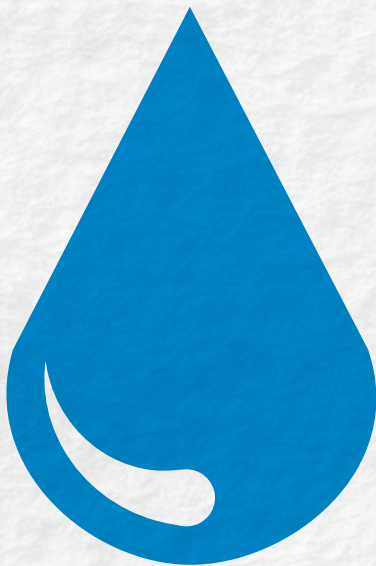


Flooding and your power supply



**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 is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit but only if safe to do so.
- 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.

Our emergency number is:

Central & Southern Scotland

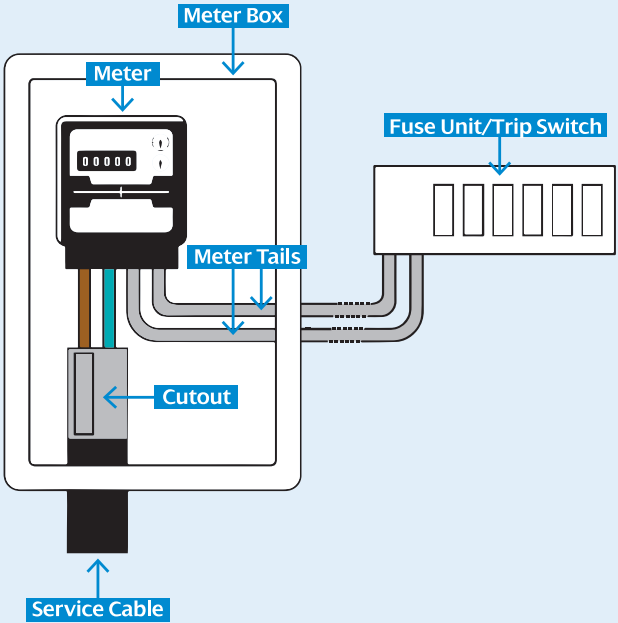
 **0800 092 9290 / 0330 10 10 222**

Cheshire, Merseyside,
North Wales & North Shropshire

 **0800 001 5400 / 0330 10 10 400**

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 below 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 keep a Priority Services Register so that we can contact our most vulnerable customers if they do experience 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 on our Website:

 www.spenergynetworks.co.uk/priorityservices

or call:

 0330 10 10 444

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:

 www.spenergynetworks.co.uk

 0330 10 10 444

 customercare@spenergynetworks.com

This leaflet is also available in Welsh. Should you require a copy, please use the contact details above.

**POWER CUT?
CALL 105**



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.