

GETTING RECONNECTED AFTER A FIRE OR A FLOOD

For safety reasons, if your property has been damaged, the emergency services tell us to disconnect the service cable that enters your property.

What's the first thing you should do?

Depending on the damage caused to your property, you may need to carry out extensive repairs that involve considerable costs. So we suggest you:

- contact us on **0800 028 4587** and we will offer some advice
- contact your insurer to find out what you've got to do to make a successful claim

Please be aware that although UK Power Networks can do all your connections work, you'll need to contact your electricity supplier to install or reconnect your meter(s).

When will the supply come back on?

We understand how upsetting a fire or flood can be and we will reconnect you just as soon as it's safe to do so. Please call us on **0800 028 4587** (Monday to Friday, 8.30am to 5pm).

Do you have to pay for the work?

UK Power Networks can't cover the costs of reconnection, unless our equipment has failed. This will be determined by a forensic report at your property.

We'll quote as soon as possible for any work that needs doing to reconnect your supply. Costs are usually recovered by making a claim on your insurance.

Do you need the power back on because you are living in the property or you need to reopen your business?

If so, we will advise you what remedial work is required and will bill you after all the work has been completed. However, please note that if extensive work is required (for example, you want your supply moved to a new location) then you will need to make an application to our Connections team. You can do this by calling **0845 234 0040** (option 3, Monday to Friday, 8:30am to 6pm) or clicking [here](#) for the application form.