

Important safety information about electricity supply in your community



It's our job to supply safe and reliable electricity to your community. 

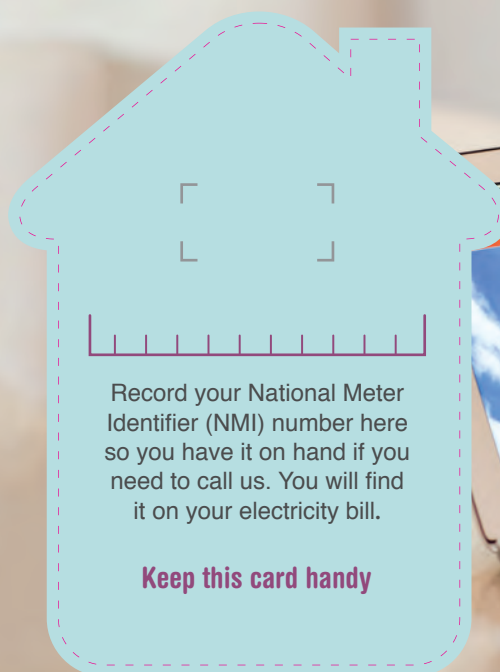
The United Energy Customer Charter is available at www.unitedenergy.com.au/your-electricity. A copy can be provided by contacting our service desk on 1300 131 689 (Monday-Friday 8AM-6PM).

Language assistance

131 450



Information related to power outages
www.unitedenergy.com.au



Record your National Meter Identifier (NMI) number here so you have it on hand if you need to call us. You will find it on your electricity bill.

Keep this card handy



You have the power with *Energy Easy*

Track your home's electricity usage, set an electricity savings target and request data reports with our free Energy Easy customer portal.

Register at www.energyeasy.ue.com.au

You'll need your National Meter Identifier (NMI) and Smart Meter serial numbers to register for Energy Easy. You will find these on your electricity bill.

We're on
your street...



United Energy is encouraging our customers to register for communications, including outage information in the future, via electronic means. To register, visit: www.unitedenergy.com.au/login

Regardless of who you pay your bills to, United Energy distributes safe and reliable power to you and over 650,000 Victorians across Melbourne's east and south-eastern suburbs and the Mornington Peninsula.

Check your clearance

It's your responsibility to keep vegetation clear of service lines on your property. But **never** climb a power pole or approach powerlines yourself.

Be prepared for unexpected power outages

When the power goes out, you can rely on us to get onto fixing the problem right away while prioritising safety and essential services, such as hospitals.

If you're in a bushfire prone area, on life support or have private overhead electric powerlines, update your safety and maintenance plans now. If you're a business, review your mitigation plans and ensure they're ready to be activated.



Fallen powerlines should always be treated as live and dangerous. Always keep clear and report to United Energy on 132 099.



Keep a torch or lantern with fresh batteries handy for power outages.



Ensure a charged mobile phone or non-cordless phone is always ready.



Have a battery powered radio ready for news and emergency updates.

If your home or business loses power

- **Remain calm.**
- **Check the safety switch** in your meter box to see if it has been tripped.
- **If the power is out in your area**, please visit www.unitedenergy.com.au for power outage information.
- **Switch off appliances and lights**, but leave one light switch on so you know when you're reconnected.
- **If you have a portable generator**, review the safety instructions then connect appliances directly to it (DO NOT connect the generator to your house wiring).
- **Check in on neighbours.**

If you need us, call 132 099

We're available 24 hours, 7 days a week.

