

Delivery of a reliable network

Making sure our network keeps customers' lives running by minimising power cuts



- We are responsible for ensuring homes and businesses receive a **safe and reliable** electricity supply and for **keeping power cuts to a minimum**.
- Despite this, power cuts can still happen, largely due to circumstances beyond our control, such as severe weather, damaged equipment and vandalism.
- Whenever a power cut occurs, irrespective of its cause, when it happens or how many homes and businesses are affected, **we are responsible for getting electricity back on**, as quickly and as safely as possible.



On average, customers in the North West will experience a power cut less than **once every three years** and on average that interruption will be about **90 minutes**