

Home Tips During Unplanned Outages

- Check if other houses or businesses in your street have lost power
- Switch off all appliances, but leave a light on to know when power is restored
- Unplug sensitive equipment such as computers and plasma TVs
- Don't phone 000 unless it's a genuine emergency. CitiPower and Powercor have dedicated contact numbers for service difficulties and faults, which operate 24 hours a day, seven days a week
 - CitiPower Service Difficulties and Faults - 13 12 80
 - Powercor Service Difficulties and Faults - 13 24 12
- Record your network's contact details and your 11 digit National Identifier Number (found on the bill you receive from your retailer), and place these numbers in a safe place, such as on the fridge - they'll help us provide accurate and rapid information when you call
- During widespread outages, use a battery-powered radio and listen to ABC Local Radio for updates
- Make sure you have candles, a torch and batteries - torches are best, but if you do have to light candles, keep an eye on them to avoid a fire - and don't fall asleep until they are out
- Avoid opening the fridge, to keep your food fresh
- If driving and the traffic lights go out, slow down and give way to the right
- Above all - be patient and spare a thought for our crews, who are working safely and rapidly, often under harsh conditions, to restore your service