



**electricity**  
**north west**

Bringing energy to your door

# Good news

We've improved your  
electricity supply



Hello. We are Electricity North West and we are proud to operate your local electricity network.

It's our job to deliver a safe, reliable supply of electricity from the national grid to your home through our network of overhead lines, underground cables and substations.

**The good news is that we have now improved the time it takes to restore your electricity supply following a power cut.**

We have installed new equipment on the part of the electricity network which supplies your home which will enable us to restore your electricity within a matter of minutes, depending on the location and cause of the power cut.

It's all part of our continuing commitment to invest in ground-breaking technology to improve our service, reduce costs to you and prepare the electricity network for the future.

To find out more about this project, please visit [www.enwl.co.uk/c2c](http://www.enwl.co.uk/c2c)



## What to do if there's a power cut

Occasionally your electricity may go off either because of a fault on our network or because of a problem in your own home. To help us get your power back on as quickly as possible please follow the steps below.

- Check your trip switches in the consumer unit next to your meter - you can do this by turning your trip switch on and off. If you don't know where your trip switch is, please call us.
- Check if your neighbour's power is on or if the streetlights are lit. If not, there may be a fault in your area.
- If your neighbours and the streetlights still have power, there are several reasons why your electricity may be off. Please call us so we can help you understand the cause.
- You can call us on **0800 195 4141** 24 hours a day, 365 days a year.

For more information on what to do if there's a power cut please visit:  
[www.enwl.co.uk/powercuts](http://www.enwl.co.uk/powercuts)



## Priority service register

During a power cut some of our more vulnerable customers may need additional specialised help from us. That's why we've set up a priority service register so we can provide extra support when you need it most. As part of our priority service we work in partnership with the British Red Cross who can help you with practical necessities when things go wrong.

You can sign up to our priority service register if you live in the Electricity North West area and:

- you are registered disabled
- you have a disabled dependant
- you are visual or hearing impaired
- you are seriously ill
- you have mobility problems
- you are over 65
- you have any other reason for needing our priority service.

To register, call us on **0800 195 4141** or complete the form on our website at **[www.enwl.co.uk](http://www.enwl.co.uk)**.

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This leaflet is also available in Braille, large print and a number of different languages on request.

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Electricity North West Limited, 304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG