

PENALLT COMMUNITY EMERGENCY PLAN

OPERATIONAL ACTION CARD

PROLONGED POWER OUTAGE

REFERENCE	CEP-AC-03	CLASSIFICATION	OPERATIONAL
VERSION	0.2	STATUS	Draft for operational review
ISSUED	12 July 2026	REVIEW	July 2027 or after activation/exercise

☐ MONITOR Outage risk or brief interruptions; verify and prepare.	☐ STANDBY A prolonged local outage is credible; confirm needs and resources.	☐ ACTIVATE Serious or extended impacts are occurring; coordinate support.
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FALLEN POWER LINES CAN KILL: Stay well away and keep others clear. Call 999 if there is immediate danger and report the fault through 105. Never use a fuel-burning generator indoors.

PURPOSE

Provide a rapid, safe and coordinated community response when an electricity interruption lasts beyond Penallt's usual brief outages or creates serious welfare consequences. The current plan records frequent short interruptions and around six outages lasting several hours each year. Many homes rely on electricity for heating, cooking, broadband/Wi-Fi calling and medical or mobility equipment. Pelham Hall has limited battery storage, but no generator capability should be assumed. This card supports the full Penallt Community Emergency Plan and does not replace National Grid or emergency-service instructions.

ACTIVATION TRIGGERS

MONITOR	Severe weather, network maintenance or repeated brief interruptions indicate increased risk; 105 or local reports show a fault may affect Penallt; and no serious or widespread local impact is confirmed.
STANDBY	An outage is confirmed across several properties; restoration is expected to take more than two hours or the estimate is uncertain; mobile or broadband service is failing; or a resident reports concern about heating, cooking, refrigerated medication or powered equipment.
ACTIVATE	The outage is widespread or expected to exceed six hours; a person is at immediate medical or welfare risk; fallen lines, fire or damaged equipment are reported; severe weather or blocked roads restrict access; Pelham Hall support is needed; or MCC/emergency services request community assistance.

Important: Penallt has no warden network and mobile coverage is inconsistent. Broadband and Wi-Fi calling may fail during an outage. Do not promise restoration times, generators, charging or a personal check until availability is confirmed.

PRIORITIES

1 Protect life Keep clear of damaged lines; escalate fire and medical emergencies.	2 Establish the extent Confirm affected area, 105 reference, cause and restoration estimate.	3 Support essential needs Prioritise powered equipment, medication, heating and cooking risks.
4 Maintain communications Conserve phone power and establish non-internet fallbacks.	5 Manage limited power Control Pelham Hall battery use and reject unsafe generator arrangements.	6 Log and coordinate Record decisions, contacts, tasks, outcomes and handovers.

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FIRST 30 MINUTES

- Confirm who is acting as Community Emergency Coordinator and appoint a log keeper if available; record the time and source of the first report.
- On any Met Office weather warning or NRW flood warning affecting Penallt, charge the Pelham Hall batteries from the grid to 100% while mains power remains available. Confirm charging and log the starting charge and time.
- Start the separate Community Emergency Incident Log. Record the current status: Monitor, Standby or Activate.
- Verify the outage through 105 or the National Grid power-cut map. Record the affected area, incident reference, known cause and restoration estimate.
- Call 999 for fallen lines creating immediate danger, fire, electric shock, serious injury or a medical emergency. Keep everyone well clear of damaged equipment.
- Identify urgent welfare risks: powered medical or mobility equipment, refrigerated medication, loss of electric heating or cooking, people living alone and loss of communications.
- Confirm which communication channels and volunteers are actually available. Assign only specific low-risk tasks, normally in pairs, with check-in/check-out.
- Issue the first public update: extent, 105 reporting advice, known restoration estimate, immediate safety advice and time of the next update.
- Assess whether Pelham Hall should be placed on standby. Confirm keyholder availability and current battery state; do not open it automatically.

COMMUNICATIONS

- Use one nominated communicator and one agreed core message across WhatsApp, Facebook, email and the website while those channels remain available.
- Tell residents to report and track the outage through 105, conserve phone batteries, use torches rather than candles, switch off non-essential high-load appliances and leave one light on.
- Plan for broadband and Wi-Fi calling to fail. Use SMS, direct telephone calls, battery radio, safe neighbour-to-neighbour relaying and notices where practical.
- Penallt has no warden network. Do not promise that every household will receive a personal check or that volunteers can provide power or transport.
- Update every 60-120 minutes during activation, or immediately after a significant change. Share the latest verified restoration estimate and say when there is no change.

WELFARE

- Prioritise anyone dependent on powered medical or mobility equipment, refrigerated medication, electric heating or cooking, and people who are older, very young, living alone or otherwise at increased risk.
- Make telephone contact first. Ask about battery backup, warmth, food and water, medication, communications and the expected safe operating time of essential equipment.
- Advise equipment-dependent residents to contact 105 and their equipment or healthcare provider. Use NHS 111 Wales for urgent health advice and 999 for immediate danger. Volunteers must not modify equipment or give clinical advice.
- Deliver powerbanks, torches, warm drinks or other essentials only where there is a clear need and a safe plan. Record only the minimum personal information necessary.

PROLONGED POWER OUTAGE ACTIONS

- Keep people, vehicles and animals well away from fallen or damaged lines, poles, transformers and anything touching them. Report through 105 and call 999 for immediate danger.
- Track the National Grid incident reference and restoration estimate. Record significant changes, repeated interruptions and reports that do not match the published affected area.
- Advise residents to use torches rather than candles, keep fridge and freezer doors closed and unplug or switch off non-essential and sensitive equipment until supply is stable.
- Treat concerns about refrigerated medication as a health or pharmacy issue. Do not declare food or medication safe; direct residents to the appropriate professional or official guidance.
- Monitor secondary impacts on heating, cooking, broadband, mobile coverage, water supply, alarms, security and safe road access. Move to another Action Card if a separate incident develops.
- Never use a petrol or diesel generator indoors or in an enclosed space. Never connect a generator to a building supply except through an approved changeover arrangement operated by competent persons.
- Do not undertake electrical repairs, open network equipment or improvise extension-lead schemes. Only authorised and competent people may operate specialist power equipment.
- Treat repeated on/off supply as an ongoing outage. After stable restoration, advise residents to reconnect high-load appliances gradually and report abnormal smells, sparks or damaged equipment.

PELHAM HALL ACTIONS

- The Community Emergency Coordinator decides whether Pelham Hall remains closed, becomes an operational base or opens as a Community Support Centre.
- Confirm authorisation, safe access, staffing, water and sanitation, battery state of charge, available solar generation and the expected duration. Electric heating and cooking are high-load uses.
- If opened: contact a keyholder, retrieve the Emergency Box, inspect the building, appoint a Hall/Support Centre Lead and nominate an authorised person to manage battery and electrical loads.
- Set an energy budget. Prioritise emergency lighting, communications, limited device charging and essential welfare needs; restrict heating, ovens, kettles and other high-load equipment unless capacity is confirmed.
- Publish opening times, purpose, services available and limitations. Do not assume a generator is installed or available, and do not accept medical equipment or refrigerated medication unless safe arrangements are confirmed.

STAND-DOWN CHECKLIST

- Confirm that National Grid reports restoration, local supply is stable and no further serious interruption or secondary impact is expected.
- After the warning expires and the immediate risk has passed, restore normal battery settings unless another active risk requires 100% reserve.
- Stop tasking, account for all volunteers, close check-ins and tell residents when community updates or support arrangements will end.
- Follow up unresolved medical, equipment, heating, food, water or communications concerns and hand them to the appropriate service or responsible person.
- Close Pelham Hall safely if used, recover equipment, recharge emergency devices, record battery energy and supplies used and restore agreed building and battery settings.
- Secure the Incident Log and arrange a debrief within 72 hours. Record changes required to the plan, guide, resources and this card.

INCIDENT LOG

- Begin the separate Community Emergency Incident Log at Standby or Activate - earlier if decisions, welfare contact or volunteer tasking have started.
- For each entry record: time, source, information, decision/action, owner, outcome, 105 incident reference and any other official reference number.
- Do not record unnecessary personal or medical information. Secure completed logs and hand them to the Community Emergency Coordinator at stand-down.

LIFE RISK	POWER CUT	NHS 111 WALES	MCC OOH	WELSH WATER	OFFICIAL INFO
999	105	111	0300 123 1055	0800 052 0130	NATIONAL GRID

Operational basis: Penallt Community Emergency Plan v2.1 Draft; Penallt Community Risks and Response Guide v2.1 Draft; National Grid Electricity Distribution and UK Prepare power-cut guidance. Official instructions take precedence.