

Why power is lost



Regardless of how much we protect, maintain and improve our network, faults will still occur. If an unexpected incident does occur, some customers may lose power. Whilst we do try to minimise power interruptions, supply may be lost for a variety of reasons, some of which are shown below.

- High winds are the most common source of outages. Wind can cause wires to clash together and short out.
- Tree limbs or entire trees can fall across lines damaging the equipment and causing a fault. Even trees brushing against a line can cause intermittent or temporary loss of supply. We minimise these problems with extensive tree-trimming, employing specialist tree surgeons to carry out this work whilst bearing in mind the environmental and aesthetic impact.
- Lightning may strike a transformer or substation
- Floods may affect substations
- Cables may be damaged by a third party
- In very rare circumstances, there may not be enough power available and it could become necessary to switch off some customers for a short period.
- Operational restrictions - Sometimes we have to cut the power off for safety reasons whilst we repair a fault on a high voltage line.