

GUIDANCE NOTE – LOSS of ELECTRICITY, GAS & WATER

Disruptions to utility supplies **are often unexpected**. Check **if your neighbours** have **also lost services** – this will **make a difference** to what **you should do**.

ELECTRICITY FAILURE

- If **you** and **your neighbours** are **without power**. Phone your **supplier's Emergency number - 0800 072 7282** - to report **supply fault**.
- If **ONLY YOU** have an **electricity failure** in your area then **check your trip switch**. If this is **still ON** - phone your **supplier's emergency** line to report **supply fault**.

If this is **OFF**, switch **back ON**. If it switches **itself** back **OFF** then one of your appliances/circuits **may be faulty**. **Contact** a qualified **electrician** or get help from a competent neighbour/ friend.

- If electricity is lost for a prolonged period over a wide area being prepared can ease the situation. **Do not open** fridges/freezers for longer than necessary. **Only use candles, naked flames** and even portable heating **under adult supervision**.

GAS FAILURE

- If you **lose your supply** call the **FREE 24 hrs national Gas Emergency number - 0800 111 999**
- If you **smell gas inside** your property – **open** all your **windows** - **turn off** gas **at meter** unless in the **basement**. **Do not use** electrical **switches** or **naked flames**.
- You will be asked a series of questions designed to build a picture of the gas escape / emergency. The **operator** can then **identify** the right **gas safety advice** for you. An **engineer** will be sent to make the **property safe**.
- If you use gas central heating - conserve heat by using just one or two adjacent rooms. Keep these areas isolated by closing doors. The kitchen and an adjoining room are usually good choices.
- If advised that the outage could be for several days consider sharing accommodation with a friend/neighbour.

WATER FAILURE

- If you lose your supply. Contact **Thames Water** number - **0845 9200 800** to report fault / seek information.
- **Loss of drinking water** is a **health emergency**.
(An adult should drink 6 to 8, 250ml glasses in a day)
- If your **supply** is likely to **be interrupted** for an extended period your **water supplier** has a **duty to supply** an alternative source (bottled / stand pipe or tanker). If you are **unable** to **collect this supply** seek assistance from either a **friend / neighbour**.