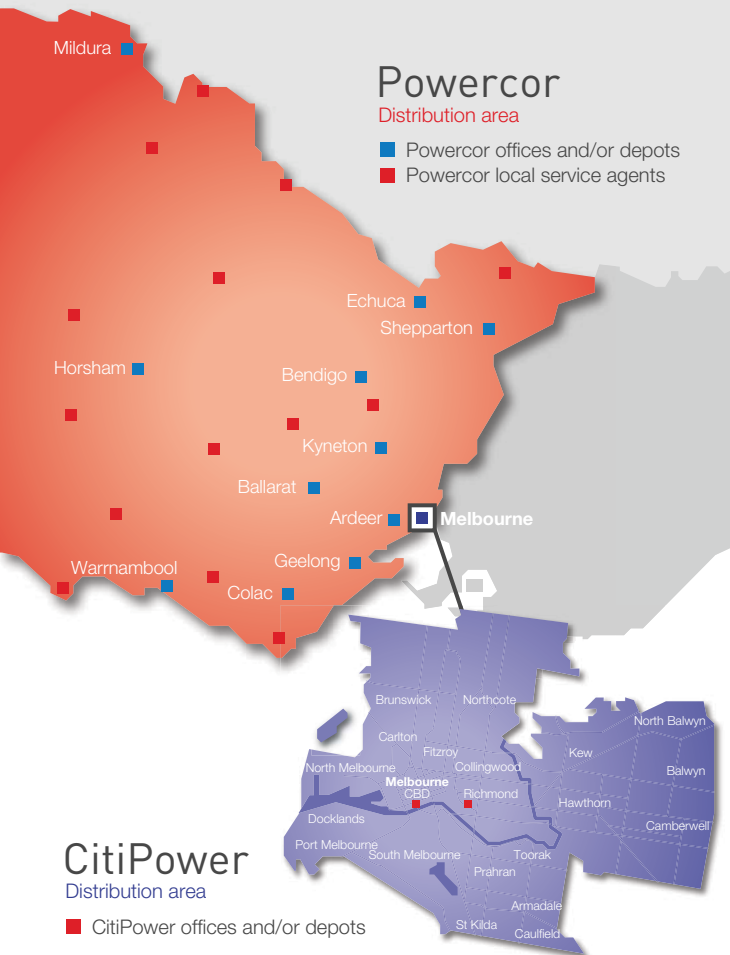


## CitiPower and Powercor Electricity Distributor

We own and operate two separate electricity distribution networks, managed under a single corporate structure. The CitiPower network is predominately urban and inner suburban, and the Powercor network spans central and western Victoria.

CitiPower and Powercor delivers power to you through our network of poles wires, meters and equipment. We do not sell electricity. You buy power from your electricity retailer who bills you and pays us directly for distributing your power.



## Where can I get more information?

### During an outage

If you have a smart phone, visit our mobile website for information on current outages and estimated restoration times. [m.powercor.com.au](http://m.powercor.com.au) or [m.citipower.com.au](http://m.citipower.com.au)

You can also call our 24 hour service difficulties and faults line.

**CitiPower 13 12 80**

**Powercor 13 24 12**

### After an outage

#### Register for SMS/email notifications

If you want to be kept informed of major power outages in your local area, register for this service on our website.

[www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

You'll need your National Meter Identifier (NMI) which can be found on your power bill.

#### Guaranteed Service Levels

Guaranteed Service Level (GSL) payments are made to acknowledge the inconvenience a power outage may cause and are paid to you automatically if frequent or prolonged outages occur. You do not need to lodge a claim.

#### Claims for voltage variations

If you suffer damage to your property as a result of a voltage variation outside the prescribed limits, you may be eligible for compensation in accordance with electricity industry guidelines.

For full details please visit our website.

[www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

# What to do if the lights go out

A practical guide to managing power outages



[www.facebook.com/citipower.powercor](http://www.facebook.com/citipower.powercor)



@CitiPower or @PowercorAust

  
**CITIPOWER**

  
**Powercor**  
AUSTRALIA



## Why has the power gone out?

At CitiPower and Powercor we do our best to provide you with a safe and continuous supply of electricity. We cannot however, guarantee you an uninterrupted supply because our electricity network is exposed to events beyond our reasonable control.

### Common causes of interruptions are:

- Vehicle or machinery accidents
- High winds, lightning strikes and storms
- Debris or vegetation hitting power lines
- Animal life, such as birds or possums
- Vandalism
- Bushfires
- Pole top fires
- Overloads
- Equipment failure
- Wiring or appliance faults on property.

The power lines and or network electrical equipment in your area may also need to be temporarily taken out of service for repairs, or to allow for maintenance, alterations or augmentation.

Whenever possible, we will notify you if the electricity supply in your area requires maintenance.

## What should I do during an outage?

### Food safety

Only open fridge and freezer doors when absolutely necessary as this will keep the food and air temperatures colder for longer.

Visit the Victorian Department of Health website for more information.

[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)

### Electric gates and garage doors

Most systems have an override (key or lever) to allow manual operation during a power outage. Check your user manual or contact the manufacturer for instructions. Some systems have battery backup and will continue to operate for a short time.

### Electrical and electronic equipment

Switch off and unplug sensitive electrical and electronic equipment. This may include computers and audiovisual equipment.

### Generators

Use generators with extreme caution and only to power appliances directly. Do not connect the output to the house switchboard or wiring as this can cause a safety risk for our workers.

### Household alarms

Many security alarm systems have temporary back-up batteries that will keep your premises protected for a minimum of four hours if your battery is in good condition. Consult your instruction manual or contact your alarm installer or manufacturer for more information.

### Check in with your neighbours

Check on your neighbours, particularly those with special needs, such as the elderly and people with disabilities or illness.

### Please be patient

We aim to restore power to all customers as quickly as possible. Safety is our most important consideration and supply restoration may require repairs in multiple locations and thorough inspection of all affected assets. Estimated restoration times are provided on our website, mobile website, or by contacting us on the numbers listed in this brochure.

### Check your switchboard

If you are without power but your neighbours have been restored, check your switchboard and reset any tripped circuit breakers. If you are still without power please call our service difficulties and faults line.

**CitiPower 13 12 80**

**Powercor 13 24 12**

### Get mobile outage information



Get outage information  
on your mobile at  
**m.powercor.com.au**  
or  
**m.citipower.com.au**



### Our Customer Charter

Our Customer Charter explains in clear and simple terms our relationship with you – what you can expect from us, and what we expect from you. The Customer Charter summarises the rights, entitlements and obligations electricity distributors and customers have under Victoria's Electricity Distribution Code. Distributors and customers must comply with this Code at all times.

Our Customer Charter is available on our website.  
**www.citipower.com.au** or **www.powercor.com.au**