

Dealing with a POWER CUT

Our use of electricity is changing and increasing and the grid and power structure needs to adapt to these changes.
This information pack contains some key information for consumers.



1. Are your neighbour's lights still on?
If so, check the trip switch in your fuse box.

2. Have a torch nearby.



3. Keep our telephone number handy.

4. Does your phone work in a power cut?
Check you have access to one that does.



5. Keep a battery powered radio available and a separate battery charger for your smart phone or tablet, to follow updates on local radio and online.



6. If your stairlift is mains operated, check that it can be returned to ground level safely in a power cut.



7. Keep your freezer shut. The contents could stay frozen for up to 12 hours.

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales



THE PRIORITY SERVICES REGISTER

Some customers experience extra difficulty in a power cut. Being on the register means we can help you prepare for a power cut and check on you quickly if there is one.

TO CONTACT US TO SIGN UP 0800 096 3080
wpdpriorityservices@westernpower.co.uk

If you are deaf or hard of hearing you can call any of the numbers in this document via your Textphone – Dial 18001

Phone us in a Power Cut - 105

Some examples of PRIORITY SERVICES REGISTER categories:



PENSIONABLE AGE

HEART/LUNG/OXYGEN
MACHINE



HEARING IMPAIRMENT

MEDICINE IN FRIDGE



PHYSICAL IMPAIRMENT

VISUAL IMPAIRMENT



CHILD UNDER 5

UNABLE TO COMMUNICATE
IN ENGLISH



STAIRLIFT

WESTERN POWER
DISTRIBUTION

Serving the Midlands, South West and Wales



MEET THE SMART METER

Chat with your smart meter.

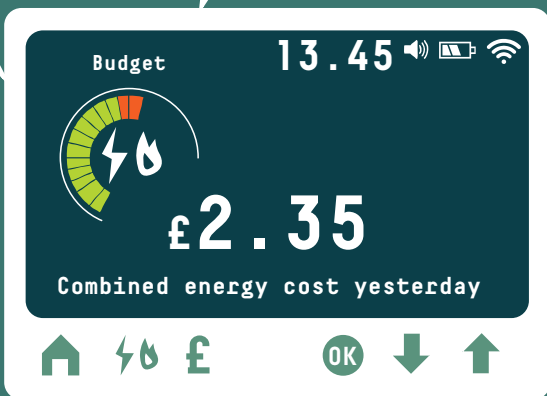
It can help you save money.

How much did I spend last month?

I see you are under budget so far today

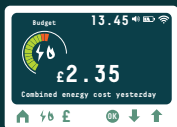
You know your kettle is using rather a lot of power?

How much am I spending right now?



- Free installation
- No more estimated bills
- Check usage, pay bills and see what you are using instantly

IN-HOME DISPLAY talks to SMART METER talks to ENERGY SUPPLIER



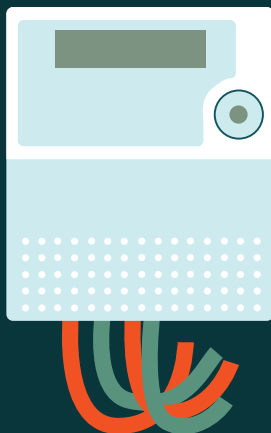
ALL CHANGE!



What to expect

The Smart Meter

Communicates with your energy supplier and the in-home display. Your meter readings will be automatically sent to your supplier. So no more visits from meter readers or estimated bills.



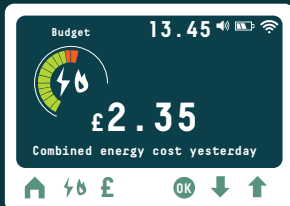
- Installation time
1 to 2 hours



- Your power will
be turned off for
a short time

The In-Home Display

A small display that shows you how much energy you are using and how much this costs you.



- The installer will
briefly explain
how it all works

- All consumers will be offered a smart meter by 2020
- Free upgrade to your meter from your energy supplier
- Can help you understand and reduce your energy use - saving you money

- Note – if you have special circumstances you can:
- Ask for additional support
 - Set up a password for the installer to use
 - Contact your energy supplier for more information.

**WESTERN POWER
DISTRIBUTION**

Serving the Midlands, South West and Wales





ENERGY SAVING TIPS

It pays to get efficient A+ rated white goods

Switch off rather than leave on standby

Heat and money escapes through windows and doors

Turn down your thermostat by 1 degree.

ANY WAY YOU LOOK AT IT
IT'S A GOOD IDEA TO SAVE MONEY
AND SAVE ENERGY



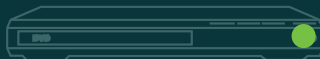
5 ENERGY SAVING TOP TIPS!

1. Switch off rather than leave on standby – could save £7 per year
2. Draft excluding – could save £25 a year
3. LEDs lights - 90% more efficient and could save up to £37 a year
4. Turning down thermostat by 1 degree could save £60 per year
5. Efficient white goods - A+ and above

Reducing your energy use not only saves you money, it also reduces pressure on the grid and your carbon footprint

**WESTERN POWER
DISTRIBUTION**

Serving the Midlands, South West and Wales



CHANGING HOW WE USE OUR ELECTRICITY



WESTERN POWER
DISTRIBUTION

Serving the Midlands, South West and Wales

