

How are we supporting our staff and customers?

As a company responsible for distributing power nationwide, we are committed to keeping electricity flowing to your homes and business, especially during these uncertain times. Our engineers are continuing to provide a critical service, maintaining the electricity network and fixing any power cuts on the rare occasion they may happen. We have a 24 hour emergency phone line to help serve all of our customers and this will be operational as normal. We will keep you updated continually throughout this difficult time. Our priority remains the delivery of a safe and reliable electricity network to support our communities and the wider UK economy.

FAQ's

During the current travel restrictions, people are only going outside for food, health reasons or essential work – so will power supplies be okay?

We have invested in our electricity cables and substations to ensure power cuts are rare. However, power cuts can still sometimes happen for a variety of reasons beyond our control, but when they do occur, we will continue to fix them as normal.

Can I still apply to get a new electricity supply or make changes to my existing supply?

Yes, you can still apply for this work. We will then send you a quote to give you an idea of how much the works will cost. However, until the national restrictions change we will be unable to give you a definitive date for when the works will be carried out.

I have a power cut, what should I do?

We are working as normal to fix any power cuts which may happen. You can call us on the designated 105 number. On the rare occasion we need to enter your home to restore power, our staff will ask you prior if you are self-isolating, if anyone in your home has any symptoms of COVID-19 i.e. a new dry cough or a fever and if anyone is in the high risk category. Please make sure you specify your condition so that we can make the relevant arrangements and take any precautionary measures to assist you, while ensuring there is no transmission of the virus.

How are you keeping people safe during engineer visits?

Preparing for the visit: When we call you to explain the work we need to carry out in your home, we will agree with you how we enter the property and the suitable precautions we will put in place. We will encourage you to send photographs to enable a better understanding of the work required. Our staff have the required additional protective equipment to carry out the job and will do a risk assessment to cover any extra controls that may need to be put in place.

During the visit: National industry guidance has been given to all our operational team who need to enter a customer's home for essential work. Where practical, we will keep the essential works to the minimum required time to carry them out safely. Our staff will wear protective equipment, stay in a different room from people who are infected or self-isolating and avoid touching surfaces. Before entering the property, where possible, we will call you from outside to let you know we have arrived. We will step away from the door before it is answered. We will ask that any isolated people are in a different room whilst we carry out the works. We will also ask you to ventilate the area by opening doors and windows wherever possible and we will avoid touching surfaces. If we need to communicate with you at any point during the works, we will speak to you from an adjacent room or use a mobile phone. Finally, we will inform you that we will sign any paperwork on your behalf, just like most delivery drivers do now.

What else are you doing to keep our lights on during COVID-19?

All essential work will continue as normal. We are working with other network operators and trade associations to ensure we share best practice and focus on activity that safeguards power supplies. We have also engaged with our supply chain to make sure we can continue to access the equipment and supplies we need. This is a fast changing situation and we will continue to act in accordance with Government policy and adapt so that the way it works ensures customers continue to receive the highest level of service. We will aim to keep you updated and will review our communication channels continuously.

Thank you for your continued support during this unprecedented time.

Many Thanks
Lucy Mair (Director).

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