

Help guide: Power faults



What to do if you ever have a power fault at your place

This help guide will give you information on the types of power faults that may occur at your property, possible causes and the procedures you should follow when you are dealing with a power fault.

6 different types of power faults

- 1. No power**
 - full loss of supply
- 2. Part power**
 - partial loss of supply
- 3. Flickering power**
 - fluctuations of supply
- 4. Emergency**
 - fire damage, lines down, vehicle accidents
- 5. No hot water**
 - problems with hot water
- 6. Noisy meter board**
 - unusual noise from the meterboard

4 main causes of power faults

Power faults can be caused by:

- 1. Bad weather**
- 2. Trees or debris on power lines**
- 3. Motor vehicle accidents**
- 4. Equipment failure**

What to do if you have a power fault

CHECK...

- > Do your neighbours have power?
- > Did anyone hear or see anything in relation to the power going off?
- > Have fuses on your fuse box blown?
- > Is your mains switch turned on?
- > If it's dark outside, are the streetlights on?

TURN OFF...

Your power at the mains if:

- > Your power supply surges (lights go dim and then bright again, or appliances are turning off and on).
- > You smell electrical smoke.
- > There is a fire on site and you can do so safely.

Important – all power lines should be treated as live even after having been turned off at the mains switch.

Your electronic/digital appliances if:

- > Your power supply surges (lights go dim and then bright again, or appliances are turning off and on).
- > The fuse for any appliance in use has blown. Although the appliance may not be going, you should still turn it off at the wall.
- > Water has come in contact with any appliance you are using.
- > Your home is struck by lightning (often if your house is struck, appliances in use will stop working).

Keep these things handy to make life easier during a power fault

- > Candles
- > Matches/Lighter
- > Torch
- > Spare batteries
- > Battery-operated radio (to stay updated on what's happening)
- > Bottled water (if you rely on power to pump your water)



Our experienced team is here to assist with all your fault enquiries.

Our Faults Dispatch team is in constant contact with all Network Owners to ensure the most efficient attention is given to your fault, restoration of power, and fault updates.

Our Faults Messaging is regularly updated to give you the latest information obtained from the Network Owners.

If you have a fault which is not listed on the message, then please select the option to speak to a Customer Service Representative.

Free Faults Updates

Register for free power faults updates and we'll text or phone you with any situation updates until the power is back on. You can choose whether you'd prefer a text or a phone call.

To register, follow these simple steps: If the power goes off, call **0800 87 87 87**, press **"1"** for Electricity, then **"1"** for Faults and follow the instructions. At any time you can stop updates by texting **"cancel"**, or by pressing **"2"** when you get the update phone call.

Call us on **0800 87 87 87**
to report any fault, ask us for
information and advice, or to
register for Faults Updates.