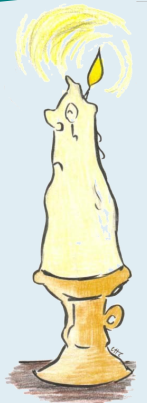


Preparing for Loss of Utilities

Loss of Electricity

- Keep a torch and spare batteries (or wind-up torch) and radio handy - prepare an Emergency Kit
- Most modern cordless phones won't work during a power cut, keep an ordinary telephone for emergencies
- If your stair lift is mains operated, it will stop where it is during a power cut. Check whether there is a manual release handle or battery back up to return you safely to ground level. Contact your manufacturer for more information
- Register with your utility provider if you consider yourself to be vulnerable



If you do lose power:

- Check your trip switch and also check with your neighbours to see if they have lost power. Knowing if others are affected will make a difference to what you should do.
- If there is a power cut, phone 105 to report it.

Loss of Water

- Occasionally there may be a disruption to your water supply because of burst pipes or other operational issues
- Check if your neighbours have also lost services. Knowing if others are affected will make a difference to what you should do



- Contact your water supplier to report the problem and ask for information
- Register with your water provider if you consider yourself or a family member to be vulnerable. Your water supplier can help when supply is interrupted, with special tariffs, alternative ways of getting information and reassurance against bogus callers



Know the risks, be informed, get prepared!

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Preparing for Loss of Utilities

Loss of Telephones

- Have a non-mains powered phone available to use in the event of a power failure and keep a mobile phone charged and ready for use
- Check if your neighbours have lost services, knowing if others are affected will make a difference to what you should do
- Contact your supplier to report the fault and ask for any further information
- Listen on a battery powered or wind up radio for public service



Loss of Gas

- If gas is lost for a prolonged period of time, being prepared with alternative heating for 1 or 2 rooms can make the situation easier
- To report poor gas pressure or a loss of your gas supply call the national gas emergency number on **0800 111 999**
- To conserve existing heat in your home, use just one or two rooms - the kitchen and adjacent room are usually good choices. Keep doors closed to keep the heat in
- Ensure all gas appliances are checked annually by a Gas Safe registered engineer



Some easy steps if you smell gas:

1. Turn off gas appliances and the gas supply at your gas meter unless the meter is in a cellar/basement
2. Open doors and windows to ventilate the property
3. Extinguish all naked flames, such as cigarettes and candles

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