

Flooding and your power supply

We all know electricity and water don't mix. Follow this guide so you and your family avoid danger.

Before a flood

- Turn off and unplug any appliances that may become immersed in water.
- Move portable appliances upstairs if you can.
- Fill in the helpful contacts page so you have it ready to use if the worst happens.

During a flood

- If water is about to enter your property, turn off your electricity supply using your isolator switch or fuse box – but only if it is safe to do so. If you are unsure, contact your insurer or an electrician for advice. If you don't have an isolator switch, contact your electricity supplier (the company that sends you an electricity bill) and they will be able to advise you on what to do.
- Don't assume the electricity in a flooded property is off. There is a risk that anyone who touches wet electrical appliances, switches or cables could be electrocuted.
- Don't touch any electrical appliances, cables or equipment if you are standing in flood water or if they are sitting in water.

After a flood

- If our main fuse or your meter has been under water, please keep away from the equipment. Call our emergency number to arrange a safety visit.
- Before you return to your home, call our emergency number to arrange a safety visit so we can check our main fuse and your meter.
- Make sure your internal wiring and appliances are checked by a qualified electrician before you turn anything back on.
- If you still have no electricity after an electrician has checked everything, and your fuses and trip switch are in the on position, please call our emergency number.
- Your electricity supplier is responsible for your meter, but if it is faulty we will deal with it for you.
- Don't run a generator indoors as the exhaust fumes can kill.
- If you need to leave your property, turn off your main electricity switch if it is safe to do so. In case we need to enter your property, please let us know how and where we can contact you.

Our emergency numbers

0800 072 7282
(England)

0800 300 999
(Scotland)

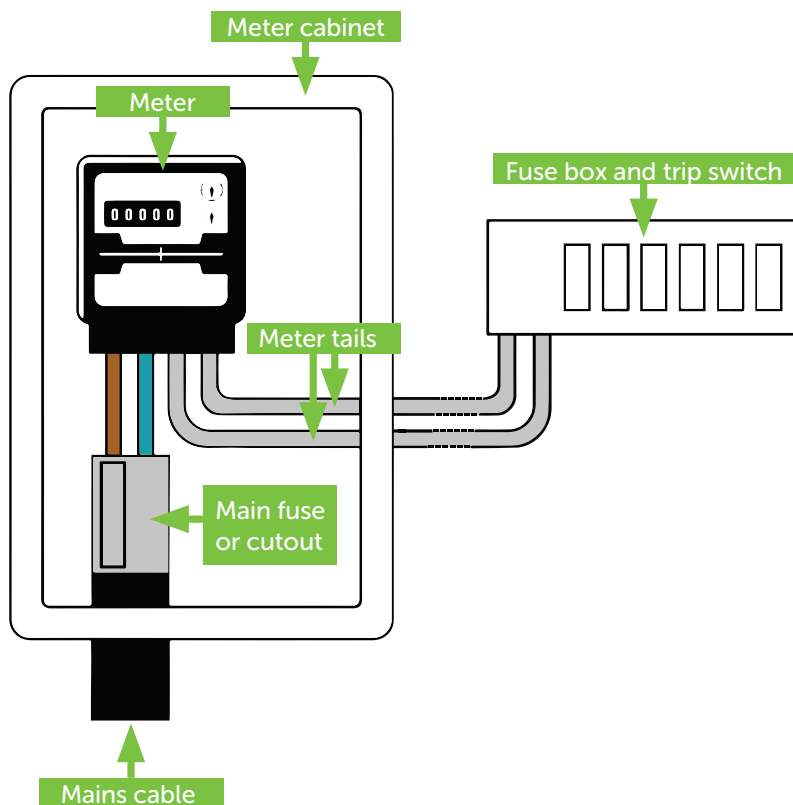
For more information,
visit our website
www.ssepd.co.uk

COMMITTED
TO GIVING YOU A
10/10
SERVICE

Flooding and your power supply

Typical set up

Your fuse box and trip switch are usually close to your meter. Electricity meters may be inside your property or inside a meter cabinet on an outside wall. The picture below shows a meter in a meter cabinet.



Our emergency numbers

0800 072 7282
(England)

0800 300 999
(Scotland)

For more information,
visit our website
www.ssepd.co.uk

COMMITTED
TO GIVING YOU A
10/10
SERVICE

Our Priority Services Register

If you rely on electricity for medical care at home or are elderly, ill, disabled or have special communication needs, we know power cuts can be particularly worrying so we offer extra help for those who need it.

Call us on **0800 294 3259** to join on our Priority Services Register or visit our website www.ssepd.co.uk/CustomerService/PriorityServices.

Call **0345 072 1900** if you are using a mobile phone or **0800 316 5457** if you are calling from a textphone.

Useful contact numbers

Service	Agency	Phone number
Flood Information Services	Environment Agency	0845 988 1188
Emergency Services		
Local Police (non-emergency)		
Gas Emergency	Transco	0800 111 999
Electricity emergency and power cuts	Scottish and Southern Energy Power Distribution	
	Central southern England	0800 072 7282
	North of Scotland	0800 300 999
Electricity company	The company who sends your electricity bills.	
District Council		
Highways Authority		
Sewage / Water		
Doctor / Hospital		
Social Services		
School		
Vet / RSPCA		
Insurance company		
Bank / Building Society		
Other useful numbers		