If the power goes off for a long time

Stay calm. Follow these steps in order.

1 · Straight away

- Get a torch. Use torches, not candles.
- Check the fuse box, then check if the neighbours have power.
- Switch off cookers, heaters and anything hot.
- Call 105 (free) to report it.

2 · In the first hour

- Turn on the battery radio for official news.
- Save phone battery. Text, don't call.
- Fill bottles and pans with water. Bath water is for washing and flushing only.
- Keep the fridge and freezer shut.
- Check on neighbours.

3 · After that

- Stay at home unless told to leave.
- Live in one room to keep warm. Wear layers.
- Fridge food in the first 4 hours, then freezer, then tins.
- If someone is missing, go to the meeting place.
- Do not believe rumours. Trust the radio and the emergency services.

Never

- Never use a barbecue, camping stove or generator indoors. Never plug a generator into a house socket.
- Never leave a candle burning alone.
- Never give bank details or money to get your power back.

Numbers

999
Emergency: fire, police, ambulance. Only when life is at risk.

105
Power cut. Free. Report a power cut or get information (England, Scotland and Wales).

03457 643 643
Power cut in Northern Ireland.

111
NHS medical help that is urgent but not an emergency.

101
Police, when it is not an emergency.

0800 111 999
Gas emergency. Free. Call if you smell gas.

Our household plan

Fill this in together.

Who lives here

Where we meet near home

Where we meet if we cannot get home

A relative or friend far away we can all contact (name and number)

A neighbour who can help, or who needs our help

Family phone numbers

Doctor and pharmacy

Our electricity company and account number

Our power cut rota letter (on the electricity bill)

Medicines and doses

FM radio stations for news (local BBC and Radio 4 FM)

Where the torch, radio and batteries are kept

Where the water is turned off (stopcock)

Where the fuse box is

Anything else

Our kit — tick when ready

- [ ] Water for 3 days
- [ ] Food that needs no cooking
- [ ] Tin opener
- [ ] Torches and batteries
- [ ] Battery or wind-up radio
- [ ] Charged power bank
- [ ] Cash in small notes
- [ ] Medicines for a week
- [ ] First aid kit
- [ ] Warm clothes and blankets
- [ ] Paper list of phone numbers
- [ ] Baby and pet supplies

Check this plan and your kit twice a year, when the clocks change.