If you have an electric vehicle, heat pump, solar panels or other low carbon technologies (LCTs), what happens if there's a power cut?

Good to know!

There's no need to worry about your LCTs, even if the power goes off. Here's why…

1. Most LCTs, including EV chargers and renewable generation like solar panels, have protective systems installed as standard to disconnect them in the event of a fault, like if a power cut is caused by severe weather.
2. LCTs without protective systems – like heat pumps – are not a danger, or at risk of damage, in a power cut, because they don't feed electricity back into the grid.
3. It's easy to get the power back on! Renewable generation like solar panels should automatically re-energise after 20 seconds.

   Vehicle chargers may need to be reset – simply by switching them back on.

There are also preventative steps you can take, if you know there's going to be a power cut:

Switch your renewable generation to 'island mode' before a power cut and run it off the battery system, if you have one.

Unplug any sensitive equipment – like medical or computer equipment – if you know a storm is on the way. Intermittent power cuts caused by bad weather may cause damage. (Always make sure you have a back-up if you rely on electricity for medical equipment.)

It's **good to know** that your LCTs are playing an important part in the UK's net zero transition.

POWER CUT?
CALL 105

Call us on 105 at any time to report a power cut.

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FAQs

- **Which LCTs don't have protective systems in place?**
  Protective systems are typically found on vehicle chargers and generation, so heat pumps generally don't have a system in place to disconnect them automatically in the event of a network issue.

- **If there isn't a protective system in place, what will customers need to do in a power cut?**
  A heat pump is unable to back feed electricity into our system; therefore there is no risk of damage or danger.

- **Is there a way that customers can check if they do have a protective system in place?**
  In regards to vehicle chargers and generation, the protective systems are installed as standard.

- **Will the system automatically switch back on after a power cut?**
  Generation is required to wait 20 seconds before re-energising; this happens automatically. Vehicle chargers may need the special protection (broken neutral/PEN protection) to be manually reset by switching the unit back on.

- **Are there preventative measures customers can take if they know there is a planned power cut coming?**
  Customers can put their generation into 'island mode' ahead of a power cut. This self-sufficient mode supports chosen circuits, allowing the customer to retain power to important circuits, thus enabling no interruption of supply to critical equipment. If you do not have a system that operates in standby/ island mode, your generation system will be designed to shut down during a power outage.

- **Would you recommend customers do anything different if they know there is a storm coming?**
  Storms can bring lightning and intermittent supply which could upset/damage sensitive equipment. It's a good idea to physically unplug electrical and/or telecommunications inputs if a storm is forecast. This could include medical equipment and any sensitive computer equipment. Telecoms connections can also be affected, as the presence of copper may increase the risks posed by lightning.

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