



Appendix 16

Utilities

Utilities

Power and telecommunications is an essential part of everyday life. We rely on a supply of gas and electricity on a daily basis.

The Northern Ireland Authority for Utility Regulation (the Authority) was established under Article 3 Part II of the Energy (Northern Ireland) Order 2003 as amended by Article 3 of the Water and Sewerage Services (Northern Ireland) Order 2006. Most of the Functions of the Directors General of Electricity Supply and Gas for Northern Ireland were transferred to the Authority on 1 April 2003. The water and sewerage functions were transferred to the Authority on 1 April 2007

Background and Context

Emergencies such as the flooding in Belfast in June 2007, have highlighted the need for effective co-ordination and communication between local responders and suppliers to ensure effective recovery within the power (fuel, electricity, gas), communications (landline and mobile) and water sectors should the need arise.

Restoration of significantly damaged services can take a considerable period of time (days or weeks in some instances), and responders and suppliers need to work together to provide support to the affected communities. Critical to this is a joint understanding of how long services will take to restore, and in which order services will be restored.

Guidance

Gas

The general enquiry number for Phoenix Natural Gas is **08454 55 55 55**. In the event of a gas supply emergency, Phoenix Natural Gas have an

emergency line which is a 24hr freephone number **0800 002 001**. Advice can also be found on <http://www.phoenix-natural-gas.co.uk>

If you think you smell gas:

DO	DO NOT
Open doors and windows to get rid of the gas	Turn any electrical switches, including doorbells, on or off
Turn off the gas supply at the meter	Use matches or light naked flames
Check gas appliances to see if the gas has been left on unlit or that a pilot is out	Smoke
	Leave it to someone else to call the emergency service

Electricity

NIE look after our electricity needs in Northern Ireland and can be contacted on **08457 643 643**.

They should be contacted before demolishing a dwelling, if overhead or underground cables need removed or if live NIE equipment needs to be cleared from a site.

HSE Guidance Note G56 provides guidance on avoiding danger from overhead lines and HSE Guidance HS (G) 47 can be used when dealing with underground services. More information on NIE safety can be found on www.niesafety.co.uk

BT

If personal use BT is affected at home information can be found on the website www.bt.com/athome

For broadband users the contact number is **0800 800 150**.

A fault with a BT line can be reported on **0800 800 151** and the lines are open 24 hours a day, 365 days a year.

Help is also available from the webpage bt.custhelp.com

Textphone users can contact BT by prefixing the number with 18001 e.g. 18001 0800 800 150.

For problems with mobile phones the BT Mob helpline is available on **0800 0322111** Mon-Fri 8am-10pm

In the event of an emergency Norman Bennett can be contacted on his landline or his mobile.

In the case of a **serious emergency only** the **BT Linkline** can be called.

The Broadband service status line is **0800 169 0199**

Water Supply

Northern Ireland Water Limited is a Government Owned Company (GoCo) – which is a statutory trading body owned by central government but operating under company legislation, with substantial independence from government. They have offices across Northern Ireland with the Head Office based in Belfast at:

Northland House
3 Frederick Street
Belfast BT1 2NR

Phone: +44 (0)2890 244 711

Fax: + 44 (0)2890 354 888

The website for Northern Ireland water is www.niwater.com

For operational emergencies, service requests, fault reporting and complaints **Waterline** can be contacted on **08457 44 00 88** and is **open 24 hours 7 days a week**

For reporting leaks in public supply system the **Leakline** can be contacted on **0800 028 2011** and is open 24 hours 7 days a week

The Roads Service, Northern Ireland Water and Rivers Agency work together in dealing with flooding emergencies. Northern Ireland Rivers Agency provides advice from flood emergency to drainage problems and has useful information leaflets on its website www.riversagencyni.gov.uk

If flooding is coming from overflowing rivers and watercourses the Rivers Agency deal with it they can be contacted 24 hours per day 365 days per year on **028 9260 6100**.

If the roadway or footpath is flooded or there is a blocked gully the Roads Service can be contacted 24 hours per day 365 days per year on **028 9025 3000**.

The Water Service deal with burst water mains or blocked sewers and can be contacted 24 hours per day 365 days per year on the Waterline **08457 44 00 88** or by text phone for hearing difficulties 08457 023 206.

Sewerage

Northern Ireland Water is the sole provider of sewerage services in Northern Ireland. It owns, operates and is responsible for maintaining a network of over 13,000 kilometres of public sewers which are designed to take away waste and rain water to our wastewater treatment works.

They can be contacted on **08457 44 00 88** or queries can be emailed to waterline@niwater.com

Water Quality

The DOE has a responsibility for the protection of the aquatic environment through the regulation of water quality and the conservation of freshwater, marine flora, fauna, and hydrological processes. The DOE also has regard to the needs of industry and agriculture, the protection of fisheries and the protection of public health. The website for the DOE is www.doeni.gov.uk or they can be contacted by phone on **028 9054 0540**.

The Planning and Environmental Policy Group (PEPG) develops the environmental policy and legislation which covers a whole range of environmental issues including water and air quality, waste control, habitat and species protection, countryside protection and climate change.

PEPG works closely with the Environment & Heritage Service, particularly Water Management Unit (WMU) and Natural Heritage within the DOE who have responsibility for the implementation of legislation and for environmental monitoring.

The WMU is a Unit within the Environment and Heritage Service which has responsibility for the protection of the aquatic environment. It achieves this through a number of activities including:

- Monitoring water quality;
- Preparing water quality management plans;
- Controlling effluent discharges;
- Taking action to combat or minimise the effects of pollution; and
- Supporting environmental research.

The Drinking Water Inspectorate is a unit within the Environment and Heritage Service, responsible for regulating the drinking water quality in Northern Ireland under the Water Supply (Water Quality) Regulations (Northern Ireland)

2007 and the Private Water Supplies Regulations (Northern Ireland) 1994.

The Drinking Water Inspectorate:

- Regulates drinking water quality in Northern Ireland for public and private supplies

- Assesses drinking water quality against regulatory standards;
- Carries out detailed inspections of water sampling and analytical processes, and assesses water treatment and distribution policies and practices
- Publishes an annual report containing an overview of drinking water quality in Northern Ireland
- Develops policy and regulation on drinking water issues,
- Deals with complaints from consumers and incidents which affect or could affect drinking water quality

More information can be found on the website www.ni-environment.gov.uk

Food and Fuel

A Fuel and Food plan is held by the DETI. Contacts can be found in the Belfast resilience contact directory.