

ESP Electricity Ltd



**Planned & Unplanned Outage
Information**

Our Advice If You Lose Supply

HELPFUL ADVICE DURING A POWER OUTAGE

To help you to be prepared in case of a power outage to your property, we have included some helpful suggestions below.

- Remember never to put yourself in danger and to alert the emergency services if a dangerous situation arises.
- Where possible, consider making alternate arrangements to stay with family or friends if you are impacted by the power cut, we appreciate this may not be possible for many of our customers.
- Have a torch, with spare batteries, to hand. Some modern torches have plug in charger cradles so the torch is constantly charging. There are also models available which automatically switch on in the event of a power cut.
- If you're using candles then please be careful. An open flame should always be used responsibly.
- It is handy to have access to hot water during a power cut; for planned outages, boil water and store it in flasks in advance of the power cut.
- You should limit the use of your laptop or your smart phone to preserve the life of the battery
- Keep an old-fashioned corded phone which you can plug in, as cordless phones may not work in the event of a power cut.
- Keep fridges and freezers closed, with a blanket over as they will stay cold for many hours.
- Look out for elderly neighbours and ensure they are prepared for or safe in a possible power cut.

In the event that you need to phone us, please keep our telephone numbers handy (our 24/7 emergency telephone number is 0800 731 6945)

Further Safety Information

You can also find further safety information on the Health and Safety Executive website at <http://www.hse.gov.uk>

The Electricity Association at <http://www.electricity.org.uk>

The Office of Gas and Electricity Markets (Ofgem) at <http://www.ofgem.gov.uk>

If you have any further enquiries, please telephone us between 8am and 6pm weekdays on **01372 587 500**.

Or write to

ESP Electricity Limited
Bluebird House
Mole Business Park
Leatherhead
KT22 7BA

In an emergency please call us on our 24 hour emergency number **0800 731 6945**.

Alternatively you can email us using especontrol@espug.com

Advice for vulnerable people during a power cut

If you or a relative are reliant on necessary medical or other electrical equipment, please read this advice on what to do during a power cut.

- Stair Lifts - If your stair lift is mains operated, it will stop where it is during a power cut. Check now to see if there is a manual release handle that can be used to return the lift safely to ground level if it stops halfway between floors. Some stair lifts have battery backup power. This automatically takes over and keeps the lift working if there's a power cut. If your lift doesn't have this, it may be possible to have it fitted. Contact your lift manufacturer/supplier for more information.
- Medical equipment - If you have a medical condition – or rely on medical equipment which would be severely affected by a power cut – please discuss your concerns and needs with your carer, district nurse, doctor or social worker etc, so that you can cope with a power cut. They may be able to give you a personal emergency plan, so you know what to do. This should always include calling our power cut emergency line (**our 24/7 emergency telephone number is 0800 731 6945**) to let us know that you are without power.
- Telephones - Many modern home phones, particularly cordless ones, may not work during a power cut. Try to keep an ordinary telephone that plugs into a landline socket on each floor of your home, so you'll still be able to call someone for help. Remember to keep a mobile phone fully charged.

NHS Direct Helpline -If you need medical advice, call the NHS Direct Helpline on 111.

Fridges and Freezers

As long as you keep the opening of freezer/fridge doors to an absolute minimum, most foodstuffs will remain unaffected by a power cut. Current standards of appliance manufacture should allow the food to remain frozen for up to 12 hours (and often 24 hours for chest freezers). Do check your appliance instruction manual for further guidelines.

Tips:

- Try and prepare for a planned outage by taking foodstuffs that will not perish (and which you intend to use that day) from the fridge/freezer
- Should your freezer have a 'fast freeze' mode, activate this option approximately 60 minutes prior to a planned outage.

Heating & Cooking

If your central heating systems and water boilers rely on electricity to operate the pumps and/or control mechanisms (most do), this will mean that any outage to supply will eliminate your main source of heat.

Electric cookers/ovens will not work in an outage – and also some gas appliances will not work if they have electronic controls, although some can be lit manually.

Tips:

- Remember to reset any electronic timers after supply is restored
- For planned outages, organise hot food in advance e.g. soups and stews in a flask. Also hot drinks such as tea and coffee are advisable.
- Purchase a portable gas heater that can be used in a supply outage
- Have blankets and warm clothing easily accessible should you have an unexpected outage in cold periods.

Tropical Fish

Without electricity supply to operate the heater and filters, pumps etc. for most tropical tanks, the water temperature will fall, especially in colder weather. Most fish will not suffer if the power is lost for just 2-3 hours.

Tips:

- Fill used drink bottles with warm water just prior to the outage and place inside the fish tank – this will maintain the temperature at an acceptable level.
- Invest in a low-cost battery operated air pump to use when supply is lost.
- Consult your local pet store/aquarium centre for further advice on managing power cuts efficiently and with the least amount of stress to your fish.

Burglar alarms

Ensure your security systems are installed by a company approved by The National Security Inspectorate (NSI). They are an independent regulatory body who monitor security firms to ensure that only high quality, reliable security systems that meet British Standards are supplied.

If your system has been approved by NSI, the system should have a battery back up so that its operation cannot be affected by a loss of electricity supply.

Tips:

- Check whether or not your system is installed by an NSI Recognised Firm. You can contact NSI for a complete list of recognised firms in your area by calling 01628 637512, visit their website at www.nsi.org.uk or email at nsi@nsi.org.uk.

Computers

It is essential that you regularly save your work when operating your PC, and to take frequent back-ups onto separate media (e.g. floppy disks, CD-ROMs).

Tips:

- For planned outages, ensure you switch off your PC before the advised outage time.
- Determine whether your software has an 'autosave' facility and consider activating this option.
- Contact your computer dealer for more information regarding other safety devices (such as an Uninterrupted Power Supply) that could save your work being corrupted or lost altogether.

Telephone Systems

Many telephones today now have a mains plug. In most cases, without an electricity supply these phones will not operate.

Tips:

- Ensure your mobile phone is fully charged prior to any planned outage
- Should you feel 'at risk' without constant access to a telephone, invest in a telephone system or single phone that does not rely on an electricity supply to operate.