

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 Eunice, to be available to help customers whose electricity supply might be affected by the predicted weather.

Both you and your residents will be able to find regular updates and information about individual power cuts on our website 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/powercut and type in their postcode to view our live power cut map, with details of individual power cuts
- Call 105 free of charge to speak to our customer service team, report a power cut or damage to the electricity network
- Tweet [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) to report a power cut or to receive updates
- Visit www.ukpowernetworks.co.uk for the latest 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 older or disabled people, those with children under five, or where someone uses medical or mobility equipment that requires electricity as well as other reasons can join the register. You can find out more information about our Priority Service on our website: ukpowernetworks.co.uk/priority .

If you would like to share information with your constituents 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 [#StormEunice](https://twitter.com/StormEunice), heavy rain and high winds are due to arrive on Fri 18th Feb. [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) has extra field engineers and call centre staff on hand to support any customers affected. Call 105 to report a powercut or visit www.ukpowernetworks.co.uk/powercut [#ukpnnews](https://twitter.com/ukpnnews)

Do you, or someone you know, need extra support during a power cut? [@UKPowerNetworks](https://twitter.com/UKPowerNetworks) provides free services to customers in vulnerable circumstances during a power cut. Visit ukpowernetworks.co.uk/priority for more information. [#StormEunice](https://twitter.com/StormEunice) [#ukpnnews](https://twitter.com/ukpnnews)