

Preparing for storms

Useful information to help
prepare for severe weather



During prolonged outages, AusNet Services provides supply restoration updates via SMS. To receive these updates please ensure your electricity retailer (the company you pay for your electricity) has your current mobile number.

It is recommended that people living in areas widely and regularly impacted by storms have a storm preparedness plan in place at all times.



Clear vegetation from private powerlines to reduce the risk of power interruptions.

Before a storm

You can reduce the likelihood of power outages during storms by clearing vegetation from private powerlines during safe weather conditions.

1. Maintain Private Electric Lines on your property

AusNet Services maintains the vegetation around powerlines in your street and it's important residents take responsibility for ensuring vegetation is kept well clear of private electric lines on their property and have an appropriately qualified contractor prune vegetation. Please ensure that any work is done in a safe manner.

2. Appliances

You may wish to turn your fridge to a cooler setting to help keep food fresh in case there is a power outage.

3. Telephones

Ensure mobile phone batteries are fully charged and have a phone WITH a cord on hand – cordless phone base stations don't work without electricity. Remember not to use a telephone during an electrical storm as it is possible to get a shock. Refer to your telephone provider for further information.

4. Radio

Have a battery-operated radio and lots of batteries on hand if you wish to listen to radio updates in the event of a power outage.

5. Electric garage doors

If your garage door is electric, ensure you know how to open it manually.

6. Computers

Consider making the autosave function on your computers more frequent, to ensure important documents aren't lost during a power interruption. Computers are among the more sensitive appliances to be impacted by small power fluctuations.



Life Support Customers

Customers who rely on electricity for life support equipment are encouraged to have a plan of action in place to address supply interruptions during storms.

Power may be interrupted during a storm event without notice and in some instances it could be off for an extended period of time.

Your plan of action should take this into account. For more information about supply interruptions please contact our Customer Service Centre on **1300 360 795**.



During a storm

If you think there is any likelihood a current storm might affect your power supply, the following tips may be useful:

1. Stay well away from fallen powerlines. Always assume they are live and dangerous. Report them immediately to the AusNet Services faults line on **13 17 99**.
2. Don't use any electrical appliances that have been wet or damaged. Have them checked by a licensed electrical worker.
3. If you are without power, turn all power points off at the wall and leave one light switch turned on so you know when the power comes back on.
4. Use a torch to find your way around. Be very careful with candles or other open flames. Do NOT leave candles unattended and ensure they are in a fireproof container.
5. You may wish to listen to a portable radio for weather and power updates.
6. Don't use a landline phone during a storm as it is possible to get an electric shock. Refer to your telephone provider for further information. In emergencies use a mobile phone.

After a storm

If the power supply in your area has been affected by a storm, the following tips may be useful:

1. Stay well away from fallen powerlines. Always assume they are live and dangerous. Report them immediately to the AusNet Services faults line on **13 17 99**.
2. If your house or business sustains storm damage preventing the reconnection of power or you are uncertain about what damage might have occurred, you must have a licensed electrical worker carry out an inspection and repair any electrical damage. Notify the AusNet Services faults line on **13 17 99** when repairs are complete so power can be restored. Once the repairs have been completed, contact AusNet Services on **13 17 99** (24 hours).
3. Don't use any electrical appliances that have been wet or damaged. Have them checked by a licensed electrical worker.
4. If you require emergency relief or support contact your local council or the Victorian State Emergency Service's Community Information Line on **1300 842 737**.
5. Take extra care around your switchboard if it is outdoors; wear synthetic or rubber-soled shoes to reduce the chance of receiving an electric shock. If you are in any doubt about the switchboard's safety, call your licensed electrical worker.
6. Don't connect a portable generator to the electrical wiring of your house or office unless an isolating switch has been permanently installed by a licensed electrician. Appliances can be plugged directly into the generator.
7. You may wish to listen to a portable radio for official advice and power restoration information.
8. Do not swim in floodwaters – there may be live electrical wiring or fallen powerlines in or around the water.
9. Alert neighbours if you think there may be any danger.

Emergency Contact Information

As part of your severe weather action plan, make sure a list of emergency contact numbers is on hand, including:

- > Life-threatening emergencies **000**
- > AusNet Services Faults Line (24 hours)
for electricity **13 17 99**
for gas **13 67 07**
- > Victorian State Emergency Service **132 500**
- > Other relevant local contacts including the Country Fire Authority or Metropolitan Fire Brigade, local police, hospital, doctor and vet. Customers seeking assistance can also contact their local council for advice.

General customer enquiries can be directed to our Customer Service line **1300 360 795** (8.00am – 5.00pm Monday to Friday) or for further information about how to prepare for severe weather visit our website at www.ausnetservices.com.au.



Contact us

Customer enquiries

1300 360 795

8am – 5pm Monday to Friday

Electricity faults and emergencies

13 17 99

24 hours a day, 7 days a week


Email: csc@ausnetservices.com.au

www.ausnetservices.com.au

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 @AusNetServices

 AusNet Services

 13 14 50