

English	Cantonese
<p>If your power is interrupted</p>	<p>如果電力中斷</p>
<ul style="list-style-type: none"> ■ Check that your neighbours are without electricity too and that they are all right. If they are still on, reset your trip switch, if you have one. The supply may then come back on. ■ Switch off all your electrical appliances. ■ Leave a light on so you know when your power is restored. ■ Keep a blanket and a hot water bottle near you. ■ Wrap up warm. ■ Keep one room as warm as you can and stay in it. 	<ul style="list-style-type: none"> ■ 檢查鄰居是否也已經斷電以及情況是否正 常。如果鄰居依然有電，請將跳閘開關（如果安 裝）重定。供電可能會隨後恢復正常。 ■ 關閉所有電器。 ■ 留一盞燈打開，以便在供電恢復時知曉。 ■ 將毛毯和熱水瓶放在身邊。 ■ 多穿衣物保暖。 ■ 儘量使您所處的房間保持溫暖。
<p>Customers with special needs</p>	<p>有特殊需求的客戶</p>
<p>Perhaps you use electricity to power medical equipment at home such as a dialysis machine, an oxygen concentrator, a ventilator or a ripple bed.</p>	<p>也許您在家使用諸如透析機、氧氣機、通風機或 波動床等使用電力作為能源的醫療設備。</p>
<p>If you have not already done so, call us and we will add your name to our Priority Service Register of customers with special medical needs.</p>	<p>如果您尚未這樣做，請打電話給我們，我們會將 您的姓名新增到有特殊醫療需求的客戶「優先服 務登記簿」中。</p>
<p>We will do our best to restore your power as soon as possible but it is very important that you make contingency arrangements to cover any interruption in your supply. Your medical adviser should be able to help you with this.</p>	<p>我們將竭盡全力儘快恢復您的電源供應，但您做 好處理意外斷電的妥善安排是非常重要的。您的 醫療顧問應該能夠幫助您做到這一點。</p>
<p>This leaflet can also be provided in large print, Braille and audiotape. It can also be downloaded from our website www.ce-electricuk.com</p>	<p>本傳單還提供大幅印刷、盲文印刷和錄 音版本。還可以從我們的網站 www.ce-electricuk.com 上下載</p>

<p>Contacting us is simple</p>	<p>聯絡我們非常簡單</p>
<p>North East of England and North Yorkshire. In an emergency, call: 0800 66 88 77 If you are hard of hearing and have a text phone, call: 0800 169 7602</p>	<p>英格蘭東北部和北約克郡。 緊急情況請撥打： 0800 66 88 77 如果存在聽力障礙並且有文字電話，請撥打： 0800 169 7602</p>
<p>West, East, South Yorkshire and Northern Lincolnshire. In an emergency, call: 0800 37 56 75 If you are hard of hearing and have a text phone, call: 0800 028 9507</p>	<p>西、東、南約克郡和林肯郡北部。 緊急情況請撥打： 0800 37 56 75 如果存在聽力障礙並且有文字電話，請撥打： 0800 028 9507</p>
<p>Preparing for winter</p>	<p>為冬季做好準備</p>
<p>Hot tips for customers</p>	<p>客戶熱點提示</p>
<p>CE Electric UK</p>	<p>CE Electric UK</p>
<p>How we are preparing for winter</p>	<p>我們如何為冬季做好準備</p>
<p>Whatever the weather this winter, at CE Electric UK we are better prepared than ever before.</p>	<p>無論今年冬季天氣如何，我們 CE Electric UK 都將比以前準備得更加充分。</p>
<p>In the last year alone we have invested more than £100 million in replacing or updating essential equipment in our efforts to secure your electricity supply.</p>	<p>僅過去一年我們就已經在更換或升級核心設備方面投資 1 億多英鎊，以便努力確保您的供電正常。</p>
<p>CE Electric UK distributes electricity to its customers in the North East of England, Yorkshire and Northern Lincolnshire through its subsidiaries, Northern Electric Distribution Limited and Yorkshire Electricity Distribution plc. We are using helicopters to check our network of overhead lines to pinpoint any areas that might need action. This includes not just repairing lines but also cutting back tree branches which might grow</p>	<p>CE Electric UK 透過其子公司 Northern Electric Distribution Limited 和 Yorkshire Electricity Distribution plc 為其在英格蘭東北部、約克郡和林肯郡北部的客戶提供電力。我們使用直升機檢</p>

<p>into them.</p>	<p>查高架電網線路，以便精確指明可能需要採取行動的區域。這些行動不僅包括修理線路，還包括砍伐可能會生長至電線處的樹木枝條。</p>
<p>We have the latest technology to locate potential problems and to restore power as quickly as possible.</p>	<p>我們使用最新技術定位潛在事故並儘快恢復供電。</p>
<p>Our customer call centre is open 24 hours a day 365 days a year. Staff include not just call handlers but controllers who mobilise support, such as our Rapid Response Team of engineers, when and where required.</p>	<p>我們的客戶電話服務中心全年 365 天、每天 24 小時提供服務。員工不僅包括電話接聽員，還包括安排支援的控制員，例如在提出要求的時間和地點安排我們的工程師「快速回應團隊」。</p>
<p>Despite all our efforts, severe weather can still cause power interruptions. Sometimes these are planned, in which case we'll do our best to give you advance notice.</p>	<p>儘管我們已經盡最大努力保持供電正常，但惡劣的天氣依然能夠導致電力中斷。有時需要按計劃斷電，這種情況下我們將盡力提前通知您。</p>
<p>In case your power is interrupted, here are some hot tips to make sure you keep warm and have everything you need.</p>	<p>如果電力中斷，這裏是一些保證您溫暖和萬事俱備的熱點提示。</p>
<p>What you should consider</p>	<p>您應該考慮哪些情況</p>
<p>Knowledge may not literally be power in these circumstances but it is still vital.</p>	<p>在這些情況下知識可能無法變成電源，但它仍是至關重要的。</p>
<p>To avoid being caught unawares, ask yourself:</p> <ul style="list-style-type: none"> ■ Is the boiler for your central heating system powered by electricity? If so, it won't work. ■ Will your gas oven or gas hob work without electricity? ■ Do you have a cordless phone? If so, it won't work. ■ If you have a plug-in phone, will it take batteries? ■ Does your fire alarm or emergency lighting system have battery back-up? If you don't know, ask your installer. 	<p>為避免發生意外，請問自己：</p> <ul style="list-style-type: none"> ■ 您的中央取暖系統鍋爐是否用電工作？如果是，那斷電後它將停止工作。 ■ 您的燃氣竈或燃氣烤架斷電後能夠工作嗎？ ■ 您是否有無線電話？如果有，那斷電後它將停

<ul style="list-style-type: none"> ■ Should you consider buying a portable heater or a gas lamp? If you do, remember to use them safely. ■ Have you got a torch? 	<p>止工作。</p> <ul style="list-style-type: none"> ■ 如果有插入式電話，那它是否需要電池？ ■ 您的火警或緊急照明系統是否有後備電池？ <p>如果您不知道，請諮詢安裝人員。</p> <ul style="list-style-type: none"> ■ 您是否應該考慮購買便攜取暖器或煤氣燈？ <p>如果是，請記住安全使用它們。</p> <ul style="list-style-type: none"> ■ 您是否有手電筒？
<p>Once you know the answers to these questions, you can make a plan to see you through.</p>	<p>當您知道這些問題的答案後，就可以制定應對計劃。</p>
<p>How you should prepare</p>	<p>您應該如何準備</p>
<p>If you hear your power will definitely be interrupted:</p> <ul style="list-style-type: none"> ■ Tune in your battery-powered radio to your local station. ■ Keep your torch handy – it’s much safer than candles. ■ Recharge your mobile phone, if you have one. ■ Fill a vacuum flask and a hot water bottle. ■ Have a hot meal. ■ Back-up any computer work you are doing. ■ If you have a stair lift, avoid using it. Keep a battery-powered telephone on each floor of your home so you can call someone if you need help. 	<p>如果您得知確實將會斷電：</p> <ul style="list-style-type: none"> ■ 將電池供電的收音機調至當地電臺。 ■ 將手電筒帶在身邊 – 它比蠟燭更加安全。 ■ 如果有移動電話，請為它充好電。 ■ 在保溫瓶和熱水瓶中裝滿水。 ■ 吃一頓熱飯。 ■ 備份目前所做的任何電腦工作。 ■ 如果有電梯輪椅，請避免使用它。在您家中每層樓上放置一部電池供電的電話，以便在需要幫助時撥打某人的電話。