

Power cuts and emergencies

Is your power off? Read how you can keep up-to-date

We will work hard to keep you informed via:

- Our [LIVE power cut map](#). Use this to see if we're aware of your power cut and when we estimate your power will be back on. If your power cut is not showing on this map then please report your power cut using our [online report it form](#).
- Twitter ([@UKPowerNetworks](#)) or [Facebook](#). We are online 24 hours a day to answer your questions.
- Text messages. To register to receive free text message updates [please click here](#) and follow the instructions.
- **Phone. Call us 24 hours a day on 0800 31 63 105 or 105 from a landline or a mobile.**

Need extra support during a power cut

We understand that some people may need extra support during a power cut. If you do, we recommend that you add your details to our Priority Services Register. [Find out more about our Priority Services Register and apply.](#)

Compliments and complaints

We welcome all forms of feedback about our staff and services. If you have any compliments, comments or complaints then please contact us:

- Call **0800 028 4587** - free to call from a mobile or a landline phone. Lines open Monday to Friday 8:30-5pm.
- Write to us at: **Customer Care**, UK Power Network, Fore Hamlet, Ipswich, IP3 8AA
- Complete our [online form](#) if you have a complaint or enquiry
- Complete our [feedback form](#) if you have a compliment

We understand how difficult it can be without power and apologise for any inconvenience caused. We will always do our best to help. We also have a duty of care to our employees and ask customers to be polite to our colleagues. We will not tolerate any abuse of our employees.