



# What to do during a power cut

Last updated: September 2015

Power cuts can happen for many reasons; there can be severe weather, damage to our cable and lines by others, a breakdown of our equipment or trees bringing wires down.

If you experience a power cut you can contact us 24 hours a day to report a power cut on **03457 643 643** or online at [www.nienetworks.co.uk](http://www.nienetworks.co.uk)

## Top tips

Here are some top tips on how to be prepared for a power cut:

- Know where your household fuses and trip switches are located.
- Keep a supply of batteries for radios, torches and candles in the house.
- Customers dependent on electrical equipment for health-care should join NIE Networks' critical care register.
- Check on elderly or vulnerable neighbours or relatives.
- Never approach broken lines or damaged poles.
- Listen to the radio for updates.
- Keep your freezer door closed and cover with a blanket, helping to keep it cold.
- If your power goes off phone NIE Networks on 03457 643 643 and have your postcode and Meter Point Reference Number (MPRN)\* to hand.
- Get important safety advice by visiting [www.nienetworks.co.uk/safety](http://www.nienetworks.co.uk/safety)



## \* Meter Point Reference Number (MPRN)

A MPRN number is a unique 11 digit number to identify your address. It can be found on the card left by your meter reader or on the bill from your electricity supplier. Write it down in the space provided and keep it handy for use during a power cut.

My MPRN number is:

8 1 \_ \_ \_ \_ \_

Check out our video at:

[youtube.com/NIENetworkselectricity](https://www.youtube.com/NIENetworkselectricity)

to learn more about what you can do during a power cut.

Sign up to our free newsletter at

[www.nienetworks.co.uk/contact-us](http://www.nienetworks.co.uk/contact-us)