

# Important contacts



**Faults and Emergencies number**  
(from your most recent power bill)  
For reporting a power outage.

Phone (write in): \_\_\_\_\_

**SES 132 500**  
For storm and flood emergency assistance.

**Emergency Services 000**  
For life threatening emergencies

**Department of Health 1300 364 352**  
**and Human Services**  
For information on food safety

**VicEmergency 1800 226 226**  
For emergency information and warnings

**Your local Council phone number**  
For information on emergency services  
in your area

Phone (write in): \_\_\_\_\_

Customers who experience long or frequent power outages in a year may be eligible for the **Guaranteed Service Level Payment**.

To find out about your eligibility, call the faults and emergencies number on your most recent electricity bill or the Energy and Water Ombudsman of Victoria on 1800 500 509.

[delwp.vic.gov.au/poweroutages](http://delwp.vic.gov.au/poweroutages)

## What to prepare, today

Consider your need for back-up power and be prepared.

- **Important contacts.** Using the list provided in this brochure, make sure you have all the right numbers and websites handy. You can record them in this brochure and keep them somewhere safe, or save the contacts to your mobile phone.
- **Access to a phone** that works when it's not plugged into power. If you have a landline or are on the NBN, make sure you have access to an alternate phone that does not need power, like a fully charged mobile phone.
- **Access to news and updates.** Have a battery powered radio, listen to your car radio or access the internet through a mobile phone. Sign-up for email or SMS alerts to find out when the power is coming back on.
- **A source of lighting**, such as a torch or a battery-operated light.
- **Access to alternate fresh water**, if you use electricity to run a water pump.
- **For a back-up generator**, secure a contract with your supplier.

**More information**  
[delwp.vic.gov.au/poweroutages](http://delwp.vic.gov.au/poweroutages)  
Customer Contact Center 136 186



Powerline Bushfire Safety Program

# How to prepare for power outages

Summer weather conditions can cause power outages. It only takes a few simple things to be prepared and be safe.

[delwp.vic.gov.au/poweroutages](http://delwp.vic.gov.au/poweroutages)



# What to do if the power goes out

## Be safe outside your home

- Fallen power lines are highly dangerous as they may still be live. Keep yourself and others clear of fallen power lines, and report this using the 'Faults and Emergencies' number on your most recent electricity bill, or call 000 Emergency Services.

## Be safe in your home

- Check if the safety switch has been tripped in your home (and check-in with your neighbours to see if they have also lost power).
- Switch off your appliances, as the power can return while you are not home and this can be a safety hazard with some home appliances, such as an oven.
- Use battery powered torches and lighting. Always be careful using candles and open flames and keep them away from flammable materials.
- Don't attempt to resolve any electrical issues, such as installing a temporary generator or conducting repairs yourself – it is unsafe and illegal. Always engage a licensed electrician to do electrical work.

Some people have a special need for uninterrupted power, such as those on life support or with certain health conditions. Discuss your needs with the electrical retailer (the company who sends the electricity bill) and ensure the company registers your needs with your up-to-date contact details.

## Be a good neighbour

Remember to check and offer support to neighbours and relatives. Consider those who might be alone or need extra support, such as the elderly or people with a disability.

## Be safe with food

When the fridge goes off in an outage and food becomes warm, it may not be safe to eat.

**Cold food** remains safe to eat while it is still cool to touch (less than 5°C) and for up to 4 hours after this. It should then be either cooked and eaten, or thrown away.

To keep your cold food fresh:

- Keep the doors to the fridge and freezer closed, and only open them when absolutely necessary.
- Move refrigerated food to the freezer.
- Cover cold and frozen food with an insulating blanket.

For more information on food safety, [www2.health.vic.gov.au/public-health/food-safety](http://www2.health.vic.gov.au/public-health/food-safety) or call the Department of Health and Human Services on 1300 364 352.



# Getting the power back on.

Your local electricity distribution company is responsible for the poles and wires that carry electricity to your home, and normally organises for the power to be turned back on.

To find out if your area has lost power and when it's coming back on, call the 'Faults and Emergencies' number on your most recent electricity bill.

You can also visit [delwp.vic.gov.au/poweroutages](http://delwp.vic.gov.au/poweroutages) to find your distributors online.

Contact your local council if you need information on emergency services available in your area, particularly if you are older, unwell, have a disability, or need special help.

## Medical needs

Some people have a special need for uninterrupted power, such as those on life support or with certain health conditions.

Discuss your needs with your electrical retailer (the company who sends the electricity bill) and ensure the company registers your needs with your up-to-date contact details.