

# PREPARING YOUR BUSINESS FOR A POWER CUT



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Whether it's adverse weather, faulty cables and equipment, or pre-scheduled maintenance, the reality of power cuts in today's working world cannot be avoided. With some areas more prone to power cuts than others, there are steps that can be followed to help minimise the disruption to your day-to-day business.

With a halt in electricity, it can be useful to identify when there is something wrong in your local area or within your business setting, and the best steps to take to get the power back up and running.

This go-to-guide aims to get you and your work force back up and running as quickly and efficiently as possible with some handy tips and practices to follow when the power goes down.

The following information also provides you with useful contact details should your business find itself without power.

**[To report a power cut call 0800 6783 105. If in doubt, call 105.](tel:08006783105)**

## Who Supplies What?

When the power fails it can be useful to know who we should contact to ensure the power we pay for is quickly restored.





### **Scottish and Southern Energy Power Distribution**

Scottish and Southern Energy Power Distribution are responsible for delivering power to over 3.9 million homes and businesses across central southern England and the north of Scotland.

Unlike your electricity provider, or the company that you pay your electricity bill to, Scottish and Southern Energy Power Distribution serve the bustle of West London to the smallest villages in the Highlands and Islands of Scotland maintaining the network of overhead lines and underground cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

#### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For all queries including a new network, diversions or service alteration call
- 0800 048 3515 (option 2) – North of Scotland
- 0800 048 3516 (option 2) – Central Southern England



### **SP Energy Networks**

SP Energy Networks manages the electricity network that powers homes and businesses throughout Central and Southern Scotland, North Wales, Merseyside, Cheshire and North Shropshire.

Unlike your electricity provider, or the company that you pay your electricity bill to, SP Energy Networks own and maintain the network of overhead lines and underground cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

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#### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call  
0800 092 9290 – Central & Southern Scotland  
0800 001 5400 – Merseyside, Cheshire, North Wales and North Shropshire



## **Electricity North West**

Electricity North West manages the electricity network that powers the diverse communities between the beautiful Lake District landscapes to the bustling city of Manchester and all the wonderful towns and villages located in-between.

Unlike your electricity provider, or the company that you pay your electricity bill to, Electricity North West are responsible for maintaining and upgrading 13,000 km of overhead power lines and more than 44,000 km of underground electricity cables.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

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### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 0800 195 4141 (option 4)
- For other ways to get in touch visit <https://www.enwl.co.uk/about-us/contact-us/>



## **Northern PowerGrid**

Northern PowerGrid manages the electricity network that powers everyday life for more than 8 million people across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire.

Unlike your electricity provider, or the company that you pay your electricity bill to, Northern PowerGrid manages a network of more than 63,000 substations and some 60,000 miles of overhead power lines and underground cables spanning 9,650 square miles.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

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### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call
- 0800 66 88 77 – North East

0800 375 675 – Yorkshire & N. Lincs.



### **National Grid Electricity Distribution (NGED) (Former Western Power Distribution)**

National Grid Electricity Distribution (NGED) is the regional electricity distribution division of the National Grid. They are the operator for the Midlands, Southwest and South Wales.

Unlike your electricity provider, or the company that you pay your electricity bill to, the National Grid manages 220,000 km of overhead lines and underground cables, and 185,000 substations to provide power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

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#### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 0800 096 3080
- If you are deaf or hard of hearing dial 18001 first using your textphone.
- Tweet @gridcustomersuk
- Chat online at [nationalgrid.co.uk](http://nationalgrid.co.uk)



### **UK Power Networks**

UK Power Networks maintain the electricity networks across London, the South East and East of England.

Unlike your electricity provider, or the company that you pay your electricity bill to, UK Power Networks owns and maintains the network of overhead lines and underground cables, providing power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

#### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries or to report a dangerous situation call
- 0800 31 63 105



### **Northern Ireland Electricity Networks (NIE Networks)**

Northern Ireland Electricity Networks distribute and maintain electricity to over 910,000 customers including homes, businesses and farms within Northern Ireland.

Unlike your electricity provider, or the company that you pay your electricity bill to, Northern Ireland Electricity Networks manages 2,300km of transmission network, 47,000km of distribution network and 340 major substations.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

#### **Useful Numbers:**

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 03457 643 643
- Contact via Social Media Channels (Available Monday to Sunday)
- Facebook.com/NIENetworks
- Twitter: @NIElectricity



### **ESB Networks**

ESB Networks are part of the ESB Group and are licensed to build, operate, maintain and develop the electricity network in the Republic of Ireland.

Unlike your electricity provider, or the company that you pay your electricity bill to, ESB Networks maintains the network of overhead lines and underground cables, providing power to millions of people.

They are responsible for managing the systems that carry the energy around the regions, maintaining supply and demand, as well as both the transmission and distribution network so that users have access to safe and reliable energy.

Whilst the network operator offers solutions and advice for many electrical problems, there are instances where the loss of power cannot be controlled. In such cases it is useful to know who to contact to report a power cut, the contact details for more general electrical enquiries, including any other queries that you may need help with.

The Distribution Network Operator is not an energy supplier, or the company responsible for providing the energy into our homes and businesses. Billing queries and readings will be dealt with through your chosen energy provider.

### Useful Numbers:

- To report a power cut call 0800 6783 105 or call 105
- For general enquiries call 1800 372 757
- Email: [esbnetworks@esb.ie](mailto:esbnetworks@esb.ie)

### ***Preparation is Key***

Before the power goes down and the lights go out, there are several ways to prepare your workspace for an unscheduled power cut. Simple measures offered in the following checklist may often be overlooked, however they can really help in getting you and your workspace organised and ready for the unexpected.

- Keep a battery-operated torch to hand. Ensure batteries are checked regularly and kept in a suitable place.
- Protect computers and similar equipment with surge protector plugs and ensure work is backed up regularly.
- Keep useful contact numbers by your electricity meter.
- Inform your network operator if there is certain equipment your business relies upon. Medical equipment, fridges for medicines etc. may always require power or a back-up solution.

### ***Other things to consider...***

- Does your workspace require an emergency generator? If so, are the generators routinely maintained/tested and relevant staff adequately trained?
- How will security systems operate during a power cut? Do they have a battery life, or will they need resetting?
- Do you need a contract in place for emergency security staff?
- Do you need an alternative lighting supply? Are you 24/7 or can you survive without lights for a short time? Consider areas such as exits, stairwells, outside and where your meter is.
- Could you install surge protection devices to protect sensitive electronic equipment?
- Within your workspace, are there any team members dependent on lifts? Do you have evacuation chairs?

Dependent on your work environment, getting your workplace ready for such eventualities will pay in the long run. For larger workplaces, it may also be worth considering rehearsing for an electrical outage so that your workforce understands what to do.

With every business operating differently, it can be an invaluable process to put together your own personalised checklist of considerations. With your own tailored checklist, you can be more in control of what and who may be affected and any alternative measures that can be put in place beforehand.

### ***When the power goes down***

As soon as the power goes down, you will need to establish whether the outage is a local problem or one affecting your business setting only. Either way, the following checklist will provide you with some active measures that will help minimise disruption.

#### **Consider the following...**

- Can you restore power by operating your trip switch?
- Has something caused your internal systems to trip, and if so, do you need to call an electrician?
- Where is/are your electricity meter(s)?
- Contact your network operator to report the outage.

Once you have established that a power cut has taken place, reporting it on **0800 6783 105 or 105** will ensure the outage has been logged straight away. Once you have adopted these simple measures, you may also wish to visit your own Distribution Network Operator's website for more information and for further ways of keeping in touch.

## ***Other Items to Check***

Protecting your business and keeping disruption to a minimum will be high up on things-to-do during an outage. By considering your IT and other electrical equipment, you can really help protect your space so that when the lights come back on, you will have taken the correct measures to preserve as much of your workspace as possible.

- Have you shut down unnecessary equipment?
- Will any equipment need to be considered for a controlled reset or restarted in a controlled order when power is restored?
- Do you need to switch off breakers on equipment that could cause a surge when power is resumed?
- If you use an emergency generator, do you need to order fuel?
- Do you need to inform suppliers, customers or anyone else that you are without electricity?
- Do you need to consider staff welfare issues, e.g. heating, water and food?
- Consider vulnerability of disabled staff. Are they on upper floors? Do they need to be at home?

When thinking practically about your IT, it can be useful to know how long you can manage without sufficient power to your workplace. Computers, iPads etc. will all have a certain amount of battery life before they drain down. Do you have an IT Disaster Discovery Plan? Does it back up your data effectively to the Cloud and how often will it provide this back-up?

With many areas to consider, you may wish to save the following contact details so that you have instant access to the right support services.