

What to do if the power goes off



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SSEN Weather Alert

Following on from the remnants of Hurricane Ophelia felt across much of the UK and Ireland earlier this week, autumn is clearly here and with it comes the increased risk of bad weather. Some forecasters are predicting high winds (50 to 60 mph) in parts of southern England this weekend.

Check with your neighbours

- Before you do anything else, it's worth speaking to your neighbours to see if their power is out.
- If it's dark, check to see whether the street lights have gone off, too.

If your neighbours don't have power

- If your neighbours don't have power or the street lights are off, there may be a power cut in your area.
- If you think you have a power cut, call **105** to get up-to-date information. SSEN should also be able to let you know roughly when they expect power will be back on.
- If you have concerns about a vulnerable family member or community member who may also be impacted by the power cut, again please call 105 and SSEN's teams will do all they can to help.
- You can call **105** from most phones. If your phone doesn't support it, call the local emergency number: **0800 072 7282**

If your neighbours' power is still on

If your neighbours still have power or the street lights are still on, there could be an issue with your fuses or switches.

Checking the fuses and trip switches in your home

First of all, if you don't know how to check your trip switches, or are unsure what they all mean, **please call 105** and a trained advisor will be able to help.

You may find that your trip switches have tripped or your fuses have blown. If so, you could be using a faulty appliance or there might be a fault with your wiring.

If the trip switch is on

- If the trip switch is on, turn it off and on again. Sometimes a safety feature can activate, and this will reset it.
- If that doesn't solve it, push the test button.
- The switch will trip if electricity is coming into your home. This means the fault is either to do with your wiring or an appliance that isn't working as it should.
- If the switch doesn't trip, there's no electricity coming into your home.

If the trip switch is off

- If the trip switch is off, try to switch it back on again. If it then stays on but you still don't have power, check the main switch on the fuse box is on.
- Or, if the trip switch trips again straight away, turn the fuse box off and turn the trip switch back on.
- The trip switch should then stay on. If it doesn't, you've got a fault with your fuse box or the trip switch itself.
- It may be that an appliance is making the switch trip. Try switching all your appliances off and putting them back on one at a time.

Faults with your appliances, fuse box or wiring

If you think there's a fault with your appliances, fuse box or wiring, get a qualified electrician to fix it. Don't try to repair it yourself.

IF YOU COME ACROSS ANY DAMAGED TO SSEN'S EQUIPMENT OR YOU SEE A POWER LINE THAT HAS BLOWN DOWN, DO NOT APPROACH IT AS IT MAY STILL BE LIVE: CALL 105 AND AN ENGINEER WILL BE OUT AS SOON AS POSSIBLE.