

In the Home

Be Prepared

- Have a small supply of non-perishable, easy-to-prepare foods
- Keep extra supplies of essential medication in case it is difficult to get to the pharmacy
- Have an adequate supply of fuel for heating/cooking and if possible, a suitable alternative should the main supply fail
- Have a shovel and bag of salt to keep paths clear and safe
- Have batteries for torches in the event of power cuts
- Have candles and matches. Candles should always be placed away from draughts in proper candleholders. Never leave a burning candle unattended
- Have a water container to ensure a supply of drinking water
- Have emergency contact numbers to hand
- Leave a key and contact details with neighbours or family if you are going away
- Check that loft insulation is thick and in good condition
- Fit your water tank with an insulation jacket or alternatively, wrap the top and sides with suitable insulation material
- Repair any leaks at taps or valves
- Know how to turn off the water supply (usually under the kitchen sink)
- Fit draught excluders to your doors and windows
- Make sure heating equipment is well-maintained, vented correctly and working properly
- Ensure chimneys are cleaned at least once a year

Clearing Snow

Clearing snow from footpaths

- Clearing snow can be demanding work - only undertake the task if you are reasonably fit and do not have an underlying medical condition
- Clear snow or ice early in the day if possible
- Wear sturdy, insulated, waterproof footwear with good gripping soles
- Use a shovel. There are special shovels for this task but any garden shovel will do
- Make a path down the middle of the area being cleared so that you will have a clear surface to walk on
- Never use boiling water to clear snow (it may re-freeze and cause the formation of black ice)
- You can prevent ice forming by spreading salt on the area that you have cleared
- When you are clearing snow, it is important that you don't create an obstacle for pedestrians or traffic. Ensure that the snow is removed to a location that won't create a hazard

Legal Advice for Snow Clearance and Gritting

The Office of the Attorney General has advised that liability does not arise when snow is cleared from footpaths in a safe manner.

In relation to people gritting roads with grit supplied by the local authorities, the legal advice is that the issue of liability does not arise where the material is delivered, stored and used in a safe manner and does not cause hazard.

Water Shortages and Leaks

Irish Water Contacts:

- <https://www.water.ie/support/winter-proofing/>
- www.water.ie
- <https://www.water.ie/support/frozen-and-burst-pipes/>
- [Report a Water Leak](#)
- [Irish Water - Water Supply Alerts/Updates](#)
- Twitter: [@IWCare](#)
- Boards: www.boards.ie/irishwater
- Telephone: [1850 278 278](#) or [+353 1 707 2828](#) - Water supply and emergencies 24 hours a day, 7 days a week

Be Prepared – precautions against freezing temperatures

- Mains water supply to premises, i.e. external stopcock - the depth from ground-level to the stopcock should not be less than 600mm. If required, seek professional advice on having the stopcock lowered or protected. The same applies to the line from the stopcock to your property. Be aware that the level may vary as it nears your property
- To prevent stopcocks freezing, open the stopcock chamber and remove any water. Fill the chamber with non-absorbent material to provide insulation. Do not use absorbent material as it too will freeze when wet
- Do not leave taps running as this merely wastes a valuable resource
- If you are leaving your property unattended for a period of more than a day or two, you should shut off the water supply to the property from the external stopcock (while ensuring that any water-dependent appliances or facilities are also shut-off)
- If you have a meter installed by Irish Water, a frost plug has been inserted in the meter boundary box to prevent the meter and stop-cock from freezing
- If no meter is installed by Irish Water, to prevent stopcocks freezing, open the stopcock chamber and remove any water. Fill the chamber with non-absorbent material to provide insulation. Do not use absorbent material as it too will freeze when wet

Be Prepared - avoid Frozen Pipes

- Ensure all exposed pipes are adequately insulated. This includes pipes in the attic where the attic floor has been well insulated
- Insulate or wrap a towel around an outside tap.
- Leave a light on in the attic
- Open attic trap door to allow heat in
- Leave heating on for longer periods at lower settings
- Warmth offers the best protection against frozen pipes so keep your house warm

Frozen mains water supply

- If your supply is frozen, be cautious with use of heating systems, washing machines or other water-dependent appliances or facilities
- If in doubt, contact a qualified plumber for advice

Water Leaks

- Water supply in vacant premises and holiday homes should be shut off and drained down in preparation for winter
- Keyholders - check premises regularly for possible leaks
- If a leak is detected
 - Turn off water supply –stop valve is usually under the kitchen sink
 - Turn on cold taps to drain the system
 - Turn off central heating
 - Turn off electricity supply if leak is near electrical appliances
 - Call a qualified plumber

ESB

- Emergency Contact [1850 372 999](tel:1850372999) (24 hour / 7 day service) [+353 21 2382410](tel:+353212382410) (outside Republic of Ireland)
- [Power Outages & Updates Portal](#)
- [PowerCheck](#) - Access to real-time service interruption information at your fingertips
- [You can Report the Fault Online or Check the Outage Status for fault updates and restoration times. to ensure privacy of information you will need your 11 digit MPRN and the name or telephone number associated with your account.](#)
- Twitter Updates - [@ESBNetworks](#).

Safety Tip: Safety first - if you see any damaged electricity poles or wires DO NOT TOUCH or DO NOT GO NEAR. Call [1850 372 999](tel:1850372999) or immediately or 999 or 112

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.

