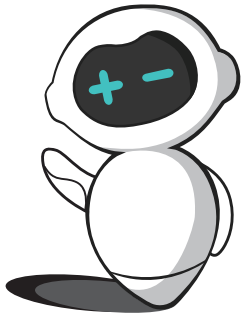


I have a power outage at my property. What should I do next?

Step 1

Check-in with your neighbours to see if they have also lost power. This will clarify if the cause of the power outage is likely to be a community grid issue or something specific to your property.

If yes.
go step
2



If no.
go step
3

Step 2

Call your electricity distribution company or visit their website to determine the reasons for your power outage.

Step 3

Check if the safety switch has been tripped in your home. If your switch has not been tripped, call your energy retailer (Discover Energy) and electricity distribution supplier to find out if there are any relevant faults. If there are no current faults, you should engage a licensed electrician to do an electrical check for you.



Keep safe! Ensure your safety and the safety of others.

- If you have gas at your property, ensure that all gas outlets are turned off properly.
- Be careful when using candles and other open flames. Keep naked flames away from flammable material.
- Unplug all your electrical equipment and devices, such as your computer or television, in case of a power surge. Be especially careful to turn off any heating devices.
- Do not try to connect temporary generators to household wiring. Never use a generator inside or try to modify extension leads to connect power to household wiring.
- Do not attempt to resolve any electrical issues by yourself – it is unsafe and illegal. Always engage a licensed electrician to do electrical work.
- If there has been significant damage to your property, make sure that a licensed electrician checks that it is safe to turn your power back on.

Getting your power back on

Call your electricity distribution company. They are responsible for the physical delivery of your energy and are usually the best contact to enquire and request for a return to power. Most power outages are resolved by your electricity distribution company.

 www.discoverenergy.com.au



Power Emergency Kit

What you need to know



Thank you for choosing Discover Energy

At Discover Energy we understand the importance electricity plays in our everyday lives. However sometimes the unexpected occurs, such as a power outage.

There are many reasons why power outages occur: severe weather, animal interference or technical faults. This kit from Discover Energy is designed to help prepare you for when a power outage occurs in your property, keeping you safe and informed, until the moment the lights come back on.

Your safety is of utmost importance

If you need an uninterrupted supply of power because you:



- are on life support equipment or,
- have a medical condition that requires continuous power supply. You will need to be registered for life support with us, please contact us to ensure your registration is complete.
- If you have any other special needs that requires uninterrupted supply contact us on 1300 946 898 to discuss what options are available to you.
- For life-threatening emergencies, please call 000 immediately.

Preparation is key

It is important to prepare for the possibility of a power outage. Planning ahead will help you stay safe and comfortable in a power emergency. It's also easier than you think.

Keep your important power emergency contacts in an easy-to-access place. We've made this step simple for you. The enclosed sticker contains all the important contacts you might need to access in a power emergency. Simply affix this sticker near your main switch board, so you can easily access it during an outage.

Where to find your switch board? Switch boards are commonly found in the front of your property, usually located on an external wall, such as attached to your garage or veranda or porch. Always be on the lookout for bugs and spiders!

Supplies you need to prepare

- A copy of important contacts. Use the sticker with in the kit. Affix this sticker near your main switch board, so it can be easy to find.
- If possible, a landline phone that does not rely on power or a charged mobile.
- A fully-charged power bank or portable charger for your mobile is also recommended.
- Access to a source of lighting such as a torch, flashlight or other battery-operated light devices.
- Access to news or updates, either through radio (battery-powered or car radio) or your mobile phone.






DISCOVER
ENERGY

Please find all info you need in the sticker



What are the causes of power outages?

There are a range of reasons why a power outage occurs:

-  The safety switch has been tripped in your home.
-  Planned essential maintenance works. Your distributor should provide you with prior notification.
-  Disconnection due to unpaid bills. There are many steps that occur before retailer can disconnect your service. You should have plenty of warning before this situation occurs, including numerous notices to you sent via phone and email or post.
-  Severe weather or unexpected technical faults. This is the responsibility of your electricity distribution company. They should be your first point of contact if this is the cause of your power outage.
-  If the outage is not caused by any of the above, and your electricity distribution company does not report any faults on their end, you might have electrical issues specific to your property. If this is the case, you may need to engage a licensed electrician to do an electrical check for you.