



Response to Storms

Last updated: September 2015

Severe weather such as storms, snow, gales, flooding and lightning can all affect the electricity network, damaging equipment and causing power cuts to homes and businesses..

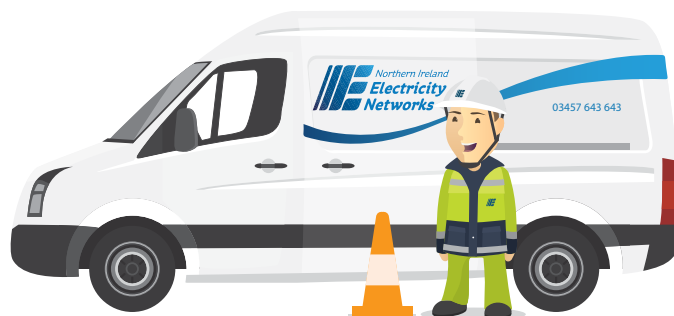
At Northern Ireland Electricity Networks, we carry out an ongoing maintenance and repair programme on the electricity network throughout the year, strengthening circuits to withstand severe weather. However, damage to the network and power cuts can happen.

How we prepare

We are in regular contact with the Met office. The more information we have about the weather, the better we can respond. We mobilise staff and resources. Material and emergency crews are sent to the areas most likely to be affected by severe weather, and we have heavy machinery on standby to help us restore electricity supplies as quickly as possible.

Each area of Northern Ireland has a Local Incident Centre (LIC) that co-ordinates the repair and restoration plan.

The LICs feed information back to our Central Control Centre which co-ordinates the restoration process and provides up-to-date information for customers.



We have invested heavily in communications systems to keep customers informed when they are without electricity. If you are without power, you can contact us by phone or online.

During severe weather thousands of customers will contact us. As it is not possible for our call handlers to speak to every customer personally, our High Volume Call Answering system uses telephone number and voice recognition technology to identify properties without electricity supplies and provide you with the most up to date information for your area.

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