

Life support customers

If you rely on continuous power supply for life support equipment please ensure you have an emergency plan which you should carry out when the power is off. Please call our life support priority line on 1800 818 832 if you have any questions.

Food safety

To keep the food in your fridge or freezer fresh, keep the doors closed when possible. If you're worried about food spoilage please visit www.health.vic.gov.au/foodsafety or call the Department of Health on 1300 364 352.

Here are some tips to stay Power Prepared this summer

Keep this fact sheet with your Emergency Kit for easy access



Update your details

Make sure your electricity retailer has your current contact details. In an emergency, we may contact you via SMS.



Mobile phones and tablets

Use the low power mode option on devices to help reduce the amount of battery you use while the power is off.



Water pumps

If you use electricity to run a water pump, make sure you have an alternative water source to use during an outage.



Check on your neighbours

If you can, check on neighbours who are vulnerable or heat sensitive to see if they're OK.



Electrical appliances

Consider switching off or unplugging sensitive electrical and electronic equipment before the outage.



Generators

Use generators with extreme caution and only to power appliances directly. Use a licensed electrician if you need an alternative power supply.



Changes in traffic

Take extra care on the roads during this time as there may be some changes to local road conditions or traffic management.



Electric gates and doors

Some systems have override levers for manual operation, other systems have battery backup. Check your user manual for instructions.



Stay informed

outagetracker.com.au

Using your mobile phone, visit the Outage Tracker for information, including updates in real time on when we expect your power to be back on.



Emergency Kit Checklist

- Torch
- Battery powered radio
- Emergency contacts
- Portable phone charger

Emergency contacts

Need any more information?



1300 362 026



Please provide our phone number when choosing your preferred access option.



ausnetservices.com.au



AusNet Services



We speak your language. If you need an interpreter, please call 13 14 50