

## What should I do during a storm?

### During an electrical storm always play it safe.

- Turn off and unplug all unnecessary appliances to avoid possible damage by lightning
- Avoid using landline telephones as the lightning strike can travel along telephone lines causing you to receive an electric shock
- Avoid touching metallic material such as water pipes and taps during electrical storms
- Do not use any electrical appliances that have become wet or damaged
- Do not go outside until the storm has passed.

### What should I do in a brown out?

- Turn off ALL motors (air conditioners, refrigerators, washing machines, pool filters etc) and other appliances to avoid potential damage
- Leave a minimum of lights on (but not fluorescent) and report a 'dim supply situation' to Essential Energy's power outage number on **13 20 80**
- Don't turn on your appliances until you have been advised by Essential Energy that the problem has been fixed or you observe that the lights have returned to their normal brightness.

### Things you should do after a storm

- Damaged or fallen powerlines can be hard to spot. Indicators of potential damage may include flickering or no power supply, burnt areas in paddocks or roadsides, injured or downed stock, smoke or fallen trees. Contact Essential Energy on **13 20 80** if you see fallen or damaged powerlines. Always stay at least 8 metres away from the line and anything in contact with it and report the fault immediately
- Contact Essential Energy on **13 20 80** if your vehicle comes into contact with powerlines. If it is safe to do so, stay inside the vehicle and call Essential Energy immediately. Familiarise yourself with emergency escape procedures by downloading the 'Emergency response to a powerline incident' fact sheet from [essentialenergy.com.au/safety](http://essentialenergy.com.au/safety)
- Unplug any suspect appliances and have them checked by an electrician prior to using them



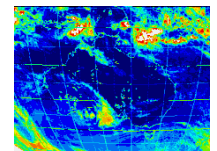
- If a fuse or circuit breaker needs to be replaced or checked, turn the power off at the main switch. Ensure the correct size fuse wire is used. If the fuse blows again or the circuit breaker won't reset, contact Essential Energy or a licensed electrical contractor
- Report any building damage, fires or trees/branches contacting powerlines to Essential Energy as soon as possible
- Contact Essential Energy if your electrical supply has gone off.

### What should I do if I receive a shock or tingling sensation during or after a storm?

If you receive a shock or tingling sensation from any electrical appliances, plumbing, metal, sink or bath, avoid all contact with the appliance or objects in question and call our power outage number on **13 20 80** and report the problem as soon as the storm has passed.

### StormTracker

StormTracker traces storm activity across Essential Energy's entire distribution area and is updated every 15 minutes. The tool can help you identify where a storm is in your region and its approximate intensity and can be found at [essentialenergy.com.au](http://essentialenergy.com.au)



### For more information

Essential Energy's Public Safety team is available to facilitate Electrical Awareness sessions and discuss any questions relating to electrical safety. For more information on electrical safety please call Essential Energy:

General enquiries 13 23 91  
 Power outages 13 20 80

Follow us  

or visit [essentialenergy.com.au/safety](http://essentialenergy.com.au/safety)

### Safety first:

- Stay a minimum of eight metres from fallen powerlines as well as any objects in contact with them and always assume that the powerlines are live and dangerous
- Keep a torch handy in case of a power outage
- Only attempt to check or restore power if you can do so safely
- To reduce the chance of electric shock, never hold the lid of your meter box (use the prop to keep open) when replacing fuses.

*Be safe, because they need you*

