

Flooding and Your Power Supply



**SP ENERGY
NETWORKS**

Flooding and your power supply

Flooding can happen at any time of the year, affecting your home or business. We have detailed below some helpful advice should your property be affected by flooding. Above all, please use extreme caution and if in doubt always get professional advice.

During a flood



- If water has entered your property, and it is safe to do so, then you should isolate the supply by turning off the main fuse, you should then contact us using the emergency number below.
- If you are at all unsure please contact your insurer or a qualified electrician for advice.
- Do not touch any electrical appliances, cables or equipment that have been immersed in water, or whilst you are standing in flood water.

After a flood



- If your electricity meter and/or appliances have been under water, please keep away from the equipment and contact us on our emergency number below. We will then arrange a safety visit to your property.
- If water has entered your property and your electricity is off (or partially off), check your fuse box and trip switches but only if it is safe to do so. If you are unsure please seek professional advice from a qualified electrician.
- If your trip switches remain in the on position but your electricity supply is off, please contact us using the emergency numbers below.

Should you need to leave your property be sure to let us know your contact information so that we can arrange the safety visit.

**POWER CUT?
CALL 105**



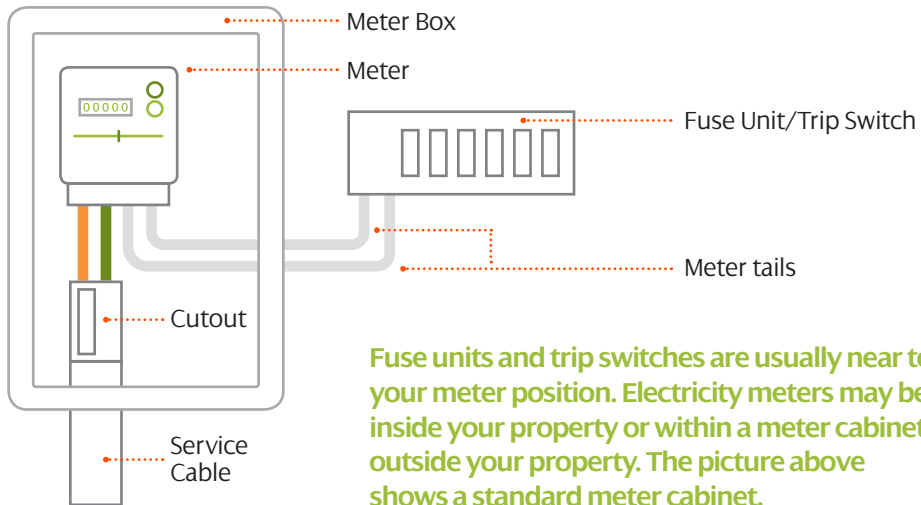
Central & Southern Scotland

0800 092 9290

Cheshire, Merseyside,
North Wales & North Shropshire

0800 001 5400

A standard meter cabinet



Fuse units and trip switches are usually near to your meter position. Electricity meters may be inside your property or within a meter cabinet outside your property. The picture above shows a standard meter cabinet.

Priority services for customers with special needs during a power cut

If you rely on electricity for medical equipment, or have other special needs we have a Priority Services Register for those customers who may need a little extra help in a power cut. You can be included in our register if you are:

- Dependent on medical equipment
- Chronically sick
- Disabled or have some other special needs you would like us to consider

If you meet the criteria we have outlined for inclusion on our register and would like to take advantage of this service, please contact us online or by phone:



www.spenergynetworks.co.uk/psr



0330 10 10 167

Looking after your health when the power goes off

If you are suffering from serious health problems please call NHS 24: **111**
In an emergency please dial **999**



Contacting us

Should you need to contact us about a general enquiry, you can do so via:

Website: www.spenergynetworks.co.uk/general

Phone: **0330 10 10 444**

This leaflet is also available in Welsh.
Should you require a copy,
please call **0330 10 10 444**
or visit spenergynetworks.co.uk

Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

