

## STORM CIARAN UK POWER NETWORKS INFORMATION

I am writing regarding our preparations for Storm Ciarán, which will come to the UK on Thursday 2<sup>nd</sup> November.

As you may be aware, UK Power Networks manages the local power lines and substations which distribute electricity to over 8.5m homes and businesses across London, the South East and the East of England.

Storm Ciarán will bring with it strong winds and rain, and an amber alert has been issued by the Met Office.

Our electricity network is built to be resilient but strong winds and heavy rain can bring down branches and trees, damaging overhead power lines. Where this happens we work to restore power as quickly and safely as possible.

We have organised for additional staff in our contact centre and more engineers on the ground, particularly for Storm Ciarán, to be available to help customers whose electricity supply might be affected by the predicted weather.

Both you and your constituents will be able to find regular updates and information about individual power cuts on our website [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) . We will also be posting general updates on [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) .

Anyone experiencing a power cut should:

- Visit [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) to view our live power cut map, with details of individual power cuts or to report a power cut
- **Call 105 free of charge** to report damage to the network or speak with our customer service team
- Tweet [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) to report a power cut or to receive updates

We advise people to stay clear of power lines and report damaged power lines immediately by calling 105 free from either a landline or a mobile phone. If they see electricity lines that are down or causing significant risk to the public they should call 999.

We provide extra help to customers on our Priority Service Register during a power cut. Households with people of pensionable age, those with a health condition, have children under five living with them, or someone in the household who uses medical or mobility equipment that requires electricity, as well as those who may be in vulnerable circumstances during a power cut, can join the register. You can find out more information about our Priority Service on our website: [ukpowernetworks.co.uk/priority](http://ukpowernetworks.co.uk/priority) .

If you would like to share information with your residents about preparing for the storm or registering for the Priority Service Register, you might like to share the following on Twitter or to your local Facebook pages:

As a result of **#StormCiarán**, heavy rain and high winds are due to arrive on Thurs 2 November. [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) has extra field engineers and call centre staff on hand to support any customers affected. Visit [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) or call **105** for any issues regarding your electricity supply **#ukpnnews**