**Would your family benefit from**

**free help during a power cut?**

How would you cope if you had to boil the kettle or charge your mobile phone, or maybe you would be worried about something more serious?

Power cuts are rare so most people don’t experience any disruption, however they can still happen occasionally for a range of reasons.

UK Power Networks, which owns and maintains the cables delivering electricity – and fixes any problems - runs a Priority Services Register and offers vital help during power cuts. You can apply to be on the register if you rely on power for medical needs, or need extra assistance for another reason such as having a young baby, a disability or communication need or a frail or elderly relative at home.

Being on the register doesn’t necessarily mean your power can be restored quicker but it does mean staff know about the situation and can arrange extra support during a power cut.

If you’re on the register you can access free extra services including:

* A 24-hour priority phone number
* A dedicated team who will keep you updated during a power cut
* Tailored support such as home visits, hot meals, advice and keeping your friends and relatives updated
* In certain circumstances, a free hotel overnight and transport to the hotel

UK Power Networks is working with a range of organisations including local authorities, the Fire and Rescue Services and charity partners to raise awareness of the register and encourage people to sign up to this free service, even if they might just require additional help on a temporary basis.

There are currently 900,000 people on the register, which covers the East of England, South East and London where UK Power Networks operates. Should you, or someone you know, sign up too?

You can apply at [www.ukpowernetworks.co.uk/priority](http://www.ukpowernetworks.co.uk/priority), or email our team directly at [psr@ukpowernetworks.co.uk](mailto:psr@ukpowernetworks.co.uk).