Emergency contact numbers

Northern Powergrid
North East England 0800 668 877
Yorkshire 0800 375 675

Electricity North West Ltd
North West England 0800 195 4141

SP Energy Networks
Central & Southern Scotland 0845 272 7999
North Wales, Merseyside & Cheshire 0845 272 2424

SSE
North Scotland 0800 300 999
Southern England 0800 072 7282

UK Power Networks
East Anglia 0800 783 8838
London 0800 028 0247
South East 0800 783 8866

Western Power Distribution
East Midlands 0800 056 8090
West Midlands 0800 328 1111
South Wales 0800 052 0400
South West England 0800 365 900

National Grid
National Transmission System 0800 404 090

Northern Ireland Electricity Ltd
Northern Ireland 0800 616 817
Preparing for flooding
Flooding following storms can have major impacts on the electricity network and your home. So, while it is not always easy to be prepared for flooding, here is some useful information.

Before the flood
> If you’re in a flood-prone location, contact your local Network Operator to discuss potentially relocating your service termination and any wiring in your home that may be below previous flood levels.
> Where possible, move any portable electrical appliances to a higher location.
> Turn off and unplug any fixed electrical appliances that may become immersed with water.

During the flood
> If water is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit – but only if it is safe to do so.
> Do not touch any electrical appliances, cables or equipment while standing in flood water or any appliances that have been immersed in flood water.
> If moving around your area in boats, be aware of reduced power line height clearances as flood waters will make you closer to the power lines and some poles that support the lines may also move from the force of flood waters.

After the flood
As the flood waters recede and people return to start the clean-up, you need to be aware of possible hidden electrical hazards.
> Avoid any fallen or reduced height power lines or ground mounted equipment that may be submerged or partially submerged, and report these to your local Network Operator immediately.
> If your meter position has been under water, keep away from the equipment and contact your Network Operator to arrange a safety visit.
> It is highly recommended that a registered electrical contractor makes an inspection of your electrical system and isolates all flood-damaged parts before the power is restored. They will issue you with an Electrical Installation Condition Report (EICR) which will identify the condition of the wiring and equipment in need of repair.

Walking through a wet or flooded basement where the flood water has encroached on electrical equipment can be dangerous. Never walk through such a flooded basement until the Network Operator advises it safe to do so. Even a small amount of water on a basement floor can put you at risk of electrocution.