



Planned outages

Last updated: September 2015

One of our main priorities is to ensure that you have a reliable electricity supply. Throughout the year we may need to switch your power off so that our staff can work safely.

What we do?

- Maintain and refurbish over 45,000km of overhead lines and underground cables.
- Carry out emergency repairs.
- Connect new customers.

Wherever possible, we try to keep your power on by:

- Supplying your home or business from an alternative source.
- Using live line working techniques. This practice enables the lines to remain live whilst work is carried out by specialist NIE staff.

Cancelling work

At times we may need to postpone planned work at short notice due to weather conditions, staff diverted to repair emergency faults, non access to land, operational or safety issues.

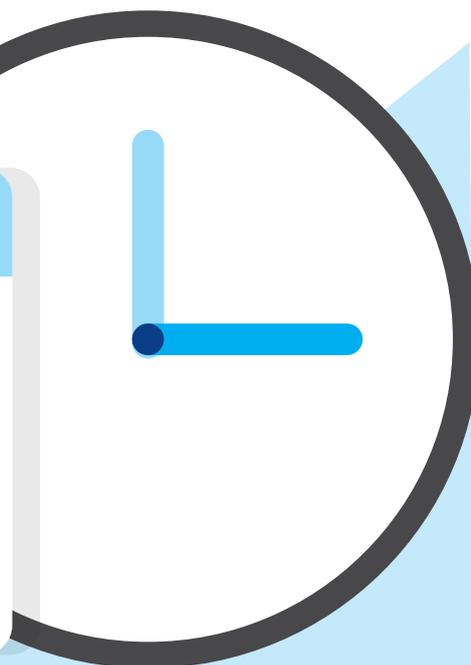
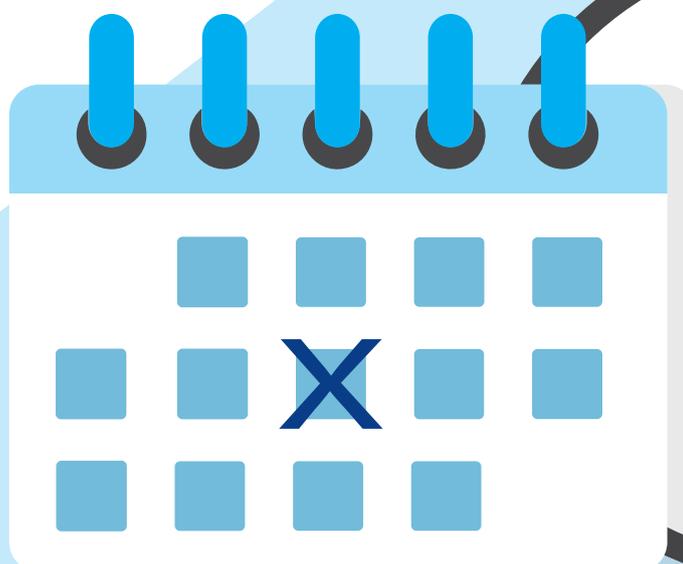
Critical care customers

If you are a customer on our Critical Care Register, in addition to the notification card, you or your nominated carer will receive a telephone call to make sure you have your plan in place.

Top tips

What can you do:

- Make up flasks with hot drinks and food for use during the supply interruption.
- Ensure any sensitive electrical equipment is switched off for the duration of the planned interruption.
- Keep your freezer door shut when your power is off. Depending on the type of freezer you have, it is possible for food to stay frozen for up to 12 hours.
- Check the manufacturer's handbook for more information.
- Should you wish to install a generator, it is essential that it is connected by an NICEIC approved electrician for safety reasons.
- Businesses should include planned and unplanned interruptions of electricity supplies in their business risk contingency plans.



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