

What This Means

Infrastructure failure can include loss of electricity (power cuts), water supply or sewage systems, or gas supply.

To Prepare:

- Assemble an emergency kit: torch, spare batteries, power bank, battery radio
- Store essentials: bottled water, tinned/long-life food, blankets
- Keep a list of key numbers (utilities, neighbours, emergency contacts)
- Know how to turn off utilities (gas, electric, water)
- Check on vulnerable neighbours and agree support arrangements.

Ensure vulnerable people are signed up to:

- The Priority Services Register (PSR) - [Priority Services Registration Form - SSEN](#).
- Their water providers Priority Services Register (PSR) – those on the register should have water delivered.
- The Priority Services Register (PSR) for gas supply [Priority Services Register | SGN Your gas. Our network.](#)

During a Power Cut

- Use torches instead of candles where possible (fire safety)
- Unplug key and expensive appliances to avoid surge damage when power returns
- Keep fridge/freezer doors closed to preserve food
- Dress warmly and stay in one room if heating is lost
- Check updates from your electricity provider

Loss of Water Supply

- Use stored water for drinking and hygiene
- Follow boil water notices if issued
- Use hand sanitiser if water is limited
- Look out for local water bowser points

Gas Supply Issues

- If you smell gas: leave immediately and ventilate
- Do not use electrical switches or naked flames
- Contact the National Gas Emergency Service
- Have alternative heating/blankets available

Loss of Communications

Mobile phone or internet networks. May be due to storms, flooding, or wider network issues.

- Use a battery radio for updates
- Agree a family/neighbour meeting point
- Keep mobile phones charged
- Check on neighbours, especially vulnerable

Community Support

- Look after elderly or vulnerable residents
- Share resources where safe (water, food, warmth)
- Follow guidance from local authorities and the District Council

Key Message

Be prepared, stay informed, and support each other. Most outages are temporary, but early preparation makes a significant difference.