

Flooding advice



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**POWER CUT?
CALL 105**



Flooding can happen to any home or business. Being prepared can help you to stay safe and can help reduce the impact of flooding to you and your property. Our electricity related advice can help you to know what to do before, during and after a flood.

Before a flood

- If you live in an area prone to flooding and your meter position is below previous or potential flood levels, call us on 0800 011 3433 to discuss the possibility of raising it and any charges for the work. It would be normal to do this work in conjunction with raising the height of your electrical sockets and fixed appliance connections. You will need your own electrical contractor for this work.
- Where possible, move portable electrical appliances to a higher location. If not possible, then unplug any large appliances and switch off any fixed appliances.

During a flood

- Turn off electricity when flood water is about to enter your home if safe to do so.
- **Do not** touch sources of electricity when standing in flood water.



After a flood

- If your meter position has been under water, keep away from the equipment and call us on 105 to arrange a safety visit.
- If your property has been exposed to flooding, and your electricity supply is off or partially off, check your fuses and/or your trip switches on your fuse unit to see if they have operated – only do this if it is safe to do so.
- If a fuse or a trip switch has operated, seek assistance from an electrician. If your fuses or trip switches have not operated and your electricity supply is off, please contact us on our emergency number.
- We recommend that you arrange a registered electrical contractor to inspect your electrical system and isolate all flood damaged parts before the power is restored.

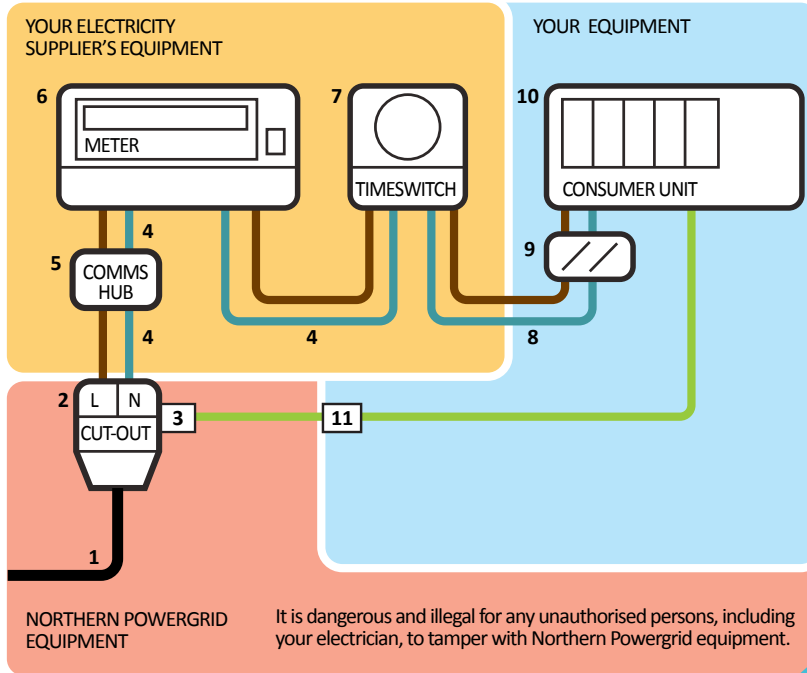
Electrical hazards outside your property

- Avoid any fallen or reduced height power lines or ground mounted electrical equipment that may be submerged or partially submerged, and report these to us immediately by calling us on 105.

Which is your equipment and which is ours?

Here's a diagram of a typical electricity equipment set-up in your home.

The coloured zones show who is responsible for the various parts of the apparatus



It is dangerous and illegal for any unauthorised persons, including your electrician, to tamper with Northern Powergrid equipment.

We are responsible for:

- 1 Service cable
- 2 Cut-out (or main fuse or Northern Powergrid fuse)
- 3 Northern Powergrid earth terminal

Your electricity supplier is responsible for:

- 4 Meter tails (cut-out to meter and meter to timeswitch - if fitted)
- 5 Communications hub (if fitted or it may be with the meter)
- 6 Meter
- 7 Timeswitch (if fitted)

You are responsible for:

- 8 Meter tails (between the meter or timeswitch (if fitted) and your equipment)
- 9 Customer isolating switch (if fitted)
- 10 Customer consumer unit
- 11 Customer earthing conductor (and earth block if fitted)



Find out more about our additional services below:



Connections

0800 011 3433



**Priority
Services**

0800 169 2996



Power Cuts

105



**General
Enquiries**

0800 011 3332

**Need additional
support during a
power cut?**

You might be able to benefit from our Priority Services Register.

Other services we provide:

Diversion.
Pole defect.
Line repair.
Equipment defect.
Vegetation management

Click northernpowergrid.com **Call**  **Connect**   

All of this information is available in audio description and different languages on our website using the 'browsealoud' service. If you require this booklet in alternative formats, such as Braille or large print, please contact the General Enquiries number above.