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Winter ready: storms and power cuts

Before, during and after

What to have ready, what to do when a warning comes or the power goes, and the numbers to ring. Keep it in the kitchen.



Numbers to keep

Ring **112 or 999** Free, from any phone

- **Power cut, fallen wire:** ESB Networks **1800 372 999**, 24/7.
- **Smell gas:** Gas Networks Ireland **1800 20 50 50**, 24 hours.
- **Water supply:** Uisce Éireann **1800 278 278**, 24/7.



Fallen wire or damaged pole

Never go near it or touch it. Assume it is live. Keep away and ring ESB Networks on **1800 372 999**, day or night.

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Met Éireann weather warnings

Check [met.ie](https://www.met.ie) or the Met Éireann app, and the radio and TV news.

- **Yellow:** not unusual weather, but dangerous in places. Be aware, and don't take avoidable risks.
- **Orange:** dangerous weather that may threaten life and property. Get ready, and delay or cancel plans if you need to.
- **Red:** rare and very dangerous. Take action to protect yourself and your home, shelter where you are, and follow what the authorities tell you.



In a storm

- Stay indoors, away from windows.
- Keep away from trees, walls and power lines.
- Never drive through flood water. It is deeper and faster than it looks.



Get ready now

You don't need to buy everything at once. Build it up, and keep it somewhere dry and easy to reach.

☐

A torch, with spare batteries.

☐

Phones charged, and a power bank ready.

☐

A battery, wind-up or solar radio, with spare batteries.

☐

ESB Networks' emergency number saved in your phone:
1800 372 999.

☐

Your Eircode, and your MPRN to hand.

The MPRN is the 11-digit number at the top right of your electricity bill.

☐

Prescription medicines up to date.

☐

Food that keeps, and bottled water: 2 to 3 litres a day for each person.

☐

Blankets, and enough fuel for heating.

☐

Know how to turn off the water, the gas and the electricity.
The inside stop valve is usually under the kitchen sink.

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If the power goes

- Turn off cookers, ovens, irons and other appliances, so nothing comes back on by itself.
- Leave one light switched on, so you can see when the power is back.
- Take extra care with candles and oil lamps.
- Keep warm in one room, with the windows and doors closed.
- Most gas appliances need electricity too, so the boiler may not work until the power is back.



Check on others

- Before bad weather, check in on older or vulnerable neighbours, family and friends.
- Help them save **1800 372 999**, and make sure they have blankets, a torch and food.
- Rely on powered medical equipment? Ask your electricity supplier to put you on the Vulnerable Customer Register, and have a backup plan.



Keeping warm: never

- **Never** use a gas cooker, hob or oven to heat a room.
- **Never** use a barbecue, patio heater or generator indoors or under cover.



Keeping warm safely

- Using a gas heater? Keep the room well ventilated.
- Keep heaters away from furniture, curtains and beds. Don't dry clothes on them, and turn them off before bed.
- Lighting the fire? Make sure the chimney has been swept and the room has fresh air.
- Carbon monoxide alarm sounding? Open doors and windows, turn off fuel-burning appliances, and get everyone out into fresh air.



Burst pipe

- ① Turn off the water at the inside stop valve.
- ② Turn on the cold taps and flush the toilets, to drain the system.
- ③ Switch off the central heating and the immersion.
- ④ Water near sockets or switches? Switch off the mains only if it is safe. If the switch is wet, don't touch it: call an electrician.
- ⑤ Call a registered plumber.

Frozen pipe? Never thaw it with a blow torch, or by turning on the immersion or the heating.



After the storm

- Power back? Some gas boilers need resetting at the control panel. If yours won't reset, call a Registered Gas Installer.
- Still see a damaged line or pole? Keep away and report it on **1800 372 999**.
- Check again on neighbours who live alone.
- After a freeze, watch for leaks as pipes thaw.



One thing to do today

Save **1800 372 999** in your phone, and write your Eircode and MPRN here, so they are ready when you need them.

Our Eircode _____

Our MPRN _____

11 digits



Our numbers and notes

Electricity supplier _____

Gas or oil supplier _____

Neighbour _____

Family _____

Notes

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Sources: gov.ie Be Emergency Ready (Office of Emergency Planning); Met Éireann; ESB Networks; Gas Networks Ireland and carbonmonoxide.ie; Uisce Éireann; Fire Ireland