Preventing power cuts

Each year we spend about £500 million to maintain and replace electricity cables and power lines. This ensures the power in your area is reliable now and in the future.

We also invest in new technology which enables us, where possible:

- to switch your power back on from our control centre

For you this means the power comes back on within minutes. We will always try to see if we can do it this way.
We own and maintain electricity cables and lines across London, the South East and East of England making sure your lights stay on. We maintain and upgrade power equipment. We move and connect new electricity cables.

You don’t pay electricity bills to us

We’re not your electricity supplier so no bills are paid to us. We look after the cables and power lines that power your electricity meter in your business.

You aren’t my electricity supplier - who are you?

Watch our short video called ‘You aren’t my electricity supplier - who are you?’ at ukpowernetworks.co.uk/videos

Delivering your energy

Watch our short video called ‘Delivering your energy’ at ukpowernetworks.co.uk/videos

We are leading a £28 million Low Carbon London programme to develop a smarter electricity network

Our training schools are recruiting approximately 80 apprentices a year as well as graduates

We invested £125 million building the electricity network to power the Olympics, improving the reliability of power supplies

We’re investing £12.2 million in burying overhead cables in Areas of Outstanding Beauty

We are in contact with customers thousands of times a day, by phone call, text and social media

We’re innovating by designing faster and cheaper ways of connecting solar and wind farms

We offer priority assistance during power cuts for our vulnerable customers

A pioneering ‘big battery’ is being trialled in Leighton Buzzard to help store energy produced by low carbon technologies

We maintain and upgrade power equipment.

We move and connect new electricity cables.

Who are UK Power Networks?
Plans for your business in case of a power cut

There are steps that you can take to prevent loss to your business during a power cut. If you need advice we can help so please speak to us.

Generators
Many businesses have their own back-up generators to use during a power cut – we recommend this approach. This means that if your business has a power cut the generator will kick in and will keep your business running smoothly.

For a smaller business, purchase an Uninterruptable Power Supply device (UPS)
This is a small device that lets you work through short power cuts and will shut down your computer or equipment safely. You can buy them from electronic retailers. Prices vary from £40 upwards.
‘Terms of connection’

Where you live in the UK

(a) the electricity you receive from your electricity supplier will be delivered using the distribution network run by your local network operator. To receive a supply of electricity you require both:

• a connection agreement with your local network operator to enable the connection of your premises to the network and:
• a supply contract with your electricity supplier.

(b) Where you live in the UK, you are entering into this connection agreement with your local network operator.

In our network area

(1) Interpretation

In this connection agreement the terms “we”, “our” and “local network operator” mean, or may mean, a network operator within the group of companies to which the group of companies that you are supplied by relating to your supply contract with you as agreed.

(2) Connection to our network

(a) The premises will remain connected to our network in accordance with the provisions of the Electricity Act 1989, any other legal requirements that apply from time to time, and the terms of this agreement.

(3) Network conditions

The undertakings under this agreement are subject to the maximum capacity and any other design feature of the connection.

You must act in accordance with any pause to make any significant change to the connection or to the electricity lines or electrical equipment at the premises or if you propose to do anything else that could affect our network or you require alterations to the connection.

(4) Generating Equipment

If you intend, or arrange for the installation of, small scale generating equipment at the premises which means one or more sources of electrical energy that an aggregate rating of no greater that 16 amps per phase connected at low voltage, you must notify us in advance of your intentions to use it at least 28 days after the equipment is commissioned. As long as you do this, you must not use our network. However, if you intend to install or operate any other kind of generating equipment at the premises you must contact us in advance to obtain consent. All generating equipment used at the premises must comply with the applicable requirements of the Distribution Code that applies to our network and your network operator.

(5) Providing information

You must provide us with all information that we require in relation to the distribution system or the distribution code that applies to our network.

(6) Conveying electricity

We do not guarantee that we will convey electricity through our network at all times, and the electricity delivered through the network will be free of brief variations in voltage or frequency.

(7) Getting off the supply

We may cut off the flow of electricity through the connection where we are entitled to do so under the general law. We may also cut off the flow of electricity where we are required to do so under contract with an electricity supplier in relation to your premises. The electricity you receive through our network will be free of brief variations in voltage or frequency.

(8) Network constraints

The terms of this agreement will be subject to changes in the connection or to the distribution code that applies to our network.

(9) Things that you may want to do

We are entitled to cut-off the electricity through the connection where we are entitled to do so under the general law. We may also cut off the flow of electricity through the connection where we are required to do so under contract with an electricity supplier in relation to your premises. You are not entitled to transfer this agreement to another person without our consent. If you propose to do anything outside that which applies under our electricity supply contract, you must contact us in advance to obtain consent.

(10) Business customers

If the electricity supplied to the premises is wholly or mainly for business or industrial purposes, you will be required to pay in respect of that premises, and your liability for payment in respect of that premises, will (subject to the limitations in clause 5) be limited to a sum of 2,000,000 per calendar year.

(11) Ending the agreement

The terms of this agreement will be subject to changes in the connection or to the distribution code that applies to our network.

(12) Agreeing other connection terms

This agreement will end when one of the following occurs:

• the final date by which we request the connection to be made in accordance with our licence.
• you give to us any notice of intention to terminate the agreement in respect of the

The ending of this agreement for any reason will not affect any rights, remedies or obligations of either party that have come into being under any agreement prior to the ending of this agreement and you are entitled to continue to apply.

(13) Transferring this connection agreement

You are not entitled to transfer this agreement to another person without our consent.

We understand that having a power cut is frustrating and that having no power at your business can mean having to close for the day, losing important information, communications and income. Your business insurance may cover you, though, so please check your policy.

We’re happy to confirm the details of a power cut for you if your insurance company needs this information. Unfortunately, we are not liable for any loss of revenue, profit or interest, loss (including wasted expenses or obtaining insurance against) loss caused by anything beyond our reasonable control, whether directly or indirectly.

www.connectionterms.co.uk
For compensation, we follow standards set by the industry regulator Ofgem. You’ll see all the scenarios below where we can offer you a payment. Please talk to us if you are entitled to a payment.

EGS 1 Main fuse failure (Regulation 1) If the main fuse between our supply cable and your meter fails, we will visit within three hours on weekdays if you call us between 8am and 7pm. On weekends and Bank Holidays we will visit within four hours if you call us between 9am and 5pm.

EGS 2 Supply restoration during normal weather (Regulation 5) If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will work hard to get the power back on as quickly as possible. However, if it takes more than 12 hours from the time we are made aware of the loss of supply, we will pay you £30 if you are a domestic customer and £50 if you are a business customer. We will pay an additional £35 for each additional 12 hours you are without supply.

EGS 2a Multiple interruptions (Regulation 10) If you have had four or more power cuts in a year, each longer than three hours, we will pay you £75. The interruption must be within the same year and whether you are a domestic or a business customer. You must claim the payment within three months of the end of the year.

EGS 2b Supply restoration: during normal conditions – 5,000 or more premises interrupted (Regulation 6) If we have a single failure, batch or damage to our distribution system affecting 5,000 or more premises, we will work hard to restore power as quickly as possible. However, if it takes more than 24 hours, we will pay you £75 if you are a domestic customer and £150 if you are a business customer. We will pay an additional £35 for each additional 12 hours you are without supply. The standard requires you to make a valid claim within three months of the date the supply is restored.

EGS 2c Supply restoration: rota disconnection (Regulation 8) This standard applies when supply to the customers premises is interrupted as a result of a rota disconnection on our network. If we do not restore your supply within 24 hours, we will pay domestic customers £75 and non-domestic customers £150. The Standard requires you to make a valid claim within three months of the date the supply is restored.

EGS 4 Notice of planned supply interruptions (Regulation 12) If we need to switch off your power to work on our network, we will give you at least two days notice. In case of emergency repairs, we will give you at least 12 hours notice.

EGS 5 Supply voltage (Regulation 13) If you inform us that the electricity to your property is outside the permitted voltage range, we will contact you and arrange a visit to your property within seven working days, or if a visit is not necessary, we will provide a written response within five working days. We will tell these timescales we will arrange for you to receive £30.

EGS 6 Appointments (Regulation 17) If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will contact you and arrange for you to receive £30 if we fail to make or keep an appointment, we will arrange for you to receive £30.

EGS 8 Appointments (Regulation 17) If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will contact you and arrange for you to receive £30 if we fail to make or keep an appointment, we will arrange for you to receive £30.

EGS 9 Notification of payment under guaranteed standards (Regulation 21) We will notify you, or your supplier, of any Guaranteed Standards we fail to meet (other than those for which you have to make a claim). In any case, we will send your payment directly to you within 10 working days of becoming aware of the failure except in the case of EGS 11 (Regulation 7). If we fail to notify you, or your supplier, or fail to send a payment within the relevant time scale, we will arrange for you to receive an additional £30.

EGS 11 Severe weather (Regulation 7) If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Electricity (Standards of Performance) Regulations 2005, dependent upon the scale of the event.

Category 1 (medium events) Lightning events – when we experience at least eight times the normal amount of faults in one day – supplies will be restored within 24 hours.

Non-lightning events – when we experience between eight and thirteen times the normal amount of faults in one day – supplies will be restored within 48 hours.

Category 2 (large events) Non-lightning events – when we experience at least thirteen times the normal amount of faults in one day – supplies will be restored within 48 hours.

Category 3 (very large events) During any severe weather events supplies will be restored within a period or calculated using a formula based on the number of customers affected, as set out in the Electricity (Standards of Performance) Regulations 2015. We will also give you a further £70 for each additional 12 hours you are without supply. The maximum payment we will receive totals £700. These payments will be made as soon as reasonably possible.
Have we fixed the power cut permanently?

Your power is our priority so once we are aware of a fault that has caused a power cut we will fix it permanently.

Our electricity networks are 99.99% reliable and power cuts are quite rare.

However, we can’t guarantee that you will never have a power cut again because power cuts can happen for various reasons outside of our control. We do promise to fix it as soon as is safely possible though, and we will offer advice on how to put in place plans for your business in case there is a power cut (see pages 6 and 7).

Planned power cuts

Sometimes we may need to switch off your power while we work on electricity cables nearby.

For example, we could be replacing or repairing an underground cable or equipment that is old or damaged. Or we could be making changes to overhead lines because one of your neighbours has asked us to. For our engineers to carry out this work safely, we have to switch off the electricity supplies serving the area.

But don’t worry – we’ll tell you before we do that unless it’s an emergency situation. We’ll send you a note through your door, in advance, that will give you the times we expect to switch off the power and when it is due back on.
You may not have thought about this before but these scenarios commonly cause power cuts.

Weather
- Severe winds can cause damage to overhead power lines. Wind-borne debris or trees falling on power lines can pull them down
- Water can get into underground electricity cables and damage the cable
- Lightning can damage power lines and equipment

Trees
- We work hard to cut trees back from powerlines, however damage can still happen.
- Trees brushing against an electricity line can damage it. We have an extensive tree-trimming programme to prevent this happening

Other people damaging cables
- When digging in the ground or working near overhead power lines occasionally people do damage our electricity cables. For example someone could accidentally cut through electricity cables when digging.
- We work hard to prevent this by providing plans of where our electricity cables are and training other companies’ staff but accidents still happen
Next door has power – why don’t you?

We understand why customers ask this.

Our electricity network is built in a way that means different buildings (even in the same street) can receive their power from different electricity cables. This means if there is a fault on one electricity cable, not everyone’s power goes off.

Advice during a power cut

Keeping your food cold
Avoid opening the fridge or freezer door to protect the food. Food can usually last up to 15 hours if you do this.

General tips
- Unplug any sensitive appliances until your power comes back on.
- Remember that many modern home phones, particularly cordless ones, may not work during a power cut.
- Limit the use of your laptop or smart phone to retain battery power.
- Remember that we are here 24 hours a day to keep you updated.

Watch our short video called ‘What should I do with my fridge freezer in a power cut’ at ukpowernetworks.co.uk/videos
How we get your power back on

1. Once we know about a power cut, one of our qualified team investigates.

2. We’ll see if we can fix the problem remotely, which is the quickest way. It’s not always possible though.

3. If not, then our engineers will travel to your local area...

4. ...to one of our electrical substations to try to get the power back on as quickly and as safely as possible.

5. Sometimes it may take longer for us to fix the fault if there is damage to our equipment.

6. We will send regular updates on how the work is going. You can see these through our website, text messages or by calling us.

7. Your power is back on!

During severe weather events causing widespread damage, the complex nature of the repairs means it is sometimes difficult for our engineers on the ground to update our call advisors on when the power will be restored. Once one of our high voltage electricity cables is repaired, it can make further faults on our low voltage electricity network become more apparent. Similarly, once a fault on our low voltage network is repaired, we often discover further faults on the electricity service cables into properties. Unfortunately, this means we cannot always tell when the power will be restored to properties.
Stick our contact details somewhere safe

Power cuts are rare so peel off this sticker and keep it safe in case you need it...

On your fusebox

On a filing cabinet

With other important information

Power cut?

Contact UK Power Networks 24 hours a day

Text POWER and your postcode to 80876

@ukpowernetworks.co.uk/powercut

0800 31 63 105

(free from a landline or mobile phone)

@ukpowernetworks
Get in touch

I have a power cut
Call us 24 hours a day:
0800 31 63 105
(tree from a landline or mobile phone)
Text POWER and your postcode to 80876* during a power cut and we’ll text you updates
Search your postcode at:
ukpowernetworks.co.uk/powercut
Tweet or send us a Facebook post and we’ll reply
24 hours a day
Text Relay 18001 0800 31 63 105

I have a general enquiry
If you have any comments or complaints about our service please contact us:
0800 028 4587
(Monday to Friday 8:30-5pm)
Text Relay 18001 0800 028 4587
Customer Care team,
UK Power Networks,
Fore Hamlet,
Ipswich
IP3 8AQ

I need to move or connect electricity cables
0845 234 0040
Apply at ukpowernetworks.co.uk or
Smallservices@ukpowernetworks.co.uk
Text Relay 18001 0845 234 0040

I want to make a complaint
If you have any comments or complaints about our service please contact us:
0800 028 4587 (Monday to Friday 8:30-5pm)
Text Relay 18001 0800 028 4587
Customer Care team,
UK Power Networks,
Fore Hamlet,
Ipswich
IP3 8AQ

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* We will not charge you for registering for this service or for receiving text messages that we send you. However, standard text message fees apply if you send us a message and may vary according to your mobile network provider. If you are using this service outside of the UK you may be charged to receive messages.