

# GETTING THROUGH A PLANNED POWER OUTAGE

We know any outage is disruptive, even more so when our community is living with COVID-19 restrictions. If we've notified you that a power outage is planned, then rest assured this work is really important.

Electricity is essential for us all so our crews are permitted to keep working during the restrictions. They are fixing faults and maintaining the power lines to make sure your power is safe and reliable. We also need to ensure the power stays on for hospitals, medical facilities, supermarkets and other essential community services.

As well as this urgent work, we will continue checking, upgrading and replacing equipment and trimming trees to make sure the network is ready for next summer.

Please respect our crews as they work to keep the lights on now and prevent the risk of major disruptions later. They'll be following COVID-safe work practices and working hard to complete the critical work within the time given for the planned outage.

We have put together some tips we hope will be useful in making outages less disruptive.



## Look after your health

Have a contingency plan ready if you rely on life support equipment or need electrical items to care for babies, the disabled, elderly or pets. Keep warm with extra layers or blankets.



## Pre-heat your home

If you have an electric heating system, then heat your home or just the rooms you are using to a comfortable temperature before the planned outage is due to begin. Then prevent heat loss by draught-proofing doors and windows and keeping them shut. Close curtains at night to keep the heat in.



## Charge mobile phones, laptop computers and portable backup batteries

Charge up the day before so you can still communicate with friends and family, get updates about when power will be restored or reach emergency services when needed.



## Keep connected using a hotspot

Your modem won't work without power but you can still access the internet, school or work files via data connection on your mobile phone. Check with your telecommunications provider about bonus data allowances available during COVID-19 restrictions.



### Keep food safe

Make sure your refrigerator is set to 5 degrees or below to ensure food stays as fresh as possible. An unopened refrigerator will keep food cold for about four hours. An unopened, full freezer will retain its temperature well enough to preserve food for two days. For more information, visit the Australian Institute of Food Safety:

<https://www.foodsafety.com.au/blog/food-safety-during-power-outages>



### Download some entertainment

We appreciate that in the COVID lockdown, streaming services on television or portable devices are important. If you can, download your favourite movies or television shows to a portable device so you don't miss out during an outage.



### Back up computer files

Make sure important computer-based records for your home, study or work are backed up and if necessary, saved on an external hard-drive or storage device before the planned outage begins.



### Have alternative energy available

If you use alternative energy sources for powering water pumps and equipment or cooking (like diesel generators or BBQs), then make sure they are fuelled and operational. Be safe – outdoor equipment should not be used inside your home. Have battery powered lamps or torches on hand and make sure you know how to open garage doors and gates manually if they don't have a battery back-up.



### Stay up to date

You can keep track of power outages and receive reminders about planned works via SMS or at our outage map online <https://outagemap.unitedenergy.com.au/>

Thank you for your patience.