

Power supply problems?

We're the people you need to call

Useful numbers for SP Energy Networks	Central & Southern Scotland	Cheshire, Merseyside, North Wales, North Shropshire
Power loss & emergency	0845 272 7999	0845 272 2424
Other network matters	0845 273 4444	0845 273 4444
New connections to our network	0845 270 0785	0845 270 0783
Electricity network plans	0141 567 4155	0151 609 2373
Complaints	0845 273 4444	0845 273 4444

Find hints and tips to help you deal with power interruptions at:

www.spenergynetworks.co.uk

Not sure if you are connected to our network?

You may not be connected to our network if you are on a postcode boundary or are connected to an independent operator's network.

To check, call our "Other network matters" number (above), give us your property's postcode and we'll be able to tell you.

Who do I call if there's a power cut? You call us



SP ENERGY NETWORKS



SP ENERGY NETWORKS

SP Energy Networks – we're the people who keep the lights on

We're SP Energy Networks – the company that's responsible for the distribution of electricity to your property via our network of pylons, substations, cables and power lines. We serve 3.5 million homes and businesses across Central and Southern Scotland, Cheshire, Merseyside, North Shropshire and North Wales. We work round the clock to make sure you have power.

All our phone numbers are listed on the back of this leaflet. Why not tear them off and put them on the fridge, or store them in your mobile phone?



Investing to make sure the power stays on

In addition to the £5.5 billion invested in our Transmission and Distribution Network over the last 10 years, we're now managing a £1.8 billion investment programme until 2014, involving hundreds of engineers. For you this means fewer and shorter interruptions during extreme winter weather.

We offer a priority service for vulnerable customers

During a power loss we try to make sure that our most vulnerable customers are given extra help. To achieve this we keep a Priority Services Register and we work with external agencies to try and respond when needed.

You can be included in this register if you are:

- dependent on medical equipment
- chronically sick
- disabled
- or have some other special needs you would like us to consider

It's free to join. To find out more and register for Priority Services, please complete the registration form on our website.

www.spenergynetworks.co.uk



We're here to help you 24/7, 365 days a year.

No power? Give us a call

If you have problems with your electricity supply – regardless of who you pay your bill to – you can call us 24 hours a day.

Step 1: What to do if your electricity supply goes off

Please do a few basic checks before you call us.

- ✓ Check to see if your neighbours have lost their supply
- ✓ Check to see if the streetlights have gone out
- ✓ Check to see if your trip switch has operated
- ✓ If your trip switch has operated you can reset it
- ✓ If it has not, call us as soon as possible

Step 2: Phone our 24 Hour Emergency Call Centre

It is really important that you contact us every time your supply is interrupted so we can restore it as quickly as possible.

Power loss and emergency number

Central & Southern Scotland

0845 272 7999

Cheshire, Merseyside, North Wales and North Shropshire

0845 272 2424

If you have to call to report a power cut, don't forget to give us your mobile phone number.



Then we can send you text messages to tell you when your power supply is likely to be restored.

What happens when you call us to report a power loss?

Our automated message service is continually updated with the latest information about the loss of supply. But you always have the option to speak to one of our highly-trained customer services team. Stay on the line to be put through.

Keep me and put me on the fridge