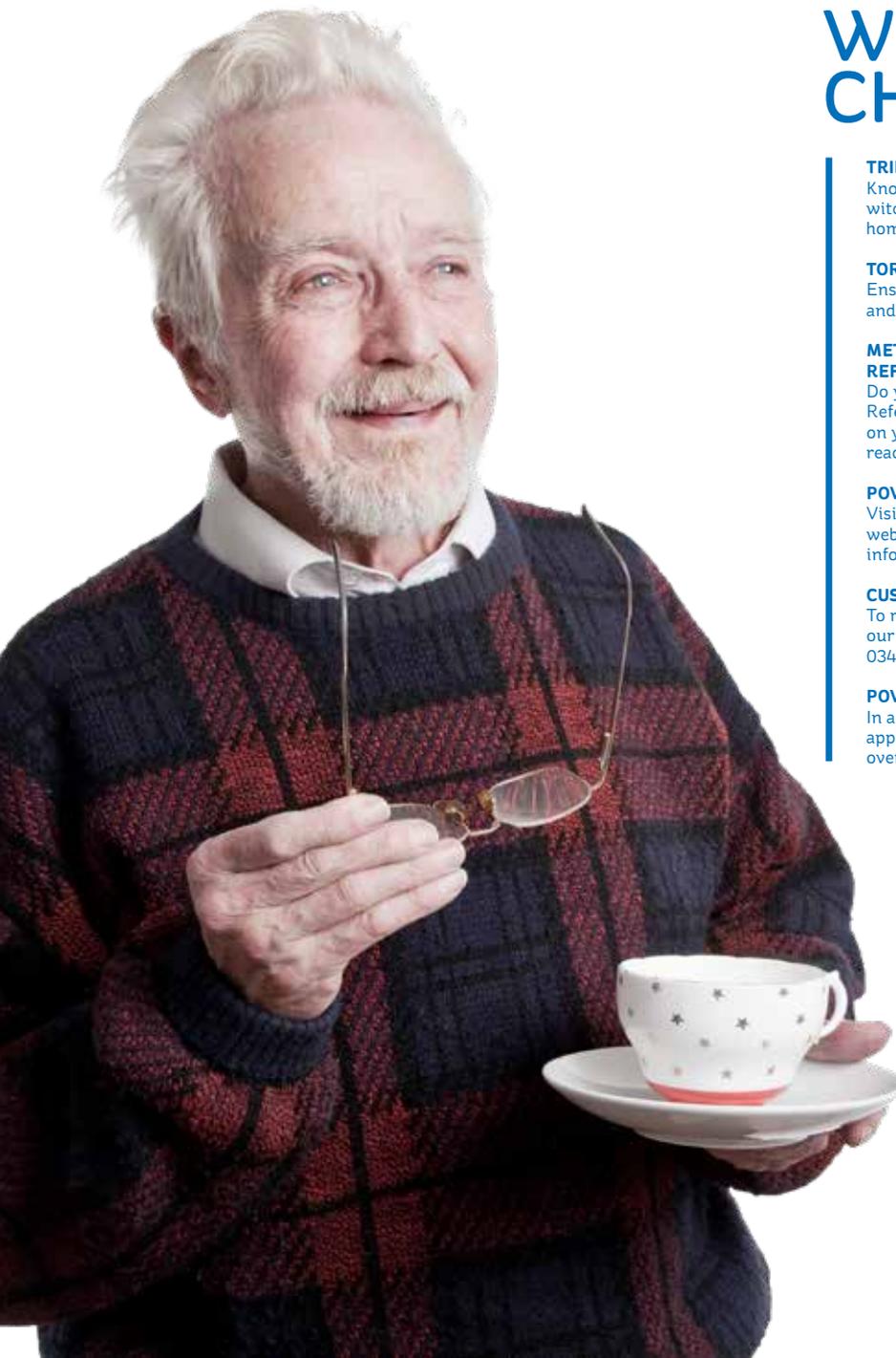


# WE ARE ABLE TO HELP



## WINTER CHECKLIST



### TRIP SWITCH

Know where your trip switch is located in your home or premises.

### TORCH

Ensure you have a torch and batteries to hand.

### METER POINT REFERENCE NUMBER

Do you know your Meter Point Reference Number? Find this on your electricity bill or meter reading card.

### POWERCHECK

Visit Powercheck on our website for up to date information about a power cut.

### CUSTOMER HELPLINE

To report a power cut call our Customer Helpline on 03457 643 643.

### POWER CUT

In a power cut turn off electric appliances such as cookers, ovens or irons.

### LEAVE A LIGHT ON

Leave a light switched on so you know when power has been restored.

### MEDICAL CUSTOMER CARE REGISTER

Are you dependent on life saving medical equipment? Sign up to our Medical Customer Care Register.

### NEIGHBOURS

In a power cut check on elderly or vulnerable neighbours.

### DAMAGED EQUIPMENT

Never approach broken lines or damaged poles. Always keep children and animals away. Report any damaged equipment to NIE Networks.

### GENERATORS

Make sure generators are properly serviced and safe to use and placed in well ventilated areas.

### SMOKE ALARMS

Test mains connected smoke alarms and ensure they have working backup batteries.

Customer Helpline  
03457 643 643