

Where to start once the **flood** water has gone



Immediate action once the flood water has subsided

Do

- make sure the property is safe before you enter
- try to avoid direct contact with any flood water which remains, as it may be contaminated
- be prepared, have a torch at hand when entering the property and do not use candles
- switch off the electricity supply at the fuse box, if it is safe to do so
- arrange for other services, such as gas, to be turned off. The electricity and gas supplies should remain off until you are sure it is safe to turn them back on
- contact your insurance company and, if applicable, your landlord, to tell them what has happened and to get advice and take instruction.

Don't

- use candles to guide you when entering the property
- use any mains powered electrical appliances in the areas affected by the flood until advised that it is safe to do so
- go near any exposed wiring, as it may still be live
- start to clean up or undertake repairs until you are sure it is safe to do so.



The main switch is normally the switch as shown in the photograph above and cuts off all the power to the circuit breakers / fuses.

Clean up

- make sure that the area damaged by the flood is safe for the clean up and repairs to start
- seek professional advice about the restoration of your property, before clean up commences
- for insurance purposes, take as many photos of the damage before you try to clean up and/or do any repair work and keep records
- contact your other service providers, such as, telephone, cable TV, and intruder alarm companies if applicable
- make sure you wear adequate protective clothing
- unplug damaged electrical appliances and move all portable ones away from the area damaged by the flood.

Repair

- get approval from your insurance company and, if applicable, your landlord, to carry out any repairs
- hire the services of appropriate and qualified professionals to undertake the repair work
- for the electrical wiring, equipment and appliances damaged by the flood, use a registered electrician to assess their condition and advise you of the action necessary to repair
- to find a registered electrician or to obtain information on testing your electrical equipment, call the Electrical Safety Council on: 0870 040 0561 or visit our website at www.esc.org.uk .



Electrical Safety Advice

- do not attempt any electrical repairs or connection of temporary supplies yourself - always use a registered electrician
- arrange for a Periodic Inspection Report to be carried out on the property by a registered electrician. This report will identify the condition of the wiring and equipment in need of repair
- arrange for the registered electrician to test all the portable appliances affected by the flood to check that they are safe for continued use. Also arrange for a test of all fixed equipment, such as, electric cooker, storage heaters, boilers, etc
- if the water damage to electrics is relatively minor and caused by clean water, i.e. a burst water pipe or tank, then it is likely that a registered electrician will just need to dry out the cables and replace the water affected electrical accessories, such as, sockets, switches and plugs
- if there is major flood damage to the electrics caused by clean or contaminated water, i.e. sewage, then it is likely that a registered electrician will need to rewire the affected parts of the electrical installation
- when it is necessary to rewire the electrical installation, ask the electrician about the possibility of raising the height of the newly installed electrical equipment, including raising the fuse box and sockets to above any future expected flood level.

Fire & Rescue Assistance

- the Fire and Rescue Services' job is primarily to save lives, but they will assist in other ways in severe cases involving the evacuation process and helping to limit the amount of damage to property, wherever possible. If in any doubt, call the fire service for advice.

Useful Contact Numbers

Floodline: 0845 988 1188 (For England, Scotland & Wales)

For flood Information from local UK regions:

England: 0845 988 1188

www.environment-agency.gov.uk

Scotland: 0845 988 1188

www.sepa.org.uk/flooding

Wales: 08708 506 506

www.environment-agency-wales.gov.uk

Northern Ireland: 028 9054 0540

www.doeni.gov.uk

Fire Safety: www.firekills.co.uk

The Environment Agency emergency hotline:

0800 80 70 60

The National Flood Forum: 012 9940 3055

www.floodforum.org.uk

The Association of British Insurers: 020 7600 3333

www.abi.org.uk

The Electrical Safety Council: 0870 040 0561

www.esc.org.uk

Who are the Electrical Safety Council?

We are an independent non-profit-making organisation, registered as a charity, set up to protect the safety of consumers. Supported by all sectors of the electrical industry as well as local and central government, we deal with all electrical safety matters on behalf of consumers. We are a driving force in the field of electrical safety for the protection of consumers, working with other organisations to improve standards and promote best practice.

For more advice on electrical safety, visit our website at www.esc.org.uk

Photos courtesy of:

Scottish Environment Protection Agency (SEPA)

West Midlands Fire Service

Whyler Photos

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West Midlands Fire Service

Crawford and Company

CFOA

