

Safety Tips

- Make sure you have multiple torches and extra batteries. Be very careful if you are using candles.
- Keep a plug-in telephone that does not require electricity.
- Keep the Emergency telephone number [1850 372 999](tel:1850372999) or [+353 21 2382410](tel:+353212382410) to hand, along with your [MPRN number \(on your bill\)](#). This MPRN number helps to identify the exact network serving you.
- Do not call any other ESB telephone number as the emergency numbers are the only ones that can give you up-to-date information and, where appropriate, will have the automated messages relevant to your area.
- If you have special needs because of infirmity or restricted mobility, or if you use electrical home medical equipment, please make sure that you are registered on the [Medical Register](#). Contact your electricity supplier to ensure you are on their medical register.
- If you have elderly neighbours, please check that they are OK.
- If your electricity fails, switch off all appliances EXCEPT your fridge and freezer and one light. Avoid opening the freezer.
- Remember never to put yourself in danger and to alert the emergency services if a dangerous situation arises.
- Where possible, consider making alternate arrangements to stay with family or friends if you are impacted by the power cut.
- If possible, boil water and store it in flasks in advance of the power cut.