

What to do in a power cut

**POWER CUT?
CALL 105**



Be prepared



Keep a battery-operated or wind-up torch somewhere easy to find.



Have a list of emergency contacts written down as well as saved on your mobile, in case you run out of battery. Include family, friends, GP, pharmacist, utility companies (including us on 105).



Keep phones and battery packs charged.

If you do have a power cut



Check if your neighbours and street lights have power. If they do, turn all of your appliances off and reset your trip switches - we can help you with this.



For help and updates call us free on 105.



Keep your fridge and freezer doors closed to protect the contents. Frozen food should last for several hours without electricity.



Listen for updates and weather reports on your local radio stations during extreme weather.

Help with the cost of living

We work with a range of partners such as Citizens Advice, who can help you spend less on household bills.

**citizens
advice**

Last year we provided in-depth tailored support to over 12,000 customers, saving each household an average of £187 and delivering a total of £2.3m financial benefits.

For more information and to sign up to the FREE Extra Care register go to:

enwl.co.uk/extracare or scan the QR code



Call 0800 195 41 41 or email extracare@enwl.co.uk

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We'd love your help

Join our free customer voice panel to shape the service we provide to customers.

Register at www.enwl.co.uk/customer-voice

To request this leaflet in other languages, or formats please contact **0800 195 41 41** or extracare@enwl.co.uk

We are committed to protecting and respecting your privacy. See enwl.co.uk/privacy.

Electricity North West Limited, Borron Street, Stockport SK1 2JD. Registered in England and Wales. Registered Number: 2366949

SHK1588

**electricity
north west**
Bringing energy to your door

**Extra support
during a
power cut**

Stay connected...

www.enwl.co.uk

Extra care, extra help, extra support



We manage the overhead lines and underground cables that keep power flowing across the North West, so it's us you need to call in a power cut.

Whoever you pay your bill to, around 30p a day comes to us to invest in the local network. Over the next five years we're investing £2bn.

Sign up to our free Extra Care register today

If you're in a power cut, our Extra Care register helps us to keep you safe and informed until the power is back on.

- ✓ Earlier weather warnings to help you plan and prepare
- ✓ Notice of planned power cuts
- ✓ Regular updates while your household is without power
- ✓ Hot meals or additional services if the power is off for a longer period of time
- ✓ Choose a nominated contact for updates
- ✓ Register a unique password so if we ever need to visit you at home, you'll know it's us



You may find it useful to sign up if:

- ✓ are of pensionable age
- ✓ have a disability
- ✓ use medical equipment/aids reliant on electricity
- ✓ you are deaf or hard of hearing
- ✓ are blind or partially sighted
- ✓ have a chronic illness
- ✓ live with children under five
- ✓ temporarily need extra support

Stay safe

Stay away from our equipment and if you see any damage to the network report it to us immediately, (for free) on 105.



Check you're eligible and sign up



Go to enwl.co.uk/extracare



Call **0800 195 41 41**
(option 4, option 4)

Ask **Alexa** to "enable Electricity North West"

We also operate a business extra care register, visit the website for details.

Already registered?

To help us provide you with updates during a power cut, it's important we have your correct contact details. Get in touch today using the contact details above to check your details.

