

PLEASE REMEMBER

If you would like further information about the planned interruption to your electricity supply please contact the Local Office using the telephone number or address on the notification letter.

Priority Services Register

If you are blind, partially sighted or rely on an electricity supply for medical equipment, you can be included on a priority service register. Please contact your electricity supplier to be registered – their name and telephone number will be on your bill.

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Registered in England and Wales No 2366923
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Registered in England and Wales No 3600574
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PLANNED INTERRUPTIONS TO YOUR ELECTRICITY SUPPLY



**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

Planned interruptions to your electricity supply

From time to time Western Power Distribution carries out work in the electricity distribution system, for example, to maintain the electricity network or connect new supplies. Inevitably this means electricity supplies have to be interrupted for practical and safety reasons until the work is completed.

Timing

Whilst we always endeavour to carry out our work with the minimum of inconvenience to our customers there will be times when we have no choice but to interrupt the

electricity supply. Even in these cases we try to opt for the times which are best for the majority of our customers, but because of our extensive rolling work programme, this is not always possible.

Every effort is made to ensure the work is completed as quickly and as efficiently as possible.

What you can do?

- Keep a torch handy and make sure you check its batteries.
- Make up flasks with hot drinks and food for use during the supply interruption.
- Keep your freezer door shut while the electricity supply is off. Placing a blanket over the freezer will help keep it cold as will filling any spare space inside with newspaper before the electricity is switched off. Remember to remove the blanket as soon as the power is restored.



Alternative electricity supplies

If you need an alternative electricity supply, it may be possible to hire a generator from an electrical contractor.

Should you decide to hire a generator, for safety reasons it is essential that it is connected by a qualified electrician.

Remember, the quality of the electricity supply provided by a generator may not be as high as that of the main supply.

Safety

- In the interests of safety, TURN OFF electrical appliances and machinery when the electricity supply is interrupted.
- Leave one or two lights 'switched on' so you know when your supply has been restored.
- When the electricity is restored, don't forget to turn your appliances back on and re-set any timing equipment e.g. water heater, burglar alarm, digital clocks, DVD/video equipment etc.



If you run a business

Commercial freezers will only tolerate a short interruption of the electricity supply and if you have an open freezer it is advisable to empty it or make arrangements for an alternative electricity supply.

If you have a business where telephone services are vital, remember to check if your system will operate when the electricity is switched off.

