



What to do in an emergency

Solarplicity Energy Limited
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Electricity

In case of emergency, such as a power cut, you should check if your neighbours have electricity and then call your local electricity distribution operator on the number listed in the table below.

Even though LoCO2 Energy supplies you with your electricity, we do not have any control over the wires and pylons which deliver it to your home. It is the responsibility of your distribution operator to look after the safety and security of your electricity supply. They will be able to tell you whether a fault has already been reported and when your power is likely to come back online.

To identify your electricity distributor you'll need the first two digits of your supply number (or 'MPAN' – Meter Point Administration Number). This number is made up of 13 digits and shown in the bottom row of the 'S grid'. The image below shows an example of this.

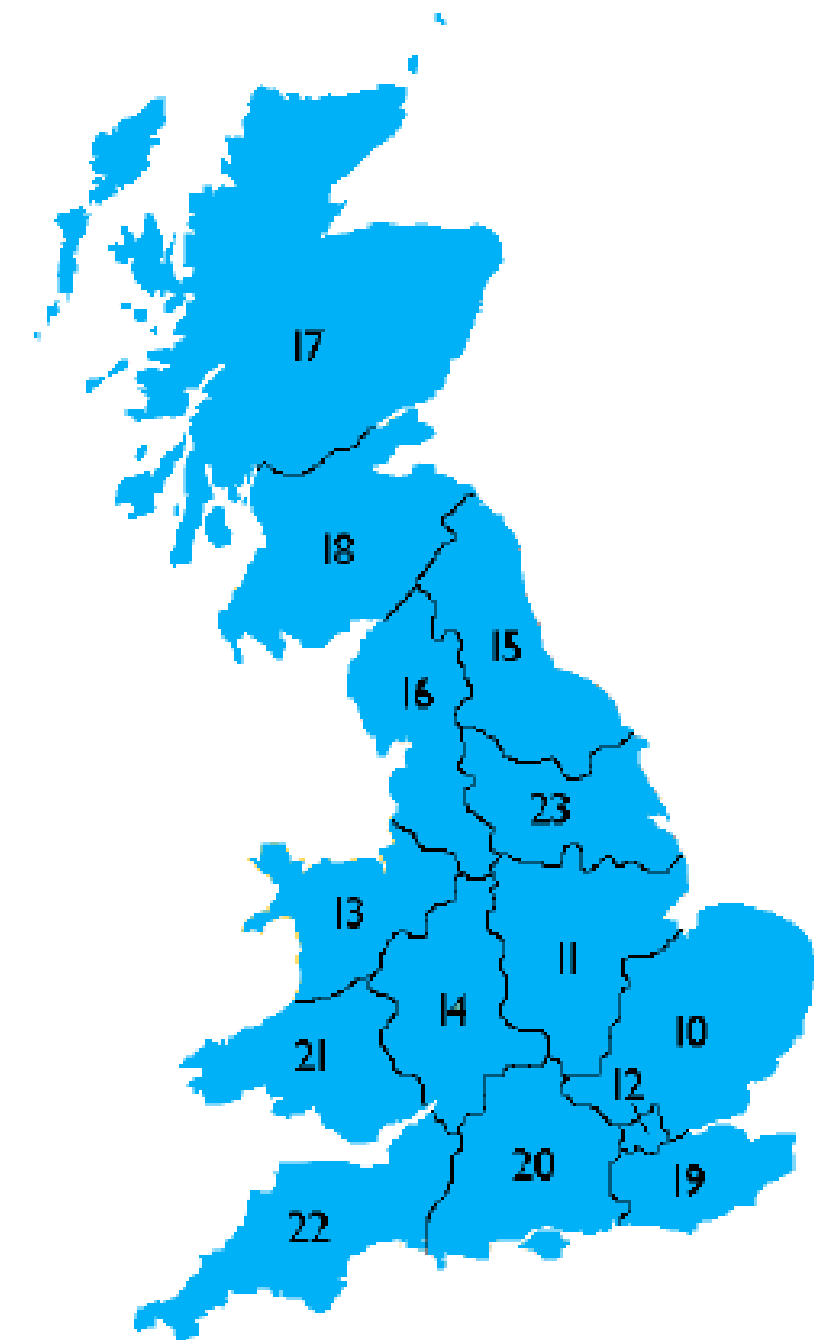
S	02	801	516
	16	1234	1458 088

Once you have found the two digits from your supply number, use the table and map opposite to identify your distribution operator, and find the corresponding phone number.

All the major distribution areas in the UK are shown here. If you are still unsure which region you are in, please give us a call and we will do our best to help.

Use this map to find the number of your electricity distribution network based on the location of your property (these numbers correspond to the distributor names and phone numbers in the table above).

If you live close to a boundary between two distribution networks then check the supply number on your bill, as described above.



Gas

If you smell gas or suspect a gas leak

- Do not smoke or strike matches
- Do not turn electrical switches on/off
- Open doors and windows
- Turn the gas off at the meter control valve
- Call the National Gas Emergency Service on **0800 111 999** (available 24 hours a day)

If your gas supply has gone off

If you lose gas supply, you should check if your neighbours have gas and then call the National Gas Emergency Service on **0800 111 999** (available 24 hours a day).

As with electricity, even though LoCO2 Energy supplies you, we do not have any control over the pipes which deliver it to your home.

You can find out the name and address of the company responsible for the gas pipeline delivery network to your home by calling **08701 600 229**.

Electricity Supply No.	Distributor	Emergency Supply Loss (24 hours)	General
10 Eastern	UK Power Networks	0800 316 3105	0800 029 4285
11 East Midlands	Western Power Distribution	0800 678 3105	0800 096 3080
12 London	UK Power Networks	0800 316 3105	0800 029 4285
13 North Wales	Scottish Power Energy Networks	0800 001 5400	0845 270 0783
14 Midlands	Western Power Distribution	0800 678 3105	0800 096 3080
15 North East	Northern Powergrid	0800 668 877	0845 070 7172
16 North West	Electricity North West	0800 195 4141	0800 195 4141
17 North Scotland	Scottish Hydro-Electric Power Distribution	0800 300 999	0800 048 3515
18 Central Scotland	Scottish Power Energy Networks	0800 092 9290	0845 270 0785
19 South East England	UK Power Networks	0800 316 3105	0800 029 4285
20 South England	Southern Electric Power Distribution	0800 072 7282	0800 048 3516
21 South Wales	Western Power Distribution	0800 678 3105	0800 096 3080
22 South West England	Western Power Distribution	0800 678 3105	0800 096 3080
23 Yorkshire	Northern Powergrid	0800 375 675	0845 070 7172
Independent Distribution Network Operators			
24 GTC	Independent Power Networks Ltd	0800 032 6990	01359 243 292
25 ESP Electricity	ESP Electricity Ltd	0800 731 6945	01372 377 996
26 Energetics	Energetics Electricity Ltd	0800 804 8688	01698 404 949
27 GTC	GTC; The Electricity Network Company	0800 032 6990	01359 243 292
28 EDF IDNO	UK Power Networks (IDNO)	0800 316 3105	0800 029 4285



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