

Planned Interruptions



Sometimes we have to interrupt your electricity supply to enable us to work safely on our equipment, although we do try to keep your power on wherever possible.

If we need to interrupt your supply we will write to you giving you the times we expect to switch the power off and on. If you depend on electricity for special medical equipment (e.g. kidney dialysis or oxygen concentrators), and you are not registered with our special needs please feel free to contact us to discuss your needs.

If you require any further information and advice about a specific planned interruption, please contact us using the phone number at the top of the notification letter advising of the interruption.

Please note that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on. Our fact sheet gives helpful hints on what to do if your power supply is interrupted.