

IMPORTANT INFORMATION

Preparing for winter

We are SP Energy Networks. As a Distribution Network Operator, our teams keep the power flowing to over 3.5 million homes and businesses across Central and Southern Scotland, Cheshire, Merseyside, North and Mid Wales and North Shropshire.



Current energy landscape

It's clear our world has fundamentally changed due to recent events. You may also have seen the recent media coverage regarding the resulting impact on energy and what could happen this winter.

National Grid Electricity System Operator (NGESO) – which is responsible for balancing energy supply and demand and ensuring there is enough electricity generated to power all homes and businesses – issued its Winter Outlook which sets out the potential scenario that we may not have enough gas or electricity to meet demand this winter which could result in emergency power cuts being implemented.

If we have an extreme shortage, NGENSO may deem it necessary to instruct SP Energy Networks and other network operators to implement emergency power cuts. In that scenario, we are legally required to act on instructions given by National Grid and UK Government.

Whilst there are currently no power cuts planned, we wanted to let you know what this might mean for you and what you can do to prepare.

What you need to know

Emergency power cuts are still unlikely this winter, but if they do occur you may lose power for a likely period of three hours. This may happen more than once depending on the severity of the situation.

Not everyone will have a power cut at the same time. These will be spread across the country via a rota system to reduce disruption as much as possible.

It is likely you and your neighbours will be without power at the same time, but this may not always be the case as it is dependent on how your street is connected to your local substation.

The country is divided up into load 'blocks', which will then be used to form the rota system that will be implemented should emergency power cuts be required.

In the event of an emergency power cut rota being implemented, details will be published on [powercut105.com](https://www.powercut105.com) (please note, this information will only be made available if a rota is implemented). You can identify your block letter by checking your electricity bill or by entering your postcode into [powercut105.com](https://www.powercut105.com). This will enable you to identify when your power will be out.

Please note that due to the emergency nature of this sort of scenario, it may not be possible for customers to be given notice ahead of any emergency power cuts being implemented.

By sharing power cuts around the country, National Grid can reduce how much power needs to be generated, which in turn will help us return supplies to normal as quickly as possible.



Customers who are medically dependent on electricity

If you rely on electricity to power your medical equipment, you should ensure that equipment and back-up systems have been serviced and tested recently and are able to support you through a power cut lasting at least three hours in duration.

If you have any concerns or are unsure what would happen to your equipment in the event of a power cut, you should talk to your healthcare provider now.

We'd encourage anyone who is medically dependent on electricity to ensure they are on our Priority Services Register (PSR).

Find out more at: spenergynetworks.co.uk/psr

Please note that in the event of emergency power cuts being implemented, all customers will be impacted regardless of PSR status.

Depending on the nature of the event, it may be necessary to implement rolling power cuts for a period of time. Your power is likely to be interrupted for three hours at a time, but this may happen multiple times depending on the severity of the situation. We are unable to provide generators / backup power to customers for these emergencies, so would encourage all medically dependent customers to ensure you are aware of how long your own backup supply will work for.



Considerations for *business customers*

We appreciate the importance of a reliable electricity supply to your business. However, it is very likely that during an electricity emergency your power supply will be interrupted and it is therefore important you are as prepared as possible.

A very limited number of customers who carry out critical functions and meet criteria set by Government, are protected - such as hospitals with A&E departments, emergency services, major airports etc. More information on Protected Sites is available on www.gov.uk

If your business is reliant on an electricity supply to operate, we'd advise you to consider what alternative arrangements or business continuity plans you need to have in place to minimise any impact from emergency power cuts.

Depending on the severity of the electricity emergency, SP Energy Networks could be instructed by National Grid to disconnect customers to maintain the integrity of the wider electricity system. Should this occur, your power will likely only be interrupted for three hours at a time, but be aware this could happen multiple times depending on the severity of the situation.

We have released a business toolkit for this purpose, which you can find on our website at spenergynetworks.co.uk/businesswinterguide

Update your information

There is no need to contact us if you have received this leaflet as there are currently no emergency power cuts planned due to energy shortage.

However, to provide you with the best possible service during any power cuts that do occur, it's vital we have your correct contact details. It also helps us inform you of other events that might impact your electricity supply. Please take a few minutes to update your details via our website: spenergynetworks.co.uk/UpdateYourDetails

To find out more

If a decision is made by National Grid to implement emergency power cuts, national communications campaigns will be rolled out and information will be available on powercut105.com

In the meantime, you can find more information and safety advice on how to prepare for a power cut - including a suggested power cut kit - on our website: spenergynetworks.co.uk/stormready

If you are hearing or visually impaired, or require language interpretation, please contact us on 0330 10 10 444.



**POWER CUT?
CALL 105**

You can view this leaflet in Welsh via our website: spenergynetworks.co.uk/preparingforwinter