



Power Cut Advice

About this project

This guide is for a **6 month Bronze Award project**. It is suitable for both **group and individual** volunteering.



Through this project you'll help the National Energy Foundation to provide power cut advice and to support people who may be vulnerable during a power cut.

The project is only available to people that live in East and West Midlands, South Wales, and the South West, see map below. This is because the project is being supported by Western Power Distribution who own and operate the distribution network of towers and cables that bring electricity to homes in this area.

Provided by



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Serving the Midlands, South West and Wales

Project Location



What does it involve?

Power cuts can have an impact on many daily activities that we take for granted. Elderly, ill or disabled people are particularly at risk. This project involves raising awareness of the causes and consequences of power cuts, how to be prepared and support available for people who may be vulnerable during a power cut. You and others you engage will help friends, family, neighbours and other community members, with the aim of signing up at least 30 people to the Priority Services Register.

How to use this guide

- Follow this step-by-step guide to plan, run and evaluate your very own power cut advice project. You might take more or less time than is set out in the guide to complete a step – don't worry, this is your project so you can decide how you use the time available. If you have other ideas that aren't included in the guide, feel free to use them and adapt the guide to meet your own needs.
- Refer back to the [Energy Tutorial](#) to get ideas for energy saving tips you might need during your project.
- Make sure you keep safe. When your project involves activities outside of your home, you should carry out a risk assessment and ensure you have appropriate adult supervision if you're under 18. [Click here](#) to download tips and a template risk assessment form.
- At the end of each week, update your Activity Log to keep a record of what you've done and save any photos, videos or other materials you've produced. Download an Activity Log to fill in by [clicking here](#).
- When you finish your project, complete the [End of Project Survey](#) and send information about what you've done, along with your photos, videos and materials produced, to energyenvoys@nef.org.uk to claim your Energy Envoys Certificate from the National Energy Foundation.
- Remember you must spend a minimum of **one hour per week** volunteering for the time required at your level for it to count towards your Bronze, Silver or Gold Award.

Tracking your progress

At the end of your project you'll need to report on the number of events or talks you've delivered, the number of leaflets and crisis packs you've distributed and the number of people you've engaged and signed up to the Priority Services Register. The people you've engaged might include those given advice, reached by social media or who attended an event or talk. Here's what you should do:

Week 1-3



If you haven't already, make sure you've completed the three week [Energy Tutorial](#) first to get lots of ideas and tips that will help you with your power cut advice project.

This project is all about power cuts and helping people who may be vulnerable during a power cut to access important support, so the *Power cuts – causes, consequences and help available* factsheet in the [Energy Usage](#) module will be particularly useful for your project!

Week 4



The aim of your project is to help at least 50 people to sign up to the Priority Services Register, which is a free service offering extra support to people who may be vulnerable during a power cut. For a reminder about what the Priority Services Register is, have a look at the *Power cuts – causes, consequences and help available* factsheet in the [Energy Usage](#) module of the Energy Tutorial.

Start your project by thinking about where you are going to run four power cut advice sessions in your community. Discuss your ideas as a group or brainstorm on your own. Power cuts can be a big problem for people who need electricity for medical equipment or for those who are elderly, very ill or disabled, so you will need to offer advice to these people or to their friends, family or neighbours.

For example, your friends and classmates might have grandparents or elderly neighbours they could help, so could you arrange a talk for your class or DofE group to provide power cut advice and tips on how to sign people up to the Priority Services Register? Or maybe you could arrange to visit your local GP practice during a flu clinic, attend an Age UK coffee morning or have a stand at a Citizens Advice office to help people to sign up?

Compare your ideas by considering the pros and cons of each. Factors to think about might include:

- Target group – would the audience be vulnerable during a power cut or know people who would benefit from your power cut advice?
- Location – how will you get there?
- Point of contact – who will you need to talk to?

- Permission – would they be happy for you to offer advice there?
- Anything else?

By the end of this week you should have decided where you are going to offer your four power cut advice sessions. Talk to the person who is in charge at the place you have chosen and make sure they are happy for you to complete your project there before the next step. Why not take a copy of this guide with you to explain the project to them? Remember to mention that the purpose of the project is to help people who may be vulnerable during a power cut to access important support!

Don't forget to keep a record of what you've done and the number of people you've engaged and helped to sign up to the Priority Services Register, and save any photos, videos or other materials you've produced.

Week 5



This is your planning week. Use this week to plan what power cut advice you are going to provide and all the tasks that need to be completed to deliver your project. It might seem like there is a lot to think about, but the key is to have a good plan! Your project will include the tasks below, but there might be other things you need to do too.

- Plan and research what advice you will provide (Week 6)
- Create handouts and other materials, such as a presentation if you plan to give a talk (Weeks 7 and 8)
- Deliver four advice sessions in your chosen location (Weeks 9-13)
- Follow up with the people you advised to find out how many people they have signed up to the Priority Services Register (Week 14-15)
- Plan, prepare and deliver a door-to-door campaign (Weeks 16-20)
- Follow up with the people you have advised and make sure you have signed up as many people who may be vulnerable during a power cut as possible to the Priority Services Register (Weeks 21-23)
- Share your advice and project achievements with your wider community (e.g. using social media or by contacting your local newspaper) (Weeks 24 and 25)
- Anything else?

At the end of your project you will also need to fill out [this table](#) to let us know your project results, so make sure you record the following information as you go:

- The number of events or talks you have delivered or attended

- The total number of people you have supported, engaged or advised
- The number of leaflets you have distributed
- The number of crisis packs you have distributed (see Weeks 7-8)
- The number of people you have signed up to the Priority Services Register and the estimated number of people who have signed up themselves or with the support of other people you have engaged through your advice sessions and door-to-door campaign

By the end of this week you should have agreed who is going to do what (if you are volunteering as part of a group), as well as planned and agreed a date and time for your four power cut advice sessions.

Week 6



This week you will plan and research the power cut advice that you will provide.

You could include advice on:

- Free support available for people who may be vulnerable during a power cut
- How to sign up to the Priority Services Register
- How to be prepared in case there is a power cut
- What to do if there is a power cut
- Who to contact if there is a power cut

The most important advice to include is the support available for people who may be vulnerable during a power cut and how to sign up to the Priority Services Register. All the advice you provide in your materials needs to be based on information in this project guide and the *Power cuts – causes, consequences and help available* factsheet in the [Energy Usage](#) module of the Energy Tutorial. Here you can also find a reminder of who is eligible to sign up to the Priority Services Register and what free support it offers.

In the Midlands, South West or South Wales, the network operator is Western Power Distribution. People who may be vulnerable during a power cut living in these areas can sign up to the Priority Services Register by:

1. filling in this online form: www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register (make sure you select

“Energy Envoys DoFE” from the drop down list when asked where you heard about this Priority Services Registration);

2. filling in a freepost leaflet from Western Power Distribution (email energyenvoys@nef.org.uk to ask for some leaflets);
3. downloading the “WPD Power Cut Reporter” mobile app; or
4. using the contact details listed here: www.westernpower.co.uk/About-us/Priority-Services.aspx

Anyone who is helped to sign up to the Priority Services Register (either by you or by someone you have advised) needs to give permission for their details to be registered and to be made aware that their details may be sent to partner agencies, such as their electricity supplier or local water company to ensure they get all the help they may need.

By the end of this session you should have collected all the information and advice you need to produce your materials for your advice sessions.

Week 7-8



Use these two weeks to produce all the materials you need for your advice sessions based on information in this project guide and the *Power cuts – causes, consequences and help available* factsheet in the [Energy Usage](#) module of the Energy Tutorial. This could include a presentation, if you are going to be giving a talk, and information leaflets explaining the support provided through the Priority Services Register and how to sign someone up.

Remember to mention in all your materials that people who may be vulnerable during a power cut can be signed up to the Priority Services Register by:

1. filling in this online form: www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register (make sure anyone who helps someone to sign up selects “Energy Envoys DoFE” from the drop down list when asked where they heard about this Priority Services Registration);
2. filling in a freepost leaflet from Western Power Distribution (email energyenvoys@nef.org.uk to ask for some leaflets);

3. downloading the “WPD Power Cut Reporter” mobile app; or
4. using the contact details listed here: www.westernpower.co.uk/About-us/Priority-Services.aspx

Also make sure your materials explain that anyone who helps someone to sign up to the Register needs to obtain permission from the person to register them.

Western Power Distribution might also be able to provide crisis packs containing useful items, such as a torch and foil blanket, for you to give to people who may be particularly vulnerable during a power cut – contact energyenvoys@nef.org.uk to find out if there are any packs available, remember that these are only for the most vulnerable.

Week 9



It's time to deliver your first power cut advice session! This is your chance to raise awareness about how to be prepared in case there is a power cut and the support that's available for people who may be vulnerable during a power cut.

Remember to take lots of photos or videos to record the memories and make a note of the number of people you engage and sign up and the number of leaflets and crisis packs you hand out ready to fill in [this table](#) at the end of your project.

Week 10



Well done for completing your first power cut advice session!

This is a reflection week. Reflect on how your first power cut advice session went and if there are any changes or improvements you could make ready for your next session. What went well and what could you do differently for your next session? Make notes in your Activity Log and get ready to deliver your second session next week.

Week 11



It's time to deliver your second power cut advice session! This is your chance to raise awareness about how to be prepared in case there is a power cut and the support that's available for people who may be vulnerable during a power cut.

Remember to take lots of photos or videos to record the memories and make a note of the number of people you engage and sign up and the number of leaflets and crisis packs you hand out ready to fill in [this table](#) at the end of your project.

Week 12



It's time to deliver your third power cut advice session! This is your chance to raise awareness about how to be prepared in case there is a power cut and the support that's available for people who may be vulnerable during a power cut.

Remember to take lots of photos or videos to record the memories and make a note of the number of people you engage and sign up and the number of leaflets and crisis packs you hand out ready to fill in [this table](#) at the end of your project.

Week 13



It's time to deliver your fourth power cut advice session! This is your chance to raise awareness about how to be prepared in case there is a power cut and the support that's available for people who may be vulnerable during a power cut.

Remember to take lots of photos or videos to record the memories and make a note of the number of people you engage and sign up and the number of leaflets and crisis packs you hand out ready to fill in [this table](#) at the end of your project.

Week 14-15



Well done for completing all your power cut advice sessions!

Use these two weeks to follow up with the people you advised to find out how many people they have signed up to the Priority Services Register and make sure you have signed up as many people as possible.

Week 16



Using all the information that you've gathered and everything you've learned so far, plan a door-to-door campaign to sign up people who may be vulnerable during a power cut to the Priority Services Register. Things to think about include:

- Location – is there a particular street, area or place you could visit which is likely to have a high number of people who may be vulnerable during a power cut (e.g. elderly, ill or disabled)?
- Target group – do you already know of friends, family or neighbours who may be vulnerable during a power cut who you could visit to sign up to the Priority Services Register?
- Anything else?

By the end of this week you should have decided where you are going to run your door-to-door campaign and any particular people or groups you will visit to help to sign up to the Priority Services Register.

Week 17



This week plan the materials you need for your door-to-door campaign. You might want to consider a leaflet, letter, poster or script for what you will say when you visit each person.

Remember to mention in all your materials that people who may be vulnerable during a power cut can be signed up to the Priority Services Register by:

1. filling in this online form: www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register (make sure anyone who helps someone to sign up selects “Energy Envoys DoFE” from the drop down list when asked where they heard about this Priority Services Registration);
2. filling in a freepost leaflet from Western Power Distribution (email energyenvoys@nef.org.uk to ask for some leaflets);
3. downloading the “WPD Power Cut Reporter” mobile app; or
4. using the contact details listed here: www.westernpower.co.uk/About-us/Priority-Services.aspx

Also make sure your materials explain that anyone who helps someone to sign up to the Register needs to obtain permission from the person to register them.

If you plan to sign people up to the Priority Services Register yourself when you visit, you could do this by filling in a the freepost leaflet from Western Power Distribution (you can email energyenvoys@nef.org.uk to ask for some leaflets) or by downloading

the “WPD Power Cut Reporter” app for your mobile phone to sign people up there and then.

Western Power Distribution might also be able to provide crisis pack for you to give to people who may be particularly vulnerable during a power cut – contact energyenvoys@nef.org.uk to request packs, remember that these are only for the most vulnerable.

Week 18



This week produce all the materials you need for your door-to-door campaign based on information in this project guide and the *Power cuts – causes, consequences and help available* factsheet in the [Energy Usage](#) module of the Energy Tutorial. You might be producing a leaflet, letter, poster, script for what you will say when you visit each person or emailing energyenvoys@nef.org.uk to ask for some freepost leaflets.

Week 19-20



It's time to run your door-to-door campaign! Run your campaign as planned and try to sign up as many people as possible to the Priority Services Register.

Remember to take lots of photos or videos to record the memories and make a note of the number of people you engage and sign up and the number of leaflets and crisis packs you hand out ready to fill in [this table](#) at the end of your project.

Week 21-22



Well done for completing your door-to-door campaign!

Use these two weeks to follow up with the people you advised to find out how many have signed up to the Priority Services Register and make sure you have signed up as many people as possible.

Remember that you are aiming to help 50 people to sign up to the Priority Services Register overall. You can count people you have directly signed up, people who have signed up themselves and people signed up by those you have engaged through your advice sessions towards this total.

If you still need to get more people to register to reach 50 sign ups, make sure you have signed up elderly, ill or disabled friends, family or neighbours you know during these two weeks.

Week 23



This week total up all the people you have signed up to the Priority Services Register and the estimated number of people who have signed up themselves or with the support of other people you have engaged through your advice sessions. Fill in [this table](#) with all your figures for:

- The number of events or talks you have delivered or attended
- The total number of people you have supported, engaged or advised
- The number of leaflets you have distributed
- The number of crisis packs you have distributed (Weeks 7-8)
- The number of people you have signed up to the Priority Services Register and the estimated number of people who have signed up themselves or with the support of other people you have engaged through your advice sessions and door-to-door campaign

and send it to energyenvoys@nef.org.uk. Thank you!

Week 24



It's time to share your achievements with your community. You might have already started planning this in Week 5, but if not, decide how you will share the message about your project and with who. You could give a talk for your classmates, use social media, contact the local newspaper or write an article for a newsletter. Remember to explain why your project is important in terms of helping people who may be vulnerable during a power cut, describe what you've done and the impact of your project in terms of the number of people you have helped to sign up to the Priority Services Register.

Use this week to prepare materials for this and to make any necessary arrangements. Make sure you have made a note of your key points and print off anything you need. Photos and videos will help to bring it to life.

Week 25



This week you will share your achievements with your community. You could be giving a presentation, promoting an article you've written or using social media to spread the message about your project. Try to share your achievements as widely as possible!

And finally, don't forget to thank all the people who have helped you with your project, especially any other volunteers who gave up their time to make it a success.

Week 26



Congratulations on completing your energy saving project! It's time to evaluate your project and reflect on your achievements by filling in the End of Project Survey. To claim your Energy Envoys Certificate from the National Energy Foundation, please fill in the survey by [clicking here](#) and send your photos, videos and other materials produced to energyenvoys@nef.org.uk.

Thank you for volunteering with us!