

ESB Networks Notice

ESB Networks maintain a Medical Equipment Register of customers who depend on electrically powered medical equipment at home.

- In the event of planned power outages, ESB Networks will endeavour to give extra advanced notice to customers on this list.
- In the event of unplanned power outages/disruption to power supply, ESB Networks will endeavour to get power restored to customers on the Medical Equipment Register as a matter of urgency.

Examples of equipment include:

- Oxygen concentrator
- Nebuliser
- Suction machine
- Home dialysis
- CPAP
- Electric bed/air mattress
- Electric hoist etc.

What do you need to do to get on the Medical Equipment Register?

1) **Contact Your Electricity Billing Company** (not ESB Networks)

2) **Have your MPRN number ready**

* Your MPRN (Meter Point Reference Number) is the unique 11 digit number assigned to your electricity connection and meter.

Find it in the **top right hand corner of your bill** from your electricity supplier.

It begins with 10.

3) **Inform your billing company that you depend on a piece of medical equipment which is powered by electricity**

4) **Request them to notify ESB Networks of this and that you wish to be placed on the ESB Medical Equipment Register.**

5) **Have contact phone numbers ready.**

6) **Your Supplier will notify ESB Networks to place you on the Medical Equipment Register.**

ESB Networks contact numbers

Line	Numbers	Contact hours
*General Enquiries *Report a Fault	1800 372757 <i>or</i> 021 2382410	* Mon –Fri: 08.30- 6pm * Sat: 08.30-1pm
* Emergency Line	1800 372999	* Out of hours/Sun/ B Hols * Open 24/7 * 7 Days per Week.