

# Emergency contacts

## AF Charge Card

AF should be your first port of call for any card queries during normal office hours.

For lost or stolen cards out of office hours please call Barclaycard 0800 008 008.

You will be required to answer some security questions. The cards are all registered to the AF office as below:

Business address: The AF Group, Honingham Thorpe, Colton, Norwich, NR9 5BZ.

Email address: [chargecard@theafgroup.co.uk](mailto:chargecard@theafgroup.co.uk)

Office phone number: 01603 881 881

Cardholder's own home address and date of birth are registered with Barclaycard as per information you initially provided when applying for card – these will be known to you and should be provided if these are asked for.

## Mobile

Vodafone: 03333 040 191

O2: 03448 090 202

EE: 08000 790 158

## Landlines

Vodafone / CommTech: 03003 233 303

BT: 0800 672 205

## Broadband

Vodafone / CommTech: 03003 233 303

BT: 0800 672 205

## Insurance

In the first instance call landline number, if this is not answered please leave a message.

Your message will then be emailed to the appropriate person.

Alan Boswell Group: 01603 218 099.

## Gas

The following information (if available) will be required prior to the call:

- address
- location of the suspected leak
- how many people are at the property/premises
- how long has the smell been noticeable
- are any neighbouring properties affected
- name and contact phone number

If you smell gas call: 0800 111 999.

## Electricity - power cuts

Area	Company	Emergency No.	Website	Twitter account
North Scotland	SSE Power Distribution	0800 300 999	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>	@hydroPD
Central and Southern Scotland	SP Energy Networks	0800 092 9290 or 0330 1010 222 from a mobile phone	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>	@SPEnergyNetwork
North East England	Northern Powergrid	0800 668 877	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>	@Northpowergrid
North West England	Electricity North West	0800 195 4141	<a href="http://www.enwl.co.uk">www.enwl.co.uk</a>	@ElectricityNW
Yorkshire	Northern Powergrid	0800 375 675	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>	@Northpowergrid
Merseyside, Cheshire, North Wales and North Shropshire	SP Energy Networks	0800 001 5400 or 0330 1010 400 from a mobile phone	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>	@SPEnergyNetwork
East Midlands, West Midlands, South Wales and South West England	Western Power Distribution	0800 6783 105	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>	@wpduk
Eastern England	UK Power Networks	0800 783 8838 or 0333 202 2021 from a mobile phone	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>	@UKPowerNetworks
Southern England	SSE Power Distribution	0800 072 7282	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>	@southernelecPD
London	UK Power Networks	0800 028 0247 or 0333 202 2022 from a mobile phone	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>	@UKPowerNetworks
South East England	UK Power Networks	0800 783 8866 or 0333 202 2023 from a mobile phone	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>	@UKPowerNetworks
Northern Ireland	Northern Ireland Electricity	0345 764 3643	<a href="http://www.nie.co.uk">www.nie.co.uk</a>	@NIElectricity

Contact information kindly provided by the Energy Networks Association - <http://www.energynetworks.org>

### AF emergency contacts

Barry Crossan: 07814 546 381

Sean Chamberlin: 07770 646 635