

What we do to prepare.

Our teams monitor conditions closely and get ready for extreme events by:



Making sure all high priority repairs and maintenance jobs are completed.



Reviewing work scheduled and either cancelling planned power outages or modifying the work.



Getting our crews and contact centre teams ready with extra people and equipment so we can respond fast.



Need help?

Emergencies
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CitiPower

Faults and emergencies 13 12 80
Life support customers 1800 066 909
citipower.com.au

State Emergency Services
132 500
ses.vic.gov.au

VicEmergency
emergency.vic.gov.au

Energy Safe Victoria
esv.vic.gov.au



For more information about what to do to prepare, respond and recover from extreme events, scan the QR code or visit citipower.com.au/emergency


CITIPOWER



Preparing for power outages.

In case of an emergency, planning for a power outage is essential.

Extreme storms, floods, fires or heat can damage the electricity network and cause power outages.

We do everything we can to get the power back on safely and quickly. You can act too by preparing for power outages as part of your emergency plan.

Be Safe. Be Smart. Be Ready.

Prepare for possible power outages with these simple steps.



Be Safe.

Your health and safety is our priority.



Have a back-up plan ready if you rely on life support equipment or need electrical items to care for babies, people with a disability, elderly or pets.



Plan to keep food safe. Set your fridge to 5°C or below. An unopened fridge will keep food for about four hours.



Have plenty of water available if your supply relies on power.

Be Smart.

If the power goes out, you'll want to stay connected.



Sign up for SMS notifications about power supplies and choose your preferences for who you want to receive them at citipower.com.au/notify



Download the VicEmergency app and keep emergency phone numbers handy.



Know how to connect computers and tablets to your mobile phone's hotspot.



Back-up computer files.



Know how to open electric garage doors and gates manually.



Be Ready.

Have a plan in place in case of a power outage.



Charge mobile phones, laptops, and portable back-up batteries.



Check if your rooftop solar system is able to operate in a power outage.



If you plan to use a diesel generator, make sure it's fully fuelled, operational, and that you know how to safely operate it.



Have a battery-powered radio available for real-time news updates.



Keep battery-powered lamps or torches handy.