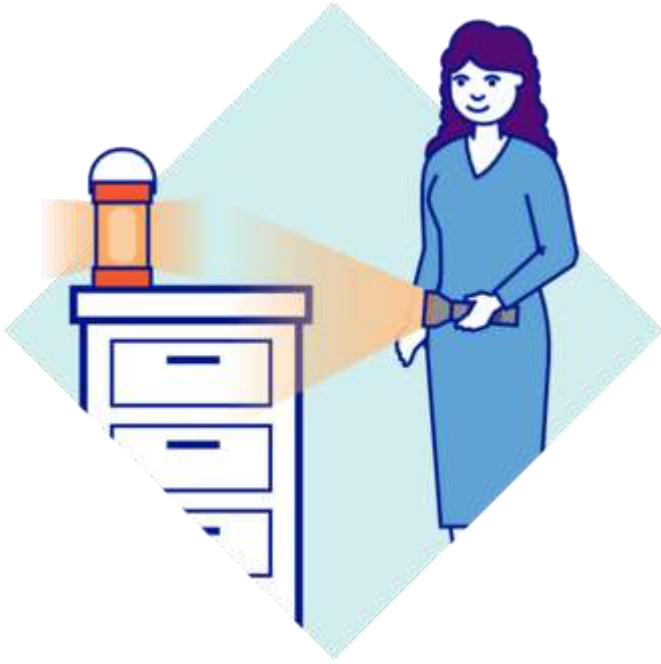
You can receive updates before, during and after severe weather incidents that are likely to impact the electricity network.

The updates will inform you of the latest weather conditions, areas affected, the number of customers off supply, and key steps we are taking to quickly and safely restore power.

Sign-up online



Mail



Keep a lantern or torch somewhere that's easy to find. Check the batteries are working and make sure you have a spare set too. Don't use candles or paraffin lights.



Have a wind-up, battery, or solar radio ready so you can listen to local radio updates.



Have a power bank or solar charger in the house so you can keep your mobile or tablet topped up. You can follow updates on our [online power cut map](#).



Digital and cordless phones may not work during a power cut, so have one you can plug in directly to stay in contact with loved ones, and the emergency services.



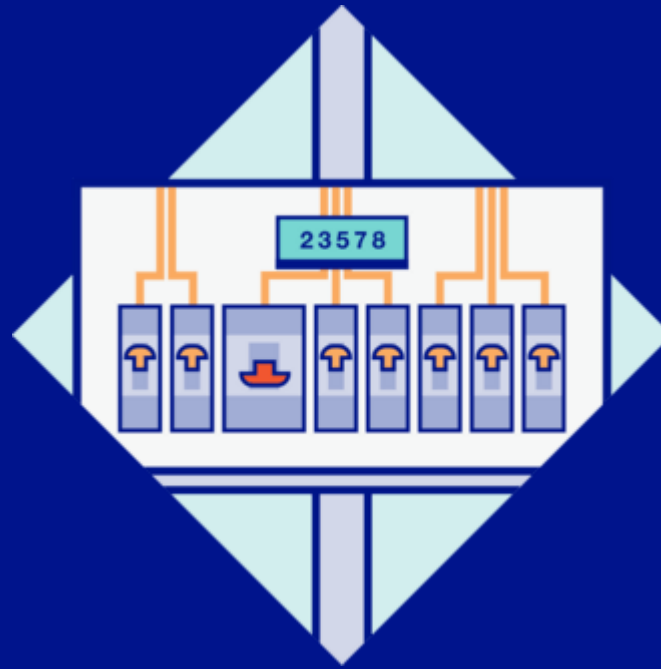
Protect all sensitive and valuable electrical equipment with a surge protector. This guards against damage caused by sudden electrical surges.



If you have a mains-operated chair lift, check to see if there is a manual release handle. You can use this to return safely to ground level if the power cuts out.



Check to see if it's a power cut or a problem with your fuses. Speak to your neighbours, or during the night, check the street lights.



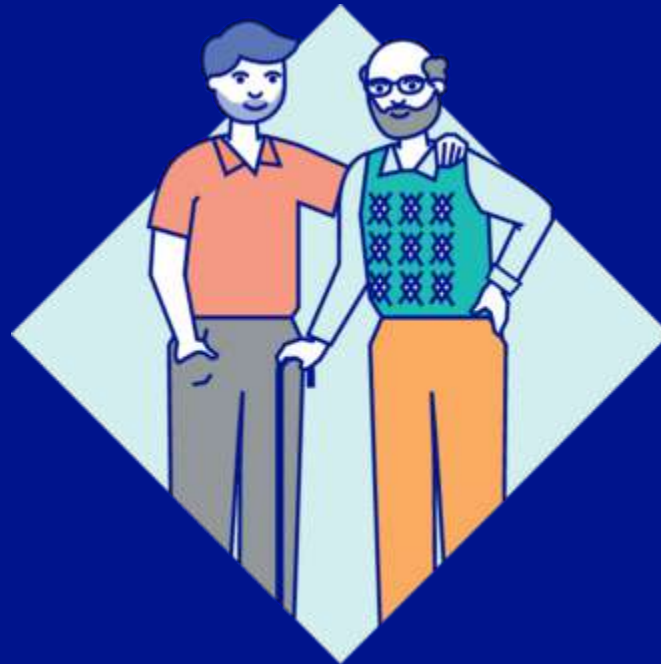
Find your fuse box and check the trip switch.



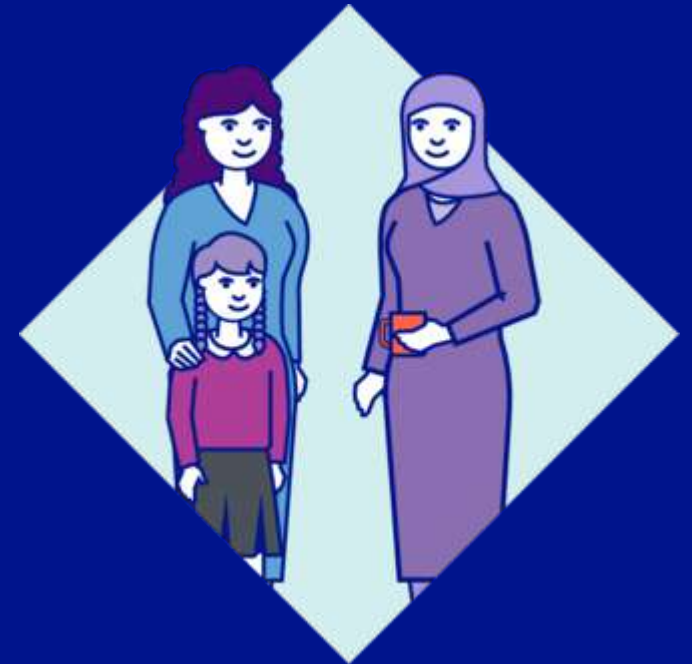
Don't open your freezer. Most power cuts are short, and your freezer will keep the contents protected for up to 12 hours.



Turn off or unplug any sensitive and expensive electrical equipment. Electrical surges during power cuts can damage digital devices.



Check on your neighbours, especially those who may be vulnerable. Ensure they're warm, have food, drink and medicine, and that any medical equipment is working.



Stay in contact with neighbours and share resources. A spare set of batteries can make all the difference.



The Priority Services Register (PSR)

By registering for the PSR, people can get extra support during a power cut if they need it.

The PSR is suitable for elderly, very ill or disabled people, or those who rely on power for medical equipment.

Licence area	Customers (connection points)	PSR customers (all categories)
South West	1,740,683	526,554
South Wales	1,199,016	401,311
West Midlands	2,585,955	851,350
East Midlands	2,779,537	900,151

The Priority Services Register (PSR)

- ▶ Provides a dedicated and direct number you can call during a power cut to get straight through to us.
- ▶ Agree on a password with you before we visit, so you know you can trust the person at the door.
- ▶ Provides special help through trusted partners (such as the British Red Cross) if you need it.
- ▶ Keeps you up-to-date on any planned interruptions to your power supply.
- ▶ Stay in touch with you during an unplanned power cut, including advice on how long it will last.



The Priority Services Register (PSR)

You can learn more about our priority services, including how to join the Priority Services Register [online](#).

Alternatively, please contact us using the details below.

0800 096 3080

nged.psr@nationalgrid.co.uk

If you're hard of hearing, or deaf, please dial **18001** before each number, and a Text Relay Operator will join the call.

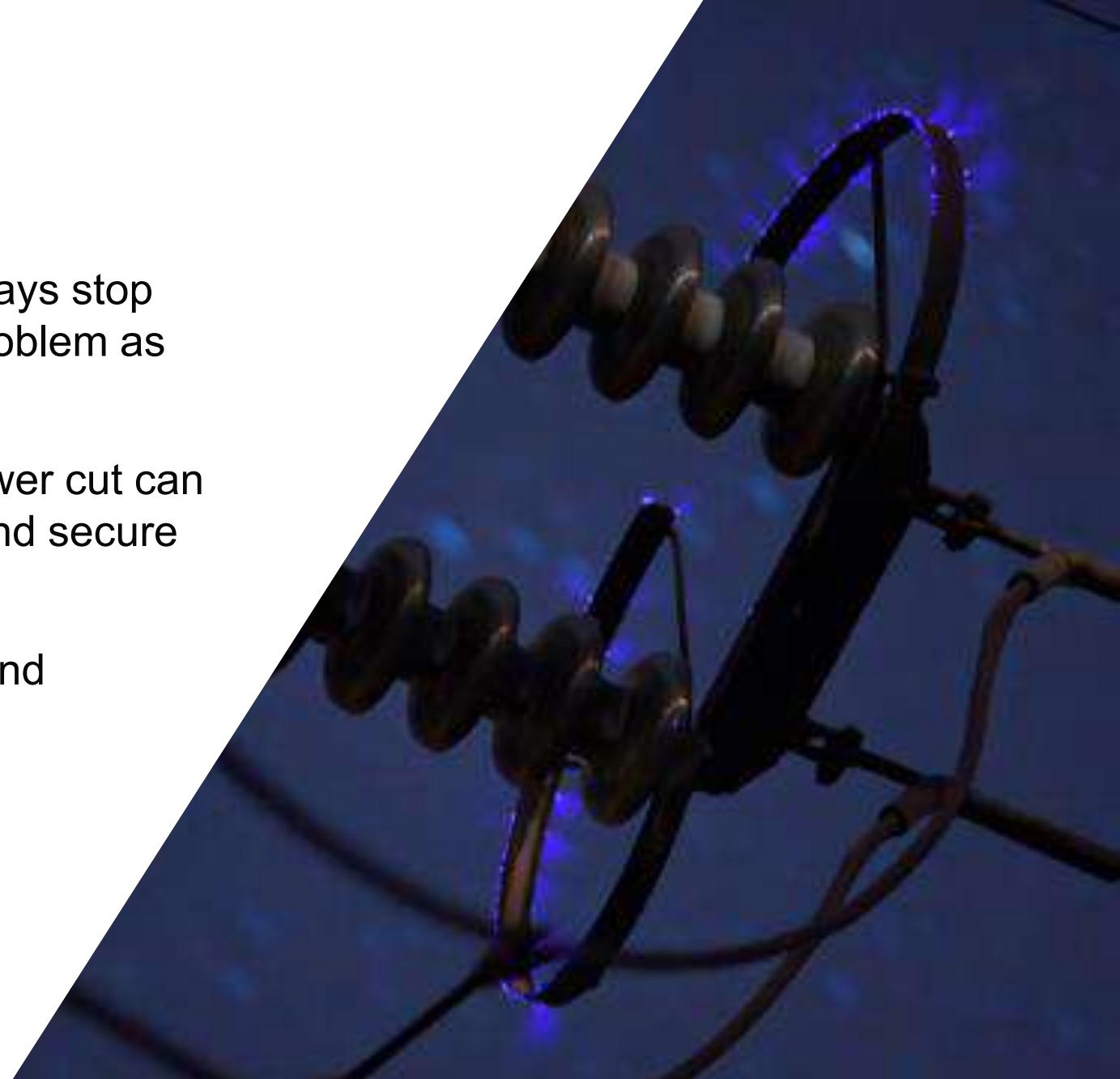


Suggested actions

Power cuts happen, and while we can't always stop them, we do everything we can to fix the problem as quickly as possible.

Spending a few minutes preparing for a power cut can ensure you and your loved ones are safe and secure until we restore power.

- ▶ Consider your own [personal resilience](#) and follow the [power cut advice](#)
- ▶ Register for [storm updates](#)
- ▶ Promote the [Priority Services Register](#)





**POWER CUT?
CALL 105**



Contact us

In the event of a power cut, or any power related emergency, please give us a call. We are available 24 hours a day, 7 days a week.

0800 6783 105 or 105

nationalgrid