

When your electricity goes off, it could be caused by a power cut or a fault at your premises. The easiest way to check which it is, is to see if your street/area still has electricity. If it doesn't, then it's a power cut.

If it's a power cut:

- Contact your Distribution Network Operator (DNO) by calling the National Emergency number **105**. This number is free of charge and the DNO can provide help and advice.
- Ring **999**: **Stay away from the hazardous area and stop anyone else approaching if:**
 - You smell burning
 - You have damaged equipment or cables
 - There are cables on or near the ground.
- If safe to do so, turn off all electrical appliances or equipment as electrical surges during power cuts can damage digital devices such as phones and laptops
- If there are no signs of damage (cracked, discoloured or burned covers), turn off the main switches on your fuse box

If any of the following occur, contact your DNO by calling **105**:

- Black fluid leaking from your main fuse or other leaks or moisture around your meter
- Broken substation fences
- Damages to electricity manhole covers in the road or pavement which leave live equipment exposed

If it's a fault at your property, your trip switch may have turned itself off:

- Check to see if your fuses, circuit breakers, trip switches and isolator switches are all in the on position, if not, reset them
- If you still do not have power and one of your trip switches keeps tripping there may be a problem with one of your appliances
- To find which appliance may be at fault, turn everything off, reset all your trip switches and slowly switch everything back on
- Once you have identified the problem appliance, you will need to contact a qualified electrician to investigate further.

If your DNO has attended your site and advised that there is a problem with your meter, please contact us on **0800 804 8589**.

If outside of Monday to Friday, 9am to 5pm please contact your Meter Equipment Manager (MEM).

| MEM | Telephone Number |
|---------------|------------------|
| Energy Assets | 01506 405 405 |
| IMServ | 01908 257 779 |
| SMS | 0141 249 3850 |