



Helping your business

Prepare for a power cut

Be prepared

Whilst Western Power Distribution (WPD) is committed to providing a reliable electricity supply, sometimes power cuts do happen for reasons beyond our control.

We want to help you to be as prepared as possible for a power cut or other electricity related disruption to your business.



We're here to help

IF YOU NEED TO REPORT A POWER CUT

 CALL US ON
0800 6783 105

If you are deaf or hard of hearing dial **18001** first using your textphone.

Or you can

 Tweet us @wpduk  Chat online at www.westernpower.co.uk



Save this document on your desktop – you can refer to it in the event of a power cut.

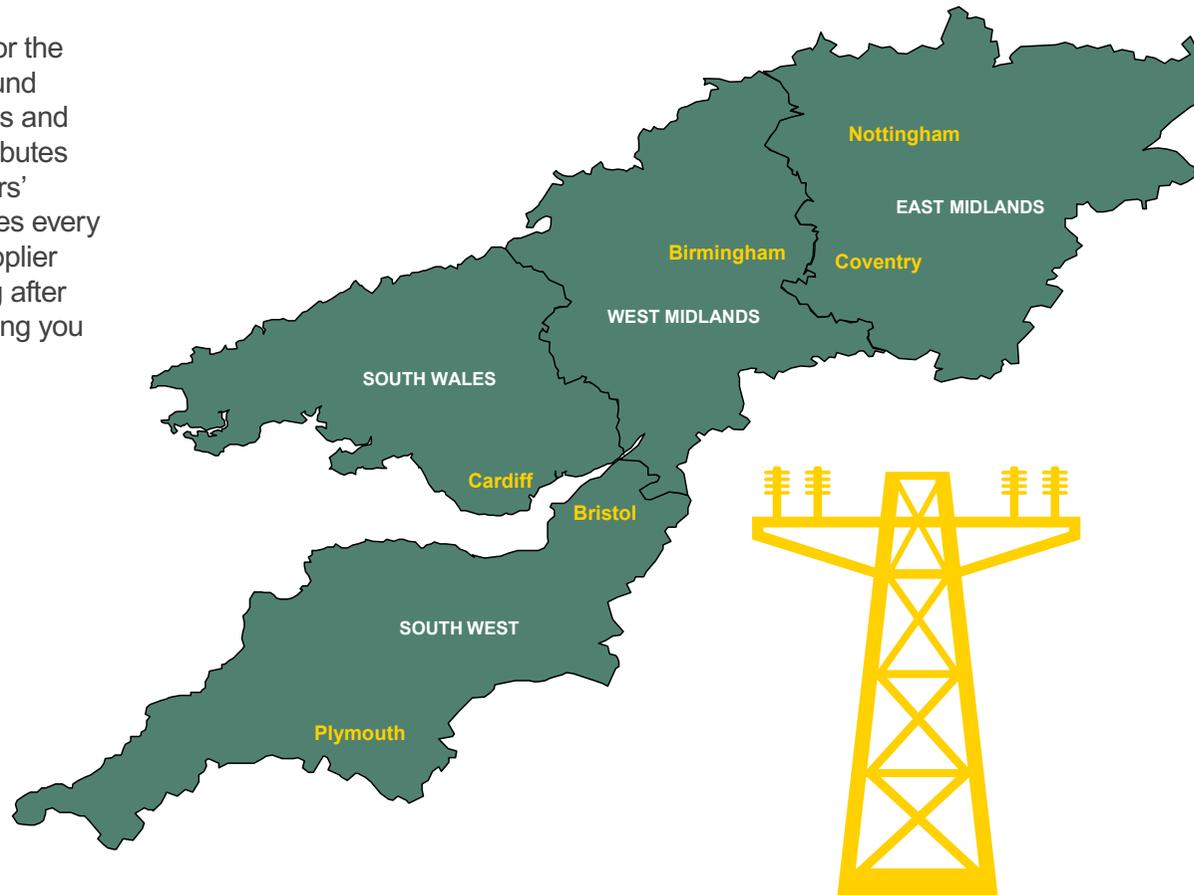
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Who we are and what we do...

WPD is an electricity Distribution Network Operator.

We are responsible for the network of underground cables, overhead lines and substations that distributes electricity to customers' homes and businesses every day. We are not a supplier (the company looking after your meter and sending you energy bills).



Where you'll find us



We operate across the West and East Midlands, South Wales and the South West.

Our network covers densely populated residential areas and widely dispersed rural communities from the Wash in Lincolnshire down through South Wales and to Land's End and the Isles of Scilly in Cornwall.

During a power cut...

**Tell us
if you have
a power cut**

If you are without power, you can check for more information on our online power cut map.

Go to **the link below** and click on 'Power cuts in your area'.

www.westernpower.co.uk/power-outages

To report a power cut call 0800 6783 105



General things to **think about during** a power cut – **your equipment**

- ▶ 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?**
- ▶ **Shut down** your emergency generator and make sure it is refuelled.

During a power cut...



General things to **think about** during a power cut:

- ▶ **How long will the outage last for?** What actions need to be taken?
- ▶ 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?
- ▶ **Leave a light on** so you know when power is restored.
- ▶ **Follow updates** on Twitter and on our online power cut map at www.westernpower.co.uk



Practical things to **think about** during a power cut – your IT

- ▶ Could you manage on the battery power of laptops and iPads etc.?
- ▶ **How long can you cope without IT?**
- ▶ Do you have your **IT backed up** to the cloud with disaster recovery? How often does it back up? Can staff access it from other locations, e.g. their homes?
- ▶ Do you have an IT **disaster recovery plan?**



Your ten minute check list

Add your own notes, copy it or use it to write your own, more detailed, checklist which might help you in the future.

Things to check before you call us



- ▶ Is the power cut just affecting you, or is it a local problem?
- ▶ 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)?
- ▶



Other things to think about...

- ▶ Consider how long you can cope before the power cut causes you an issue.
- ▶ Consider staff dependent on lifts or with sight impairment to ensure they are safe and well.
- ▶ Do any refrigerated items need to be moved to prevent them spoiling? Ensure fridge/freezer doors remain closed.
- ▶ If work is halted can staff do alternative work?
- ▶ Consider staff welfare – provide bottled water on hot days and/or consider sending staff home/elsewhere to work in longer outages.
- ▶ Can you ensure real time management of your social media accounts? Customers/stakeholders may use this channel to complain or seek information. **Use social media to your advantage – update your ‘followers’.**
- ▶ Bring alternative heat sources into use. (Guidance suggests a minimum of 16°C for office staff).
- ▶ Does work in progress have an urgent delivery date? Delay delivery or invoke alternative manufacturing plans.
- ▶ Invoke your IT disaster recovery plan if necessary. Consider using laptops, backup drives, etc.
- ▶ Inform security and invoke temporary security if required.
- ▶ Do stakeholders need contacting and what information will they require?

Be prepared

You can use this document and the checklist on page 6 to make sure you're prepared for a power cut. You can also download WPD's Power Cut Reporter 'App' to find out the latest information if your lights go out.



The App, which you can find using the App Store or Google Play, also allows you to store multiple post codes so businesses with more than one site can monitor each location.



Things to **think about before** you have a power cut:



Power cut advice:

- ▶ **Keep battery operated torches** and a radio handy, and nominate someone responsible for checking they always work.
- ▶ **Keep a battery/solar charger handy** so that you can recharge your phones/tablets.
- ▶ Keep a list of telephone numbers by your electricity meter such as:
 - WPD loss of power **0800 6783 105**
 - WPD general enquiries **0800 096 3080** and your local electrician
- ▶ Remember that **mains charged landlines will not work** in a power cut. Keep a charged mobile or an analogue phone to hand.

Be prepared



Things to think about before you have a power cut

- ▶ **How long** can you be without power before your profit or reputation is affected?
- ▶ Do any of your staff or customers rely on electricity for a medical reason, such as medical equipment or refrigerated medicine? **If so, have you told WPD?**
- ▶ **Who are your stakeholders** and how would a power cut affect them? **Are you a vital part of their supply chain?**

- ▶ **Consider alternative locations** – staff working at home, in an emergency office or at a nearby hotel, for example.
- ▶ **Is anyone dependent on lifts**, do you have evacuation chairs?
- ▶ **Consider electrical plant or equipment**, refrigeration, freezers, etc. and the implications of them being without power.
- ▶ **Do you need backup electricity** for items or areas which must be kept refrigerated/heated/air-conditioned?
- ▶ **Do you need an emergency generator?** Are generators routinely maintained/tested and the 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?**
- ▶ Consider **annually rehearsing** for an electrical outage.

Other electricity related issues that could affect you

Have you thought about other issues that could affect your business that WPD may be able to help you with?

Connections

Do you have questions about:

- The speed of the process
- Cost/availability of capacity
- Lost time/productivity
- Your planning or issues with it

Street works

Do you need to know about:

- Timing/scheduling of work
- How much notice you can and will receive
- Access issues
- Disruption to you or your customers

Quality of Supply

Are you experiencing:

- Dips or voltage fluctuations
- Disruption (to operations)
- Sensitivity of equipment
- Lost production time

DUoS (Distribution Use of System) charges

Do you need:

- Advanced notice or billing advice



Call our general enquiries number with any queries: 0800 096 3080

If you would like this leaflet in another language, large print, braille, or on an audio CD, please telephone us on **0800 096 3080**

Useful numbers

WPD LOSS OF POWER
0800 6783 105

WPD GENERAL ENQUIRIES
0800 096 3080

Fill in the below with your useful contacts and save this document somewhere easily accessible.

Generator hire

Name Tel
Email Date of last test / /

Local electrician

Name Tel
Email

IT assistance (to reset computers/electrical equipment)

Name Tel
Email

Food/catering (to feed staff/customers)

Name Tel
Email

Security company (e.g. for issues with alarms)

Name Tel
Email

Local hotels or rooms for hire

Name Tel
Email

Your important contacts

Name Tel
Email

Name Tel
Email

Name Tel
Email



To report a power cut, call us on: **0800 6783 105**

 Tweet us @wpduk

 Facebook: Western Power Distribution

 www.westernpower.co.uk

 Email: info@westernpower.co.uk