

What happens when the power goes off?

First check whether there is a local power cut – check with neighbours or call 105 from your mobile

If the lights or power in your house, or part of the house go off, then it probably means that the trip switches are working properly

Electric circuits are fitted with circuit breakers called trip switches which are located in a consumer unit (similar to that shown)



If there is a problem with the electrics in your home, a switch will trip off and break the electricity supply to that circuit.

A trip switch or button usually operates because:

- A circuit is overloaded – there may be too many fittings or appliances connected
- An appliance may be faulty or is being used incorrectly eg using a knife to extract a piece of toast from a toaster
- A power lead may be damaged
- A light bulb has blown

Location of your Consumer Units

Location Displayed on Notice Board

To reset a trip switch:

- Locate the consumer unit and open the cover (there may be more than one unit)
- Identify which switch has been tripped to the “OFF” position and which room / area has been affected. Switch off lights and unplug appliances on that circuit
- Push the trip switch back to the ON position



If the trip goes again, it is likely to be because one of your appliances is faulty. You will need to identify which appliance and ensure that it is unplugged before trying again

Do not carry on resetting the trip switch if it keeps tripping off. Instead, contact British Gas with whom we have an emergency contract on 0333 202 9797

Please also message Mat to advise him of the issue