

IMPORTANT NOTICE

PLANNED POWER CUT

This is an advanced warning that we will be carrying out work in your area
Engineers will need to enter your property before and after the power cut to carry our essential safety checks, otherwise we will not be able to turn your power on.

Dear Customer

Burham Parish Council
Rochester Road
Rochester
Kent
ME1 3RJ

Reference number:
INCD-321029-U

When are we doing this?

On: 4th May 2023

From (approximately): 09:30

To (approximately): 16:30

Engineers will need you to be available at the start and end of the power cut.

Everything will be done to reconnect your electricity supply as early as possible. However, if there are any unexpected problems the power cut may last slightly longer. During this time your power may go on and off while we carry out the work.

Why are we doing this?

Our engineers are replacing and upgrading electricity poles due to them decaying. They will also be replacing and upgrading multiple overhead electricity cables with improved insulated cables. This will improve the reliability of our electricity network and reduce the risk of you having an unplanned power cut. You may see our contractors completing preparation works prior to the planned power cut to allow for a shorter interruption on the day. Due to safety reasons our contractors need to complete a safety check with your internal equipment checking a plug and a socket on separate circuits to enable the power to be turned off and on. Due to these checks being manual we aim to turn the power off at 09:30 and back on at 16:30, however the checks may take longer so please allow extra time for the checks to be completed. Access will only be required before and after the planned power cut.

Where are we working?

This work is taking place from outside number 203 Rochester Road to outside number 251 Rochester Road. Please note a road closure will be in place for the works to be carried out safely, however access will always be provided. Please turn over for useful information.

How will we keep you updated?

As part of our aim to provide a 10/10 service for all of our customers, we will remind you closer to the day by SMS or voice message. Please call us on 0800 316 3105 to ensure that we have your correct contact telephone number on our records to receive these reminders.

If you are not able to let our engineers enter your property at these times or if you have any questions please call us on:

0800 31 63 105

Who are UK Power Networks?

We own and maintain the electricity cables and power lines in London, the South East and East of England.

We are sorry for any inconvenience caused



Where are we replacing and upgrading cables and poles?

The Yellow line show where we will be replacing the overhead conductors and the orange oval shows pole replacement



Dear Customer,

Our engineers are going to be working in your neighbourhood to carry out some work on your local electricity network. Unfortunately, this will mean you will be without power temporarily. We know just how inconvenient this can be, and we're sorry for any inconvenience caused. Turning off your power is the last option and something we only do if it's the only possible way our team can work safely to complete the job.

We know how difficult it is to be without power, and we want to help you.

If you are medically dependent on electricity to keep medicine at the right temperature, or to power an oxygen device, we can help. Please call us on 105 so we can help. If you or someone you know fall into this category during a power cut, please update your details on our priority services register at <https://www.ukpowernetworks.co.uk/power-cut/priority-services-register>

We know how important it is for people to keep connected whilst the power is off, with this in mind we can provide free battery-powered WI-FI devices that are yours to keep so can stay online during the planned power cut. Please allow 5 working days for this to be sent to you after your request is made. All you need to do is top it up with credit for the amount of data you need, with packages starting from £10. To request yours please call us on 0800 029 4273 to complete the request for your device. Please note if you live in a poor mobile signal area these devices won't work to the full capacity if at all.

There are a number of different reasons why we could be carrying out this work on your local network. Often, it's because we know there's a problem that's causing your power supply to cut out and we need to fix it, or we're upgrading our equipment. It can also be to carry out essential maintenance like trimming trees that are overhanging the power lines, or to connect new customers onto the network. Please see attached this letter explaining the exact reason why we're carrying out this work.

We'll have a team of engineers working in your area and we'll be doing our best to cause as little disruption to you as possible, and we'll finish the work as quickly as we can. Sometimes the weather gets in the way. Looking after our colleagues and customers is always our number one priority, and we may have to postpone the work if the ground is too wet to work safely. We also need to respect our natural environment, and if birds are nesting or a farmer's crops are growing then we'll come back another day, so we don't disturb them.

Yours sincerely,

Alex Williams
Head of Customer Contact Centre