

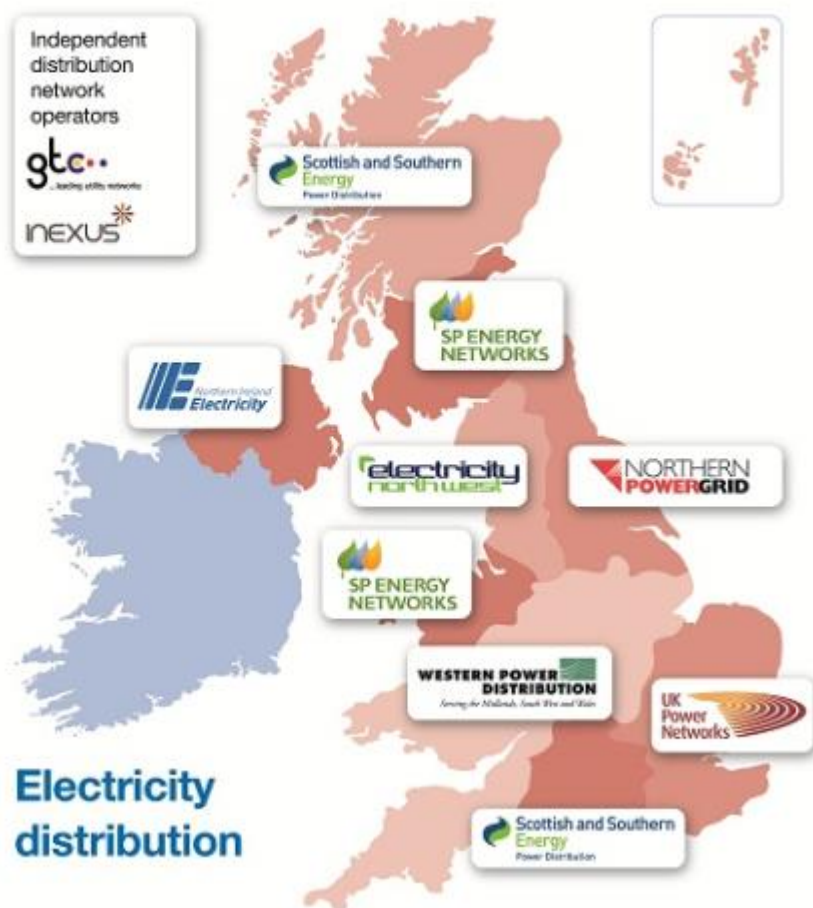
What to do in an Electrical emergency

Should you experience a blackout or have a problem with your electricity cables or wires it is important you contact the right organisation. D-ENERGi is not responsible for black outs or any network faults. This would also include concern on lose hanging wires or cables etc leading into and out of your property. Who you need to contact depends on where you are located in the country. There are currently 14 different distribution network companies also known as (DNO's) who are responsible for the infrastructure such as pylons, substations etc leading into your property.

Refer to the below map of who is your DNO and the following numbers who you should contact in case of an electrical emergency

We advise you to print this document for safe keeping, and that relevant staff are made aware of whom you should contact in the unlikely case of an electrical emergency.

Distribution Network Operator (DNO) Companies



Area	Company	Emergency No.
North Scotland	Scottish & Southern Energy	0800 300 999
South Scotland	Scottish Power	0845 272 7999
North East England	Northern Powergrid	0800 668 877
North West	Electricity North West Ltd	0800 195 4141
Yorkshire	Northern Powergrid	0800 375 675
East Midlands	Western Power Distribution	0800 056 8090
West Midlands	Western Power Distribution	0800 328 1111
Eastern England	UK Power Networks	0800 783 8838
South Wales	Western Power Distribution	0800 052 0400
Southern England	Scottish & Southern Energy	0800 072 7282
London	UK Power Networks	0800 028 0247
South East England	UK Power Networks	0800 783 8866
South West England	Western Power Distribution	0800 365 900
North Wales, Merseyside and Cheshire	Scottish Power	0845 272 2424
