

Home Tips During Planned Outages

Portable Generators

It is extremely dangerous to connect a generator to your premise without special precautions. If temporary supply is required please arrange for your electrician to call 13 22 06 (Powercor) or 1300 301 101 (CitiPower) to coordinate the connection of the generator.

Mains Operated Telephone Systems

In most cases the full functions of a mains operated phone system will be unavailable during the supply interruption. Most systems have the facility to take calls on one dedicated phone. To check if your phone system has this function, check your instruction manual or contact your installer or manufacturer.

Electric Hot Water Services

If you have an electric hot water system, your supply of hot water will not be affected in most cases unless this interruption was planned between the hours of 11pm and 7am in the morning. If you would like more information or some advice on your hot water please contact us for further information.

Gas Appliances

Some gas appliances such as hot water services and heaters have electric fans or ignitions that will not work during the supply interruption. Check your manual or with the installer or manufacturer for further details.

Refrigerators and Freezers

If the supply interruption is to extend beyond two hours, it is recommended that you:

- Turn the temperature control to the coldest setting two hours before the supply interruption
- Make sure all food is well covered
- Limit your access to the fridge, or when removing food, take the briefest possible time
- Reset the temperature control when supply is restored

Check your fridge manual if you are unsure how to do any of the above. If this is not available, you should contact the manufacturer or the retailer from which you purchased your fridge.

Electrically Operated Garage Doors

You should check to see that your garage door can be raised manually. If you are unsure, check your manual or ring the manufacturer for instructions.

If you cannot open the door manually you can either:

1. Open the door before the supply is removed; or
2. Leave your door closed and ensure all the items you wish to access during this time, including your car, are stored outside the garage, temporarily.

Traffic Conditions

The plant and equipment required to carry out works in the local area may affect traffic conditions. Please allow for the possibility of minor traffic delays.



General Enquiries: 13 22 06
info@citipower.com.au
info@powercor.com.au

Household Alarms

Many security alarm systems have temporary back-up batteries that will keep your premises protected for a minimum of four hours if your battery is in good condition.

When power is restored, your alarm system should automatically re-connect to main power. Some alarms will indicate that your power supply was interrupted. Your alarm system should ordinarily not be triggered from a power supply interruption. Check your manual or with the installer or manufacturer for further details.

Life Support Systems

If you are on a life support system that requires electric supply, you should have a contingency plan for any power interruptions. If you do not have a plan, you should call your doctor first, who will advise you of the best course of action.

If you still have concerns or would like a copy of our brochure 'Electricity and your Life Support System' you can contact us 24 hours a day on 13 12 80 (CitiPower) or 13 24 12 (Powercor).

