

SELF-HELP GUIDE

LOSS OF ELECTRICITY SUPPLY



Checks to carry out if you lose your electricity supply:

- If you are on a token meter, have you run out of credit?
- Have all the electrics failed? For example the sockets and switches?
- Have you checked with your neighbours to see if their electricity is still working? Please contact your electricity supplier if your neighbours also have no supply.
- What were you using when the electric supply went off? For example, an iron could have tripped sockets out, therefore the problem may be with the iron itself or if you were switching on a light, the bulb may have blown.

Before you call us to report your repair, please carry out a full appliance check as listed below:

- Turn off all lights and unplug appliances
- Turn off main trip switch and then turn it back on.
- Turn on lights and plug in appliances one by one. If the electric goes off again there is a fault with either a bulb or an appliance.

99% of the time when the electrics trip it is caused by a faulty appliance

If you are uncomfortable about carrying out any of the checks suggested above, or have any concerns about any of the services in your home, please call us on **0800 131 3348** or **0300 123 3511**. We are here to help.