



We would like all our electricity supplies to be completely reliable, but unfortunately losses of supply do occur.

Northern Ireland Electricity plc.
Registered Office: 120 Malone Road, Belfast BT9 5HT

Registered in Northern Ireland NI 26041
A member of the Viridian Group

disruption to electricity supplies

helping us to help you

LOSS OF ELECTRICITY SUPPLIES ▶▶

One of Northern Ireland Electricity's main priorities is to ensure, as far as is possible, that you have an uninterrupted supply of electricity. Unfortunately it is impossible to eliminate faults completely.

Weather, vandalism and damage by contractors cause many faults every year, and extreme weather conditions, such as storms, can cause widespread and prolonged disruption to electricity supplies. Whether it be a single local fault, or many faults following severe weather, you can be assured that NIE will be doing everything possible to restore your supply as soon as possible.

SAFETY FIRST

Never approach broken lines or damaged poles, and keep children and animals away - report damage immediately to NIE. If your electricity supply has failed:

- Turn off electrical appliances such as cookers, ovens and irons.
- Take extra care if using candles, oil lamps or other naked flames.
- Test smoke alarms with fresh batteries.
- Ensure there is adequate ventilation if using gas heaters.
- Leave a light switched on so you know when electricity has been restored.

You should also ensure you have batteries for your radio to be able to listen to bulletins issued through the media.

IF YOU LOSE ELECTRICITY ▶▶

If your electricity supply is disrupted you should first check your household trip switch and fuses. You should check if your neighbours have also lost supply, and look out for obvious causes of the fault such as damaged lines or poles.

NEVER APPROACH DAMAGED EQUIPMENT

You should then contact:

NIE's Customer Helpline 08457 643 643
Please have your customer number and postcode available when you call.

WHAT NIE WILL BE DOING

Whether it is an individual fault or widespread damage, we will be doing our utmost to restore electricity supplies as soon as it is possible, and to make the best information we have available through our call handlers, our messaging systems and the media.

When there is widespread damage to the network a massive restoration effort will be put in place. In the first few hours the priority will be to plan the work, and move people and equipment to where they will be most needed.

It does not matter where you live, or how often you phone us, we prioritise restoration work in the following way:

- 1 We restore the critical main lines that are the backbone of the system.
- 2 We focus on restoring electricity supplies to the greatest numbers of customers in the shortest time.
- 3 Remaining small groups or individual customers are restored.

WHEN YOU CONTACT US ▶▶

When a fault occurs it takes time for us to establish the cause and assess how long it will take to repair. We will try to have this information available as soon as possible, but it may not always be available when you phone us.

If there has been widespread disruption it may take 24 to 36 hours before we have detailed information available. Therefore, we may only be able to give you very general information for the first hours following a major disruption.

When you call you may make contact with an operator, or more likely receive our automated service where you can leave details of the premises affected by the interruption and receive a message providing the latest information available. Exactly the same information will be available from call handlers, messaging and radio bulletins. Please do not continuously repeat dial.

You will also be advised how to report hazardous or life threatening situations. Please do not misuse this facility. Improper use will cause delays in our response to genuine emergencies.

IF YOU HAVE SPECIAL MEDICAL REQUIREMENTS

If you are dependent on electrical equipment for your healthcare needs you should consider in advance how you would cope if your electricity supply was interrupted. You may wish to prepare an emergency plan with your carer or medical professional.

Customers who are dependent on electrical equipment should join NIE's Critical Care Register. This priority service ensures that Critical Care customers can obtain up-to-date information if their power is lost.

For a registration form and further information PLEASE CALL US ON 08457 455 455

IF YOU ARE STILL WITHOUT ELECTRICITY - CALL AGAIN

As work progresses, during individual faults or major events, more specific information will become available to NIE and this will be made available to customers through our call handlers, helpline messages and media bulletins.

If neighbours who lost power at the same time as you have been restored to power, and you still have not, you should check your household trip switch and fuses again and then call NIE. You may be affected by further damage to the network that we are not yet aware of.

In some instances customers may have had their electricity restored through temporary means and it may be necessary to disconnect some customers to allow permanent repairs to be made.

**NIE's Customer Helpline
08457 643 643**



NIE SERVICE STANDARDS

Whether you require a connection to a new home or business, have experienced a fault or had problems with any aspect of your electricity supply, NIE has set itself standards to address the problems as quickly and efficiently as possible. To help us to help you, contact us initially on one of the following numbers:

**For new supply, alterations to lines and equipment, faults and disruptions to supply:
08457 643 643**

**For billing or payment enquiries:
08457 455 455**

1 Supply Restoration

Reconnect 87% of customers within 3 hours after a fault on our distribution system, and 100% within 24 hours.

2 Voltage Complaints

Correct voltage problems outside the stated limits within 6 months for all cases (subject to landowner's permission etc).

3 Provision of New Supplies of Electricity

Complete 100% of all new low voltage supply jobs for domestic customers within 30 working days of quotation being accepted and within 40 working days for non-domestic customers.

4 Reconnection After Non Payment

Reconnect 100% of customers disconnected for non-payment within 24 hours after all overdue payments have been made.

5 Re-Siting Meters

Reposition 100% of ordinary meters within 15 working days of our quotation being accepted.

6 Change of Meter on Change of Tariff

Change 100% of domestic meters within 10 working days of customer requests to change electricity tariff.

7 Meter Reading

Get an actual meter reading for 99.5% of all customers once every year.

8 Responding to Letters from Customers

Respond to 100% of customer letters within 10 working days.

This information is for general guidance only and as such is not intended to be an authoritative interpretation of, or a substitute in any way for, the Electricity (standards of performance) Regulations (Northern Ireland) 1999 or the Determination of Overall Standards of Performance made by the Director General of Electricity Supply for Northern Ireland.