# 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  ${\bf unplanned\ power\ cut}$  :



**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), Twitter and Facebook pages.



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.



www.enwl.co.uk

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## 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.



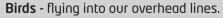
Damage to our cables - caused by deterioration or water seeping into cables. Damage can also be caused by others such as customers digging in their garden or contractors working nearby.



**Theft of our equipment -** sometimes our substations are broken in to and our equipment is taken.



Fire - causes damage to our equipment.



## **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
- Call us on the free phone number 105

It takes less than a minute to register