

POWER UP

WORKING WITH YOU TO SAVE ENERGY AND MONEY
COVENTRY CITIZENS ADVICE

The Power Up Project is a partnership between Coventry Citizens Advice and Western Power Distribution to help people deal with the rising costs of Energy.

POWER



Energy Advice

**citizens
advice**

Coventry

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How does it work?

If you are struggling with your gas and electricity bills or have gas and electricity debts and need debt or benefits advice then we would like to hear from you.

Are you on a low income, sick or disabled, elderly and/or rely on energy for your medical care, please contact us.

What can we do for you?

An experienced adviser can assist you with the following:

- Independent, impartial advice, no matter who supplies gas or electricity to your home
- Benefits check – are you getting all that you're entitled to?
- Help applying for energy efficiency grants and help with gas, electricity and water debts via Trust funds
- Gas and Electricity usage reduction, finding a better tariff or switching suppliers
- Offer advice on Eco schemes to support you to obtain a new boiler, cavity wall and /or loft insulation
- Offer advice on managing your money, any debts you may have and talk to those you owe money to and try to set up affordable repayments

How do I get in contact?

Call us on 02476 253 190

Email us at WPD@coventrycab.org.uk

Drop into Coventry CAB reception or write to us at;

Kirby House, Little Park Street, Coventry CV1 2JZ

As with all Citizens Advice services, our help is free, confidential, independent and impartial.

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What to do if you have no power

If you have a power cut please check the following before you contact us.



1: Are your neighbours' lights on or are the street lights on?

2: Check your tripswitch is in the "on" position.



3: If your tripswitch is in the "off" position, switch off all your appliances and try to reset your tripswitch.

4: If you have a key meter and the display is lit up, contact your supplier.



Keep your freezer shut – depending on the type of freezer you have, the contents can stay frozen for up to 12 hours.



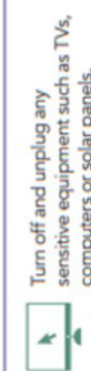
Limit the use of your smart phone, tablet, or laptop to save battery power.



Turn off and unplug any appliances that get hot, as you may forget they are switched on when power returns.



Leave a light switched on so you know when the power returns.



Turn off and unplug any sensitive equipment such as TVs, computers or solar panels.

**POWER CUT?
CALL 105**

Be prepared:



Keep wind-up/battery/solar powered torches ready. Don't use candles or paraffin heaters.



Protect sensitive electrical equipment such as computers or medical equipment with a surge protector plug or an Uninterruptible Power Supply (UPS).



Many modern telephones, especially digital or cordless ones won't work in a power cut. Keep an old analogue phone to use.



Find out where your fuse box and tripswitch is.



Keep a battery/solar charger handy so that you can recharge your smart phone or tablet, and follow updates on social media and our online power cut map.



If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return the stair lift safely to ground level if it stops working.



Keep a wind-up/battery/solar radio ready.



If you or a member of your family has a serious health problem, ensure you have plans in place for a long power cut. Make sure any medical equipment has a battery back-up.

Many stair lifts have battery back-up. If yours does not, it may be possible to get one fitted. Contact the manufacturer for details.



Telephone: "105"
or **0800 6783 105**
(save the number on your phone)



Text "Power Cut" and your postcode and house name/number to **07537 402 105**



Download our free **Power Cut Reporter App** from the App Store and Google Play onto a smartphone. **Register for severe weather updates**



BSL Video Relay:
www.westernpower.co.uk/signlanguageinterpretation



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Minicom **0845 601 2318**