



What you can do

Effective and safe use of electricity depends on the quality of your household electrical installation (including wiring) as well as on the nature of the supply delivered by NIE.

There are steps you can take to protect your electrical appliances.

- Purchase electrical equipment that comply with the British Standards Institution
- Give attention to where the items are stored and how they are ventilated
- Unplug electrical items when you experience an interruption to your electricity supply
- Fit surge protection devices to sensitive appliances such as computers and televisions. These can be purchased from your local DIY store or electrical retailer.

In addition for businesses, the fitting of an Uninterruptible Power Supply (UPS) or a similar device can protect computers, fax machines and telecommunications equipment from damage by over-voltage or under-voltage.

These protection devices should meet the National Standards set by the British Standards Institution. Three-phase equipment can be fitted with protection that disconnects all phases of supply in the event of low voltage or loss of power.

Make sure your insurance policy is up to date and that it covers damage to electrical appliances.

Seek Professional Advice

Installations, appliances, fuse boards and wiring should comply with BS 7671 "Requirements for Electrical Installation Contracting". Any alterations should be made by an electrical contractor who is a member of a recognised regulatory body.

We are here to help

If you have any questions or concerns please contact us by telephone 08457 643 643 or at our website at www.nie.co.uk/customerservice

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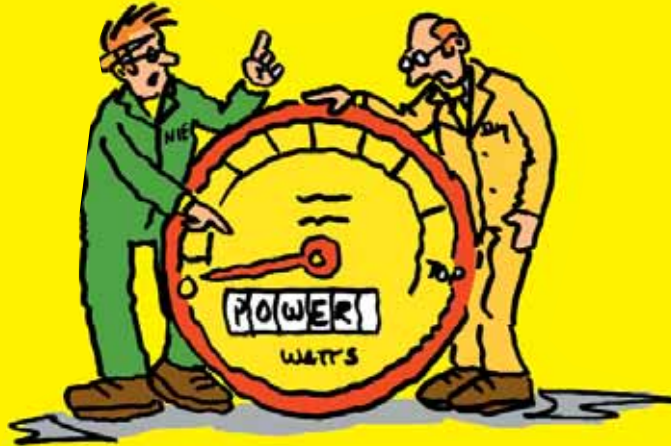
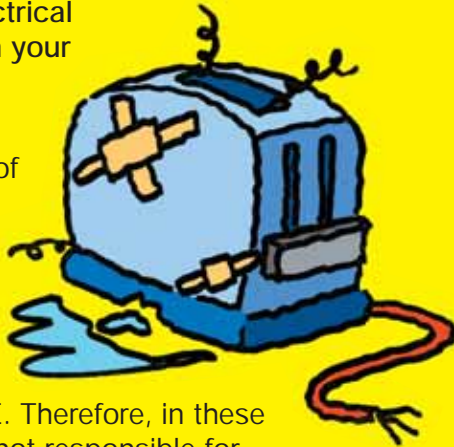
Customer Information

Damage to Electrical Appliances



One of Northern Ireland Electricity's main priorities is to ensure that you have an uninterrupted supply of electricity. Electricity networks worldwide are subject to power cuts and voltage fluctuations, and Northern Ireland Electricity's network is no different. Such incidents may have an effect on the working of sensitive electrical appliances in your home or business.

The majority of power cuts and voltage fluctuations on the network are outside the control of NIE. Therefore, in these cases NIE is not responsible for damage to electrical appliances or for any loss of freezer contents. You should ensure your house insurance covers this.



Interruption to electricity supply can be caused by:

- Lightning/severe weather
- Storm damage to overhead lines and electricity equipment
- Damage caused by contractors or others during excavation work
- Vandalism
- Cars, vans, lorries or farm machinery hitting cables and poles
- Animals and birds coming into contact with lines
- Voltage fluctuations generated by your own or another customer's appliances: for example welding gear
- Trees in contact with lines

What NIE is doing

Our network is designed to keep voltage within statutory limits. However, it is not technically feasible to design and build a network that will not be subject to some level of power cuts and voltage fluctuations.

We work continually to reduce disruptions to electricity supplies and we quickly restore power when problems occur.

We cannot control power cuts such as those caused by severe weather. However we use a number of measures to maintain power quality and to make our network reliable.

- We regularly maintain the network
- We fit lightning and power cut defence systems throughout the NIE network
- We replace out of date and broken equipment
- We provide clear information on where our cables are, to those digging in roadways etc
- We trim trees and keep branches away from power lines
- We install guards to keep animals away from power lines

