

# [Consider joining NIE Networks and NI Water care registers](#)

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Older people and people with a medical condition or disability should consider joining the NI Water and Northern Ireland Electricity (NIE) Networks care registers. The registers help to identify people who need extra help or support if there is an interruption to supply.

## **NI Water Customer Care Register**

People who join the [NI Water](#) Customer Care Register can get a range of free additional services if they are an older person, have a serious medical condition, or need extra help for any other reason.

The full range of services provided to people on the register is outlined at the following link:

You can join the register by phone:

## **NIE Networks Critical Care Register**

[NIE Networks](#) offers a critical care information service to people who are dependent on life-supporting electrical equipment.

Anyone on this register will receive up-to-date information by phone during a power cut or a planned interruption of supply.

You can find out more, including how to register, at this link:

Details of a relative, neighbour or friend can also be given to NIE Networks as an alternative contact.

## **More useful links**

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# Slow down and stay safer on the road

Going too fast for the conditions is the number one cause of people being killed or seriously injured on our roads. Drivers and riders are urged to slow down.

## **Speeding is no accident**

Driving or riding too fast is no accident, it's a decision to drive faster than road and traffic conditions allow. It is also a decision to drive beyond your capabilities.

Unfortunately if you have an accident when driving too fast, you are much less likely to walk away from it unscathed.

[Speed limits](#) are set as an absolute maximum – the weather and conditions need to be taken into consideration when driving on any road.

Speed does not need to be high to kill or seriously injure.

## **Keeping safe**

We all have a personal responsibility to drive or ride in a way that keeps ourselves and others safe.

Every one mph reduction in average speeds causes, on average, a five percent reduction in collisions. This could be the difference between life and death.

Everyone shares the responsibility to prevent deaths and injuries.

Drivers and riders need to:

- slow down
- pay greater attention to their surroundings
- never drive or ride a motorbike after drinking or taking drugs

Whether you're a driver or passenger, always wear a seatbelt.

Pedestrians and cyclists also need to:

- be aware of their surroundings
- make every effort to be seen by wearing reflective or hi-vis clothing

You can get more information about road safety at the page below:

The faster the speed, the bigger the mess. Please slow down – one life lost is one too many.

It is better to arrive late and alive, than to not arrive at all.

## **More useful links**

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## **Dealing with issue of bullying**

It's Anti-Bullying Week (13 to 17 November). This year the theme is 'All equal, All different, All together'. We all have a duty to both tackle bullying and support those who have been affected.

### **Stopping bullying**

Bullying is an issue which can happen to anyone. It can take many forms, from physical and verbal attacks to cyber bullying.

Whether you or someone you know is being bullied, there are things you can do to stop it happening.

The first thing that you should do is tell someone about it – don't suffer in silence. You can tell a friend, a parent, a teacher if it's happening at school, or a senior member of staff if it's a problem in work.

The following pages have useful information:

### **If you're doing the bullying**

You may think teasing people at school or work is a bit of harmless fun, but for the victim it can be no fun at all.

Try to talk to someone at school or work and explain the reasons behind your bullying. They should be able to give you support and advice about how to stop.

### **Cyberbullying**

There has been an increase in people being threatened, teased or embarrassed through their mobile phone, tablet device or the internet, including while using social networking sites or apps.

You can find out more about it on the pages below:

Cyberbullying is just as harmful as bullying in the real world. If you see it happening, report it. Don't ignore it.

## More useful links

Share this page

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## [Be aware of dangers from carbon monoxide](#)

People are reminded to be aware of the dangers from carbon monoxide (CO), a highly poisonous gas which is impossible to see, taste or smell and is often known as the 'silent killer'.

### Regular checks and services

If you use an appliance that is fuelled with gas, oil, coal, kerosene, peat or wood you are potentially at risk from carbon monoxide poisoning.

Carbon monoxide may accumulate to dangerous and even deadly levels in homes, cars or poorly-ventilated areas.

The best way to protect yourself, and others, from the dangers of carbon monoxide is to make sure all fuel-burning appliances are installed, maintained and used properly.

They should be checked and serviced at least annually by a registered engineer.

All chimneys and flues should be inspected once a year and swept, if required, by a registered technician.

This also applies to any appliances you use in holiday homes, caravans and on board boats where faulty gas cookers, appliances or petrol-powered generators have led to carbon monoxide poisoning.

The following pages have useful information about gas safety and how to arrange getting an appliance serviced:

### Carbon monoxide alarm

As an additional precaution, you should also install an audible carbon monoxide alarm.

These alarms have a limited life span, so if you already have one please check it to see if it is working properly. It might be time to buy a new one.

While carbon monoxide alarms can help alert you to the dangers if CO gas

escapes, they must never be regarded as a substitute for the proper installation, maintenance, servicing and cleaning of appliances.

## **Carbon monoxide poisoning symptoms**

[Carbon monoxide poisoning](#) can be fatal and can also cause long-term health problems if people are exposed to low doses over a long period of time.

Early symptoms of carbon monoxide poisoning can seem like many common ailments and may easily be confused with food poisoning, viral infections, flu (but without a raised temperature) or simple tiredness.

Signs to look out for include:

- headaches
- nausea and vomiting
- exhaustion
- drowsiness
- dizziness and light-headedness
- flu-like symptoms
- palpitations (feeling heart beat oddly)
- chest pain
- losing consciousness

Anyone who suspects they may be experiencing carbon monoxide poisoning should:

- immediately turn off all appliances
- go outside
- seek medical help

Further information on carbon monoxide can be found on the [Health and Safety Executive for Northern Ireland website](#).

## **More useful links**

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## **[Steps to reduce risk of burst pipes](#)**

With the weather turning colder, it's important to prepare for winter conditions. Damage as a result of burst pipes is a possibility over the next few months. However, with some simple precautions the risk can be reduced.

## **Protecting from frost**

The devastation caused by burst pipes cannot be underestimated. Potential

repairs alone can run into many thousands of pounds.

Not only can the water cause structural damage to a property, but also to electrical equipment and personal items, including photographs that may not be replaceable.

Taking the following simple steps will significantly reduce the risk of frozen or burst pipes:

- insulate water tanks and pipes in unheated areas like lofts, garages and outbuildings
- fix dripping taps – a gentle trickle of water can freeze and completely block the pipe
- find your internal stop tap/ valve – it is usually, but not always, under your kitchen sink and normally closes by turning clockwise
- service the boiler regularly
- make sure doors and windows from unheated parts of your house are kept closed and try and stop any draughts from outside
- if you are away from home during the winter period, open the trap door into the roofspace to allow some of the warm air to circulate (this should be a temporary measure only, as it will cause condensation – tanks and pipes should be insulated)
- if you are away from home leave the heating on low and you could leave a key with someone who can check the house regularly
- write down the contact details of a registered plumber in case a pipe does burst

You can get more information at the page below:

If a property is not in use or occupied for a prolonged period of time it is advisable to turn the water supply off at the stop tap. You should maybe even consider draining down the system.

There is more information on the [NI Water website](#).

## **Dealing with frozen pipes**

Most frozen pipes are found in the roofspace and below sink units. If you discover a frozen pipe, you should:

- turn off the water supply at the stop tap/ valve
- thaw along the pipe, starting from the end nearest the tap
- don't use a blow lamp or naked flame
- put hot water bottles or a thick cloth soaked in hot water over the frozen pipe or use a hair dryer at its lowest setting to thaw pipes (be careful not to warm them too quickly)
- don't leave taps dripping or running – the water may not flush down the plug hole if the pipes below are frozen

## **Burst pipes**

If a pipe bursts, you should:

- turn off the stop tap/ valve
- try to block escaping water with thick cloth (for example, towels)
- turn on all taps to reduce flooding
- call a qualified plumber
- don't forget to turn off taps once the problem is fixed to avoid further flooding

## **Reporting a problem**

If you have checked the pipes on your property and they are not burst or frozen, and you still have no water supply, contact NI Water on 03457 440088.

If you are a Housing Executive tenant and need an emergency repair, you should contact [your local District Office](#) during office hours.

You can also contact the [emergency out-of-hours service](#) on:

## **More useful links**