

Floods and electricity

If there is a possibility that flood water will affect our equipment, either in your home or outside, our first priority must always be safety.

We might have to turn your electricity off, but only as a last resort. Of course, we would switch it on again as soon as possible.

We have a set plan for restoring mains power after flooding:

- We restore the high-voltage system (11,000 volts and above) first because this feeds the low-voltage system in your area
- Next we concentrate on the local substation and the cables coming from them into individual properties and the street furniture.

We'll have to service or replace equipment in the substation and may even have to lay some new underground cables.

For everybody's safety we must disconnect all supplies from our system before we can switch the electricity back on to the local low voltage network.

To do this we must get into all properties to remove the main fuse.

IF YOU ARE OUT PLEASE MAKE SURE WE CAN CONTACT YOU.

If we can't contact you we will ask the local police for help to gain entry – otherwise we can't restore any supplies in your area.

Once electricity is flowing through the mains again we can concentrate on helping you. If necessary, we will change your meter and also give you free advice on what you should do to check your own wiring.

Do you have your own flood plan? Take a few minutes now to identify and collect essentials you may need if you have to leave. Keep them handy, not forgetting important papers, medicines and those irreplaceable family photographs.

If you fill in the back of this sheet you can take it with you so you know who to telephone. Don't forget to place the contact slip somewhere that's easily seen, like your front window, or leave it with the local rest centre or a reliable person.

How to get in touch with us

You can contact our Customer Relations team at:

Tel: **0800 028 4587**

Email:

customer.relations@ukpowernetworks.co.uk

Write to:

Customer Relations,
UK Power Networks, Fore Hamlet,
Ipswich, Suffolk IP3 8AA

When you leave, turn off your main electricity switch if it is safe to do so

Name

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Address including Postcode

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I can be contacted on

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Service	Agency	Day contact	24-hour contact
Flood information general advice on flooding (24 hours)	Environment agency		
Local flood info.			
Emergency service	Fire, Police & Ambulance		
Local police (non emergency)			
Gas emergency	Transco		
Electricity emergency and power cut helpline	UK Power Networks South East East of England London		0800 783 8866 0800 783 8838 0800 280 0247
Sewage/Water			
District council			
Highways authority			
Doctor/Hospital			
Social services			
School			
Vet/RSPCA			
Insurance company			
Bank/Building society			
Other useful numbers			