

Emergency contact numbers

Network Operator Emergency contact number
Northern Ireland Electricity Ltd 0800 616 817

Network Operator Advice contact number
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The Voice of the Networks



Energy Networks Association

Safety Information for Owners of Properties Affected by Flooding

Preparing for flooding

Flooding following storms can have major impacts on the electricity network and your home. So, while it is not always easy to be prepared for flooding, here is some useful information.

Before the flood

- > If you're in a flood-prone location, contact your local Network Operator to discuss potentially relocating your service termination and any wiring in your home that may be below previous flood levels.
- > Where possible, move any portable electrical appliances to a higher location.
- > Turn off and unplug any fixed electrical appliances that may become immersed with water.

During the flood

- > If water is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit – but only if it is safe to do so.
- > Do not touch any electrical appliances, cables or equipment while standing in flood water or any appliances that have been immersed in flood water.
- > If moving around your area in boats, be aware of reduced power line height clearances as flood waters will make you closer to the power lines and some poles that support the lines may also move from the force of flood waters.

After the flood

As the flood waters recede and people return to start the clean-up, you need to be aware of possible hidden electrical hazards.

- > Avoid any fallen or reduced height power lines or ground mounted equipment that may be submerged or partially submerged, and report these to your local Network Operator immediately.
- > If your meter position has been under water, keep away from the equipment and contact your Network Operator to arrange a safety visit.
- > It is highly recommended that a registered electrical contractor makes an inspection of your electrical system and isolates all flood-damaged parts before the power is restored. They will issue you with an Electrical Installation Condition Report (EICR) which will identify the condition of the wiring and equipment in need of repair.

Walking through a wet or flooded basement where the flood water has encroached on electrical equipment can be dangerous. Never walk through such a flooded basement until the Network Operator advises that it is safe to do so. Even a small amount of water on a basement floor can put you at risk of electrocution.