

Loss of electricity

If you lose power to your property, make sure you carry out these quick checks before you give us a call.

- Check the credit on your meter. If it's run out, top it up or put some emergency credit on until you're able to top up.
- Check multiple appliances and sockets to see if the electricity supply has been lost throughout the house or just at one socket.
- Check your fuse box to see if a switch has been tripped.
- Carry out a full appliance check by turning off all lights and unplugging appliances, turning your main trip switch off and on again, and turning on lights and appliances one by one to see if there's a fault with a bulb or appliance. Most of the time when electrics trip, it is due to a faulty appliance.
- Check with your neighbours to see if their electricity is still working.
- Call your supplier to see if there has been a power cut in your area.

If none of the above solve the problem, give the office a call on 0114 228 8100 and let us know you've carried out these checks so we can arrange suitable repairs.