

STORM ELEANOR - Letter from UKPN 2 January 2018

Dear Sir/Madam,

You may have seen that bad weather is on the way and we are likely to see high winds in some areas this evening through to tomorrow morning.

Our electricity network is built to be resilient but extreme weather can damage overhead power lines resulting in some customers losing their electricity supply. Where this happens we work to restore power as quickly and safely as possible. We have organised for additional staff in our contact centre to help customers whose electricity supply might be affected by the predicted weather, and we have called up additional engineers to carry out repairs to overhead lines and poles as soon as the wind reduces to a speed at which it is safe to work.

Both you and your local residents will be able to find regular updates on our website www.ukpowernetworks.co.uk and social media @UKPowerNetworks throughout this period.

Anyone experiencing a power cut should:

- Call 105 to report power cuts and damage to the electricity network, or 0800 3163 105 (from a corded phone or mobile phone if you have no power)
- Visit www.ukpowernetworks.co.uk for the latest updates
- Visit www.ukpowernetworks.co.uk/powercut and type in their postcode to view our live power cut map
- Tweet @ukpowernetworks to report a power cuts or to receive updates

We advise people to stay clear of power lines and report damaged power lines immediately by calling 105 free from either a landline or a mobile phone. If they see electricity lines that are down or causing significant risk to the public they should call 999.

We provide extra help to customers on our Priority Service Register during a power cut. Households with older or disabled people, those with children under five, or where someone uses medical or mobility equipment that requires electricity as well as other reasons can join the register. You can find out more information about our Priority Service on our website: ukpowernetworks.co.uk/priority.

If you would like to share information about preparing for the storm or the priority service register on social media you might like to use the following:

@UKPowerNetworks has extra staff on hand 24/7 to deal with the impact of #stormEleanor
Call 105 to report a powercut and visit www.ukpowernetworks.co.uk/powercut for the latest updates

Do you, or someone you know, need extra support during a power cut?
@UKPowerNetworks provides free services to vulnerable customers. Visit ukpowernetworks.co.uk/priority for more information #stormEleanor

I hope you find this information useful and please do feel free to share it with your local residents and community groups.

Yours faithfully,

Michael Horwood
Community Affairs Officer – South East
UK Power Networks
Energy House, Hazelwick Avenue
Crawley RH10 1EX

michael.horwood@ukpowernetworks.co.uk