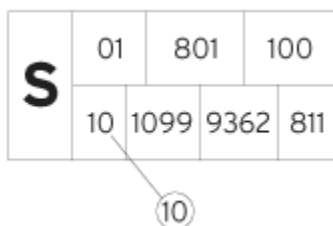


Adverse weather – what to do if your power supply is affected

Given the adverse weather conditions hitting large parts of the UK at the moment, it is important to stay safe and know who to contact if you have problems with your energy supply. If you lose power you should contact your distributor. When calling, make sure that you have a bill to hand as quoting your account number can speed up the process.

If you smell gas or think that you have a gas leak, immediately open all windows and doors and extinguish any naked flames. Then, call the Gas Emergency Services free on 0800 111 999.

To contact your distributor, find your supply number, (on any electricity bill - see diagram below), and use the two digits at the bottom left of the supply number to find which telephone number to call from the list below.



Distribution Business	MPID	Telephone number	Supply Number
UK Power Networks Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA Web: www.ukpowernetworks.co.uk Email: care@ukpowernetworks.co.uk	EE .C	0800 783 8838	10
Western Power Distribution Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB Web: www.westernpower.co.uk Email: info@westernpower.co.uk	EMEB	0800 056 8090	11

Distribution Business	MPID	Telephone number	Supply Number
<p>UK Power Networks Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA Web: www.ukpowernetworks.co.uk Email: care@ukpowernetworks.co.uk</p>	LOND	0800 028 0247	12
<p>SP Energy Networks Network Connections, PO Box 290, Lister Dr , Liverpool, L13 7HJ Web: www.spenergynetworks.co.uk</p>	MANW	0845 272 2424	13
<p>Western Power Distribution Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB Web: www.westernpower.co.uk Email: info@westernpower.co.uk</p>	MIDE	0800 328 1111	14
<p>Northern Powergrid Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA Web: www.northernpowergrid.com Email: cus.serv@northernpowergrid.com</p>	NEDL	0800 668 877	15
<p>Electricity North West Customer Relations, PO Box 4375, Manchester M61 0ET Web: www.enwl.co.uk</p>	NORW	0800 195 4141	16
<p>SSE Power Distribution Fault Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ Web: www.ssepd.co.uk</p>	HYDE	0800 300 999	17

Distribution Business	MPID	Telephone number	Supply Number
<p>SP Energy Networks Network Connections, 55 Fullarton Drive, Cambuslang, Glasgow, G32 8FA Web: www.spenergynetworks.co.uk</p>	SPOW	0845 272 7999	18
<p>UK Power Networks Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA Web: www.ukpowernetworks.co.uk Email: care@ukpowernetworks.co.uk</p>	SEEB	0800 783 8866	19
<p>SSE Power Distribution Fault Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ Web: www.ssepd.co.uk</p>	SOUT	0800 072 7282	20
<p>Western Power Distribution Information Centre, Avonbank, Feeder Road, Bristol, BS2 OTB Web: www.westernpower.co.uk Email: info@westernpower.co.uk</p>	SWAE	0800 052 0400	21
<p>Western Power Distribution Information Centre, Avonbank, Feeder Road, Bristol, BS2 OTB Web: www.westernpower.co.uk Email: info@westernpower.co.uk</p>	SWEB	0800 365 900	22
<p>Northern Powergrid Customer Relations, Manor House, Station Road, Peshaw, Houghton le Spring, DH4 7LA Web: www.northernpowergrid.com Email: cus.serv@northernpowergrid.com</p>	YEDL	0800 375 675	23

Distribution Business	MPID	Telephone number	Supply Number
<p>Independent Power Networks Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP Web: www.independentpowernetworks.co.uk Email: info@gtc-uk.co.uk</p>	IPNL	0800 013 0849	24
<p>ESP Electricity Hazeldean, Station Road, Leatherhead, Surrey KT22 7AA Web: www.espelectricity.com Email: electricity@espipelines.com</p>	LENG	0800 731 6945	25
<p>Energetics Energetics Electricity, International House, Stanley Boulevard, Hamilton International Technology Park, Glasgow, G72 0BN Web: www.energetics-uk.com</p>	GUCL	0800 804 8688	26
<p>GTC Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP Web: www.gtc-uk.co.uk Email: info@gtc-uk.co.uk</p>	ETCL	0800 0326990	27
<p>UK Power Networks Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA Web: www.ukpowernetworks.co.uk Email: care@ukpowernetworks.co.uk</p>	EDFI	0800 028 0247	28
