

## Emergency Contact numbers:

If you have an issue which requires the emergency services, please dial 999. This includes fire, flooding, personal injury or a criminal incident.

### Gas

For gas emergencies, call the National Grid on 0800 111 999

In the event of a gas emergency:

- Do not smoke or light matches
- Do not turn electrical switches on or off
- Open doors and windows
- Turn off the meter at the control handle unless the meter is in the cellar
- Call the National Gas Emergency number (0800 111 999)

### Electricity

If you have no electricity, check your consumer unit to see if the RCDs (Residual Current Devices) have tripped. If so, the cause might be from a faulty appliance you have recently plugged in and should be removed prior to flipping up the RCD/s.



If you are on a pre-payment electricity meter you should ensure that there is credit on the meter:



For power emergencies, call UK Power Network on 0800 028 4587 or visit <https://www.ukpowernetworks.co.uk/power-cut> to see if there is a problem with the network in your area.

## **Fire Alarms**

For fire alarm issues that are maintained by Brighton Fire Alarms call 07879 415456. Check the fire alarm panel in the communal hallway for contact information if the system is maintained by another provider.

## **Plumbing Leaks**

If you have a leak in your property caused by a burst pipe, try to locate the stopcock. The stopcock is a valve for turning off and on the cold water system in your home. When you turn the stopcock in a clockwise direction the water supply will be shut off and any resultant damage will be reduced. The stopcock is often located beneath the kitchen sink or on either side of the entrance door to your property.

If the leak is coming from a property above, let the occupiers know so they can either turn off their stopcock or stop the causal activity.

## **Gas Suppliers**

You can find out your gas supplier through the gas supplier online service - <https://www.findmysupplier.energy/webapp/index.html>

Alternatively, call the Meter Number Helpline on 0870 608 1524.

The online service and The Meter Number Helpline will also be able to help you find your MPRN number. Your MPRN, or 'Meter Point Reference Number' is a way of identifying the unique gas supply to your property.

## **Electricity Suppliers**

If you do not know who your electricity supplier is, call UK Power Networks on 0800 029 4285.

## **Water Supply**

If you experience having no water, try:

- Turning on your cold tap in the kitchen. The main water supply normally enters your home in the cold kitchen or utility room tap. If water comes out of this tap but not elsewhere (such as your shower or bathroom tap), the problem is with the internal plumbing.
- Your inside stopcock needs to be fully open. It's usually located under the kitchen sink, in the airing cupboard or under by the front door. If the valve is closed, turn it anti-clockwise to ensure that it is fully open.
- If you've completed the above steps without success, it may be a problem with the infrastructure maintained by your supplier. In most cases, your supplier will be either:

Southern Water 0330 303 0368

<https://www.southernwater.co.uk/incident-map>

South East Water 0333 000 0365

<https://inyourarea.digdat.co.uk/southeastwater>