

## There's a new number to call if you have a power cut

When the power goes out, it can leave people feeling unsure about what to do. Research by Energy Networks Association found that 72% of people don't know who to contact during a power cut, with many wrongly thinking they should call the electricity supplier they pay their bill to.

105 aims to solve this problem, providing you with an easy-to-remember number that will put you through to your local electricity network operator - the company that manages the cables, wires and substations that bring electricity into local homes and businesses.

In England, Scotland and Wales, there are six Distribution Network Operators (DNOs) that operate in different geographical regions and several Independent Distribution Network Operators (IDNOs) that operate across regions. DNOs and IDNOs are each responsible for ensuring that homes and businesses have electricity 24 hours a day, 365 days a year.

105 is just one of the ways you can contact your network operator. They can still be contacted directly by phone on their 0800 number or via their website – and most can be reached through social media too.

105 is a free service for people in England, Scotland and Wales, and you can call the number from most landlines and mobile phones. It doesn't matter who you choose to buy your electricity from - anyone can call 105.

You can also call 105 if you spot damage to electricity power lines and substations that could put you, or someone else, in danger. If there's a serious immediate risk, call the emergency services too.

Don't be left in the dark. Call 105.

To find out more, visit [powercut105.com](http://powercut105.com).

### **What should I do during a power cut?**

- Switch off all electrical appliances that shouldn't be left unattended, ready for when the power comes back on.
- Leave a light on so you know when the power cut has been resolved.
- Check to see if your neighbours are okay.
- Wrap up warm.
- Contact your electricity network operator to report the power cut, either by calling 105 or via their other channels. Visit [powercut105.com](http://powercut105.com) for details of your local network operator.

### **How can I prepare for a power cut?**

- Keep a torch handy – it's much safer than using candles.

- Get a battery-powered or wind-up radio (useful for keeping up to date with relevant local news).
- Keep warm – keep a blanket and warm clothing handy, and fill a vacuum flask or hot water bottle.
- Stock your cupboard with food and drink that doesn't require electricity to prepare it.
- Keep your mobile phone and laptop fully charged.
- Check your network operator's website or social media channels for updates.