

Innes Eaton Electrical Services LTD

Domestic Electrical Fault Flowchart



24 Hour Phone Line
07508 041704

We aim to respond within the following timescales, subject to workload:

2 HOURS for emergency situations such as:

- Dangerous faults that cannot be isolated
- Total power failure at a property housing vulnerable residents

SAME DAY for urgent situations that may escalate if not promptly dealt with, such as:

- Suspected loose connections
- Total power failures caused by a fault within the property

WITHIN 48 HOURS for all other faults

Immediately dial 999 and ask for the fire brigade, informing them that there is an electrical fire

Evacuate the area/building

If it is safe to do so:

- Isolate the main power supply to the building (or that area)
- Attempt to fight the fire with a **DRY POWDER** or **CO₂** fire extinguisher only

Fault with Domestic Electrical Supply or Installation

Can you see smoke or flames?

Yes

No

Can you see damage to a cable or appliance that now has exposed live (copper) parts?

Yes

Can the power to that area or appliance be safely switched off?

Yes

Contact an electrician to repair or replace the affected section.

Try to cover switches and make it obvious to anyone in the property that there is a fault and that that area or appliance must not be switched on until repaired.

No

Has the power failed to any part of the property?

Yes

Are any trip switches off, or are any fuses that you can inspect blown?

Yes

Do not attempt to re-energise the circuit again.

Contact an electrician to come and inspect the installation and diagnose the fault.

Fault Reoccurs

Reset any switches that have tripped off, or replace any blown fuses **ONCE ONLY**.

If the fault does not reoccur then no further action is required.

Is it the equipment coming into the house and supplying the main consumer unit or fusebox affected?

Yes

Keep people and animals away from the affected area

Immediately contact your Distribution System Operator (DSO) on 105 selecting the option to report an emergency

If it is safe to do so:

- Isolate the main power supply to the building to reduce the chances of arcing & fire

No

Immediately contact an electrician and notify them that you have a dangerous fault with your installation that you cannot isolate

Keep people and animals away from the affected area

No - SOME power off

There may be a loose connection or damaged cable within your installation.

Contact an electrician to come and inspect the installation and diagnose the fault ASAP.

No - ALL power off

It may be that there is a fault in your local area, or that your main fuse has blown (the latter is rare, but a sign of a serious fault). If you have a smart meter, then your Distribution System Operator (DSO) will already have been notified that your power has failed.

It is recommended that you contact your local DSO on **105** if your power does not return within **30 minutes**.

Refer to our website for some useful tips for dealing with a power cut.

Calling 105?

It is useful if you have your Meter Point Administration Number (**MPAN**) to hand when doing so.

This is usually found on the back of your electricity bill.