

What should I do in the case of a power cut?

- Manually switch off the following appliances: hob plates, irons, electric heaters, electric drills, handsaws, vacuum cleaners, etc. Caution: if these are not unplugged or switched off, they will switch on again as soon as power is restored, which may be dangerous!
- Check whether your neighbours are also affected by the power cut. If the power cut affects multiple homes, contact BKW's emergency service at 0844 121 175
- If your neighbours still have power:
 1. Check your fuses and circuit breaker,
 2. Contact your building manager or electrician.
- Inform elderly people and children of the power cut.
- Keep your fridge and freezer closed to help them stay cold.
- If the power cut lasts for more than 12 hours, dispose of any items in your fridge or freezer for food safety reasons.
- As soon as power is restored, check that none of your appliances are in danger of causing damage (e.g. hob plates).