



**HEALTHY
HOUSING**
Service

Contact Us

Tel: **0115 985 3009**

Web: www.healthy-housing-service.com

Extra Help & Support During a Power Cut

Sign up and receive a free Winter Crisis Pack if you...

- **Are over the age of 60**
- **Have a disability**
- **Have a hearing or visual impairment**
- **Have a chronic illness**

What are the benefits?

- Receive advance notice of planned interruptions to electricity.
- You are given a special telephone number to reach WPD in the event of a power cut.

Single Emergency National No: 105 (FREE)

Existing Emergency No: 0800 6783 105

- If you rely on oxygen for a medical reason, WPD will work with oxygen providers to get oxygen to the household during longer power cuts.
- All medically reliant clients will be contacted by WPD within 3 hours of an unplanned power cut between the hours of 9am and 8pm.
- Agree a pre-arranged password to ensure any visitors are legitimate WPD employees.
- WPD work with the British Red Cross to provide assistance for older, disabled or other vulnerable clients who do not have access to hot food or drinks during the power cut.

**WESTERN POWER
DISTRIBUTION**

Serving the Midlands, South West and Wales