



SURREY PREPARED

Work together to plan, prepare
and help to prevent emergencies



Utility Loss – Feb 2020

Intro (pinned tweet on SP account):

Surrey Prepared is made up of councils, emergency services, the Environment Agency, utility companies and the voluntary sector who work together and with communities to plan and prepare for potential emergencies. During February we will be looking at how to be prepared for and what to do in the event of utility loss. You can find out more on our website <http://tiny.cc/xugajz> #SurreyPrepared

Messages	Graphic
Electricity	
Power cut? Phone 105 for emergency help and advice. It doesn't matter which company your electricity is supplied by and the call is free from mobiles and landlines. #SurreyPrepared https://www.powercut105.com/	01
Phone 105 if you spot damage to power lines and substations that could put people in danger. If there's a serious immediate risk, call the emergency services too. #SurreyPrepared https://www.powercut105.com/	02
Are your older, disabled or vulnerable friends/family on the Priority Services Register? It's a free service from utility companies which can provide help in emergencies or planned power cuts and provide assistance with meters. http://tiny.cc/8fsbjz #SurreyPrepared	03
If you're registered as a priority services customer, your network operator may provide you with alternative heating 🔥 or cooking 🍳 facilities if your supply's interrupted. http://tiny.cc/8fsbjz #SurreyPrepared	04
Water	
Water companies offer lots of additional help to more vulnerable customers. Make sure you or someone you care for have added your details to their Priority Services Register. Look on your water bill for more info. #SurreyPrepared http://tiny.cc/uwgajz	05
Frozen pipes? Here are some helpful tips about what to do from @thameswater http://tiny.cc/klrbjz #SurreyPrepared	06
Don't wait for an emergency to find out your stop tap isn't working properly. Test by turning it on and off two to three times a year. Turn clockwise to tighten. #SurreyPrepared	07
Wrapping up your pipes for winter doesn't have to be expensive and could prevent a costly burst pipe. Check out this video from @SEWater (check) https://vimeo.com/245376704 #SurreyPrepared	08
Gas	
Vulnerable people are at much greater risk from gas leaks and fires in their homes. @SGNgas offer a free locking cooker valve so residents are safe and their friends, family and carers are reassured. https://www.sgn.co.uk/LCV/ #SurreyPrepared	09
Smell gas? Go outside and call the National Gas Service Emergency Line on 0800 111 999 to report a suspected gas leak. They'll advise you from there #SurreyPrepared	10
This video explains more about how being on the Priority Services Register could be of benefit, not only in an emergency https://youtu.be/gdvM7JyHIKc #SurreyPrepared	03

Is someone you know is struggling to afford their energy bills? The #HelptoHeat Scheme from @SGNGas could provide help to keep them warm. Find out more http://tiny.cc/z7idjz https://youtu.be/08SmZ6iN8Gg #SurreyPrepared	11
Find guidance about power gas and water failure on the #SurreyPrepared website. http://tiny.cc/xugajz #SurreyPrepared	12
Save these free emergency numbers to your phone – call 0800 111 999 in a gas emergency or call 105 in a power cut. #SurreyPrepared	10

Facebook / newsletter

Free Red Cross Emergency App

If you are prepared, you are much better able to cope with an emergency. To help with this, the Red Cross have developed an Emergency App, which is free to download. It enables you to set up emergency alerts, including severe weather warnings and provides practical advice on what to do in a variety of emergency situations.

Worried about a loved one?

It is easy to set up alerts for more than one postcode or area, enabling you to warn and support loved ones who may not live close by.

Also included are:

- a personal alarm and strobe light to attract attention in emergencies.
- A location finder, so you'll always know exactly where you are.
- An 'I'm safe' notification that can be sent to your friends and family.

Find out more on the Red Cross Website (link <https://www.redcross.org.uk/get-help/prepare-for-emergencies/free-emergency-apps>)

Help if power, gas or water get cut off – priority help for those who need extra assistance

If you or someone you know might need help if electricity, gas or water supplies get cut off, then extra assistance is available by signing up to a priority register.

All utility providers hold a register of people who need priority support in an emergency. These are people that:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation

Support is also available for people with children under five.

As well as help in an emergency, there are other benefits to being on a priority register including advance notice of planned power cuts, identification and password schemes, and help with accessing prepayment meters and meter reading. To find out more about priority registers, you'll need to contact each of your utility providers – their contact details will be on your bills.

For advice about protecting your home, or how your community can work together to prepare for emergencies, please visit the Surrey Prepared website <http://tiny.cc/ozsbjz>