PRINTABLE CHECKLIST

Can you claim compensation for a power cut in the UK?

You can usually get a fixed payment if an unplanned power cut lasts beyond a set time. The rules are Ofgem's Guaranteed Standards and your network operator pays, not your supplier. Time limits are longer in severe weather and figures change, so check Ofgem or your operator. Spoiled food, surge damage and other losses are a matter for your home insurance,

- [ ] Find out who your network operator is at powercut105.com
- [ ] Save 105 in your phone and write it on paper
- [ ] Find your home insurance schedule and policy booklet
- [ ] Check freezer food, accidental damage and escape of water cover
- [ ] Write the policy number and claims line on your contact sheet
- [ ] Put a thermometer in the fridge and the freezer
- [ ] Join the Priority Services Register if you qualify
- [ ] During a cut, note the times and any 105 reference number
- [ ] Photograph spoiled food before throwing it away
- [ ] Claim within the operator's deadline if no payment arrives