Need extra assistance?

For many customers, being without power can cause extra difficulties that might affect their daily needs. Sign up to our Priority Services Register and we can provide extra support to ensure you’re safe and comfortable until the power is back on.

Benefits of being a priority customer:

- Receive updates about the services we offer including if there is a power cut in your area.
- Nominate a friend or family member for us to keep updated in the event of a power cut.
- We can provide practical items such as warm blankets or a torch to help prepare for a power cut.
- Text message weather alerts.

For more information or to sign up visit www.enwl.co.uk/priority

Electricity North West owns, operates and maintains the North West’s electricity network.

You can contact us 24 hours a day, 365 days a year by phone or online.

What to do in a POWER CUT

Call 105

Freephone 105 (0800 195 4141)

www.enwl.co.uk

ElectricityNorthWest

@ElectricityNW

Visit our website to learn more about:

- The future of your electricity network
- Connection services
- Helpful hints and advice

Stay connected...

www.enwl.co.uk
What to do if you are without power

If you are without power it may be because of a problem on our electricity network or a problem in your own home. Our helpful tips can support you before, during and after a power cut.

**Be prepared**

- Keep our contact details handy
- Keep a battery operated or wind up torch somewhere easy to find
- Keep a battery operated radio to hand to listen for the updates and weather reports
- Regularly charge emergency medical equipment
- Regularly save any computer work
- Have a list of emergency contacts. Include: family, friends, GP, pharmacist, utility companies

**Tips to help you during a power cut**

- Switch off all electrical appliances
- Leave at least one light on so you know when your electricity is back on
- Dress warmly in several layers of clothes
- Your electronic devices will run out of charge, limit their use for emergencies
- Solar panels should operate automatically without an electricity supply. Switch off your system and check with your operator
- Keep your fridge freezer doors closed to protect the contents. Frozen food should last for several hours without electricity

**What to do when your electricity comes back on**

- Reset the time on any electric timing or recording device
- Check your timer to make sure it is correct. Reset the timer/thermostat as soon as your electricity comes back on
- Contact your supplier if you have any further issues

Keep up to date by checking our website and social media channels

Call us on freephone 105 or 0800 195 4141 to report the power cut

Stay connected...

0800 195 41 41

www.enwl.co.uk