












# What will happen if I sign up?

As a member of our Business Priority Services Register we can provide you with the following information in advance of any planned power cuts:

-  **30 days notice of a planned power cut** - information sent via leaflet and email.
-  **Reminder** - we'll send you a reminder 48 hours before the works starts by SMS/Email.
-  **Planned start time** - works will only begin **after 9am**.
-  **Restoring electricity** - we'll work as quickly as possible to restore your electricity.
-  **No cancellations** - we will make every effort to prevent works being cancelled.
-  **Updates** - our engineers will let us know about any changes to the timings and we'll send you an update.
-  **Accessing your land** - we may need to access your land to complete the works and will make contact with you in advance to discuss further and make suitable arrangements.
-  **Working together** - we will work in partnership with the business community to take all reasonable steps to avoid times that are the most disruptive.

We can keep you updated during an **unplanned power cut**:

-  **Restoring power** - we restore power to 85% of customers affected within 5 hours, however depending on the location and type of power cut it can take longer.
-  **Keeping you updated** - you'll receive regular updates from our team on site using your preferred contact method.
-  **Live updates** - are available on our website ([www.enwl.co.uk/powercuts](http://www.enwl.co.uk/powercuts)), Twitter and Facebook pages.

**Electricity north west**  
Bringing energy to your door

We're Electricity North West and we own and operate your local electricity network. It's our responsibility to maintain and upgrade the network to keep our customers switched on for today and for the future.

**POWER CUT?  
CALL 105**

Stay connected...

[www.enwl.co.uk](http://www.enwl.co.uk) | 0800 195 41 41



Important information from your electricity network operator

We're here to make sure your business has the information and support it needs should you ever experience a planned or unplanned power cut.

This guide will provide you with helpful information to keep your business running during a power cut and show you how you can take action now to receive extra support by becoming a member of our Business Register, a dedicated support service for businesses in the North West.



## Stay connected

 [www.enwl.co.uk](http://www.enwl.co.uk)

 0800 195 4141

 @ElectricityNW

 ElectricityNorthWest

**POWER CUT?  
CALL 105**






## Why power cuts happen



### Planned power cuts






We may need to turn off your electricity so our engineers can work safely. Planned power cuts may be required due to:

-  **Maintenance and investment work** - to continue providing you with a reliable electricity supply we may need to replace, repair or carry out maintenance on the network.
-  **Tree cutting** - is required to reduce the risk of tree branches touching electricity lines, which can cause you to have an unplanned power cut.
-  **Connections** - we connect 6,000 new customers every year and may need to add a new connection in your area.

### Unplanned power cuts

On average, customers in the North West will experience a power cut less than once every three years.

Power cuts aren't always planned, they are often caused by many different things such as:

-  **Weather** - severe weather such as lightning strikes, high winds, flooding and heavy snow can cause unplanned power cuts.
-  **Damage to our cables** - caused by deterioration or water seeping into cables. Damage can also be caused by others such as customers digging in their garden or contractors working nearby.
-  **Theft of our equipment** - sometimes our substations are broken in to and our equipment is taken.
-  **Fire** - causes damage to our equipment.
-  **Birds** - flying into our overhead lines.

## Business Priority Services Register

We've developed a dedicated Business Priority Services Register to provide your business with support should you ever experience a power cut.

Through listening to our business customers, we've adapted our services to help reduce the impact and disruption a power cut can have on your business.

### Benefits of signing up to the Business Register:

- free to sign up
- 30 days notice of a planned power cut
- we will send you a reminder 48 hours before your planned power cut
- easy to use online form to update your contact details
- advice and guidance on obtaining generators and other ways of preparing for an interruption
- we'll proactively keep you updated if there is a power cut in your area.

### How to register for free

- Sign up online at: [www.enwl.co.uk/mybusiness](http://www.enwl.co.uk/mybusiness)
- Call us on the free phone number 105

*It takes less than a minute to register*