



Power for life

2016

Stay in touch with our
new emergency number

**POWER CUT?
CALL 105**



See inside for more information



WESTERN POWER 
DISTRIBUTION

Serving the Midlands, South West and Wales

Who we are



Western Power Distribution is the electricity distribution network operator for the Midlands, South West England and South Wales, serving 7.8 million customers.

This publication outlines some of our business responsibilities and provides our contact information to enable you to get in touch with us if you are ever affected by a power cut. It also explains our free priority service for customers who may need extra support.

What we do

For many people, the distinction between electricity supply and electricity distribution can be confusing.

As an electricity distribution business WPD doesn't sell electricity – that's the job of supply companies. Our role is to ensure the power network of poles and pylons, cables, wires and substations delivers electricity to homes and businesses around-the-clock.

We are regulated by the Office of Gas and Electricity Markets (Ofgem) which establishes how much money distribution companies like ours are entitled to, and what we have to deliver for that money. Currently, around 16% of a typical household bill – approximately £100 a year – comes to us to distribute power.

Getting in touch

If you need to speak with us in an emergency, perhaps because you are experiencing a loss of power supply, you can now contact us free on the new, national three digit number 105 (available on most land lines and mobile providers). You can also use our existing, dedicated 0800 number below.

Phone: 105 or 0800 6783 105

Text Relay (if you are deaf or hard of hearing) dial 18001 first using your textphone

Twitter: @wpduk

Webchat: www.westernpower.co.uk

Download our new Power Cut Reporter App from the App Store or Google Play

For general enquiries please dial 0800 096 3080

We hope that you will find this publication of use.

**Robert Symons, Chief Executive,
Western Power Distribution.**



“On average we get 89% of faults on our high voltage network restored within the first hour”

If you have a power cut

The severe storms of recent winters have presented many operational challenges, and are proof positive that power cuts do happen from time to time, and are often due to circumstances beyond our control. So we recommend that you are prepared:

**POWER CUT?
CALL 105**



1. Check you have a phone available that will work in a power cut – digital or cordless ones may not work.

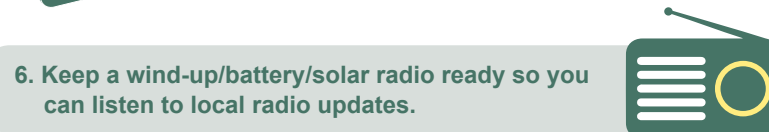
2. Keep a battery/solar charger handy so that you can recharge your smart phone or tablet and follow updates on social media and our online power cut map.



3. Keep our telephone number handy or save it into your mobile phone (105 or 0800 6783 105) so that you can report a power cut or call for information and advice.



5. Protect sensitive electrical equipment such as computers with a surge protector plug.



6. Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.



7. If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return it safely to the ground level if it stops working.

“During a power cut we're here to help. That's why we have a Priority Service Register for vulnerable people”

You are our priority

We know that power cuts can be worrying, for example if you rely on electricity for medical equipment or are elderly, very ill or disabled.

Customers who may need extra support during a power cut can join our confidential, free Priority Service Register (PSR).

Call **0800 096 3080** or visit **www.westernpower.co.uk/PSR**

Who is eligible?

- Customers with medical dependencies on electricity - like kidney dialysis, ventilator or oxygen concentrator users;
- The elderly, disabled or chronically sick;
- Customers who depend upon electrical equipment like stair lifts or bath hoists;
- If you have a communication need because you are blind, deaf, partially sighted, hearing impaired or your first language is not English;
- Or if you have temporary vulnerabilities

like recent hospital leavers or households with new-born babies.

What we can provide

- A dedicated PSR telephone number enabling you to get straight through to us during a power cut;
- Support, including warm meals and drinks during prolonged power cuts;
- A password scheme to help you feel secure. You can check that visitors to your property are legitimate WPD employees;
- Personal contact ahead of any planned power cuts;
- Contact every two years to check your details and give you power cut advice;
- When possible, we call medically dependent customers within three hours of an unplanned power cut;
- When possible, we call all PSR customers during prolonged power cuts and major incidents.

Power cut map

If you have a power cut, you can check if we are aware that you are without power by using any battery operated computer, smart phone or tablet to visit our online power cut map.

Go to **www.westernpower.co.uk** and click on 'Power cuts' and 'Power cuts in your area'.

You can either enter your post code or click to view a map showing known power cut incidents in the region. If we are already aware of a power cut, it will provide an estimated time of restoration.

Please contact us on **105** or **0800 6783 105** if we're not aware of a power cut, or if you'd like to log a call or report any network damage.

Working hard for you

We have over 6,000 highly trained staff who are committed to working efficiently to quickly and safely restore power supplies when they are disrupted. Here's a brief glimpse of how we're performing.

99%

The number of customer calls answered within 20 seconds. Under two seconds is our average speed of answer.



The amount we'll spend to look after our network between 2015 and 2023.

£7.1bn



280

The number of apprentices taken on in the last three years.



We value your opinion

We believe regular communication with stakeholders is vital, which is why we always give customers the opportunity to have their say on our plans for the future.

If you would like to register an interest in taking part in our stakeholder consultation or if you have any questions regarding the work we do, please get in touch:

Tel: 0800 121 4909

Email: info@westernpower.co.uk

Post: c/o Corporate Communications,
Avonbank, Feeder Road, Bristol
BS2 0TB.

You'll also find more information on our website at www.westernpower.co.uk under 'About us' and 'Stakeholder information'.



Performance standards

We have Guaranteed Standards of performance that we must meet. If we fail to achieve them we will make a payment. To find out more or to view the full list please visit www.westernpower.co.uk/guaranteed-standards



Help us to help you

**And you could win shopping vouchers
PLUS £500 for your chosen charity**

We're committed to providing the best service to you. If you provide us with your contact details, should you ever have to call us about a power cut, we can quickly pinpoint you on our network and give you the most up-to-date information.

Please visit www.westernpower.co.uk and complete our form. If you do so before Friday November 4, 2016, you will also be entered into our prize draw for a chance to win £500 worth of shopping vouchers plus £500 for your chosen charity.

Please note:

Your information will not be passed on to any third parties and we will not call to sell you anything.



8.7 out of 10

WPD's average customer satisfaction rating – the top performance of all UK distribution companies.



£15.2m

The amount we spent in 2014/15 carrying out environmental initiatives and improving our flood defences.



1.2m

The number of customers who are on our Priority Service Register.

