

Power Cut Guidance

If you experience a power cut, simply call **105** for free.

105 is the nationwide number that will put you through to your local electricity network operator - the company that manages the cables, wires and substations that bring electricity into local homes and businesses. The 105 website also contains useful content including preparation advice.

<https://www.powercut105.com/en/>

National Helpline: Call:105

What to do next?



Ring 105 to notify your local electricity network operator to report the power cut and await information.

Who is my local electricity network operator?

You can find out the name of your network operator by looking at your electricity invoice. Alternatively, the Energy Networks Association has an online tool that enables you to find your network operators and **contact details** by a postcode search: <https://www.energynetworks.org/customers/find-my-network-operator>

What should I do if I see a damaged overhead electricity line or substation?

Call 105 immediately to report the problem to your network operator. Keep as far away from the hazard as possible. If there is a serious immediate risk (e.g. cables obstructing a public highway), call the emergency services too.

My business has had a power cut, what compensation I am entitled to?

Local electricity network operators have 24 hours to reconnect your power if more than 5,000 dwellings are affected by a single problem. If you are without power for 12 hours or more, you can claim *via your electricity network operator*:

- £175 as a non-domestic customer.
- You will also receive another £40 for each additional 12 hours of being without power, up to a total of £300.

If you are without power more than four times in a year (1st April to 31st March), for at least three hours each time, you can claim an extra:

- £90 as a non-domestic customer.

What compensation am I legally entitled to if there is a severe weather event?

Compensation entitlements are dependent on how storms are categorised in severe weather and how long consumers have been without a power supply. The categorisation is determined by the energy regulator [Ofgem](#), in which the permissible categories are either "Storm Category 1" or "Storm Category 2".

- **Category 1:** Consumers will be entitled to £80 compensation if their supply is not restored after 24 hours
- **Category 2:** Consumers will be entitled to £80 compensation if their supply is not restored after 48 hours.



You can get a further £40 for every 6 hours of being without power after the initial restoration period noted above, up to a total of £2,000.

How do I claim compensation?

Compensation claims need to be made via your local electricity network operator within:

- three months for unplanned power cuts
- one month for planned power cuts

Rolling blackout information?

Your invoice also displays your Rota Disconnection Block Code as shown by a capital letter. This letter is for reference and will be used by the authorities to notify you of an intended power cut during a national supply emergency.