



Electric shocks or tingles

If you touch something that gives you an electric shock or tingle, the next thing you touch should be your phone. Report shocks and tingles immediately.

- Never touch a cord, power point or appliance that has caused a shock. Prevent anyone from using it and have it checked and repaired by a licensed electrical contractor.
- If you experience tingles or shocks from an appliance or water taps, call us immediately, 24 hours a day, 7 days a week and call your licensed electrical contractor to check your wiring immediately.
- Never touch or attempt to rescue someone who is receiving an electric shock - you may end up receiving a shock yourself. If possible turn off the power. Stay clear and **call triple zero (000)**.

	Ergon Energy	Energex
General Enquiries	13 74 66	13 12 53
Faults only	13 22 96	13 62 62
Life threatening emergencies only triple zero (000) or	13 16 70	13 19 62
	ergon.com.au	energex.com.au



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Keep safe around fallen powerlines

When severe weather damages the power network, know that we'll be there to fix it as soon as we can. Safety of our community is our number one priority, so it's important that you to take steps to protect your own safety.

- Look out for fallen powerlines, warn others and stay well away. Always assume they're 'live' and dangerous. Report them immediately to us or **call triple zero (000)**.
- Take care when cleaning up after a storm, as high winds and debris can bring overhead powerlines down.
- Be cautious around fallen branches, debris and water as they could be hiding fallen powerlines.
- Don't take chances. If you find something you think might be a powerline, always assume it is 'live' and dangerous, keep well away, warn others and **call triple zero (000)**.
- Warn children not to play or swim in floodwaters, as there may be unseen 'live' and dangerous electrical wiring or fallen powerlines in or around the water, which may be hidden by debris.

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Electrical safety while using generators



A portable generator can be a convenient method to maintain power to critical appliances if your electricity supply has been interrupted. However it can pose serious health and safety risks if installed or operated incorrectly.

Electrical hazards

- Don't use suicide leads. These leads are illegally made power leads that are used to connect generators to the wiring of your house. These dangerous leads have exposed parts at both ends which will cause electric shock to anyone touching them.
- Never attempt to modify or plug your generator directly into power points, any part of the electricity network, or operate your generator without a changeover switch. Failure to do so could result in electricity being generated and back fed through your service line into powerlines.
- Both suicide leads and modified plugs can feed power into the electricity network and have the potential to electrocute people in neighbouring properties, people in close proximity to fallen powerlines, or crews working to restore your normal electricity supply. It can also cause significant damage to your generator.
- Never attempt to install, operate or connect to a generator that is submerged in water, or while you are standing in water. This could result in electrocution or damage to appliances.
- Don't overload your generator. Every generator has a rated 'wattage' which limits the number of appliances it can safely power. Consider the total rating of all appliances that you wish to operate at the same time to determine if your generator can safely provide power to them.

Fire hazards

- Turn off your generator when refuelling, or when there are no operating appliances connected. Hot engine parts or exhaust could ignite the petrol.
- Never leave a running generator unattended in case of fire. Turn the generator off at night and when you're away from home.
- Avoid naked flames or ignition sources.

Carbon monoxide hazards

- Petrol or diesel powered generators produce deadly carbon monoxide fumes. Don't trust your senses to help you identify if carbon monoxide is entering your home or business.
- Always run your portable generator outdoors, and keep it well away from open windows - including those of your neighbours - so that exhaust fumes don't enter homes or businesses.

What should I do before connecting a generator to my premises?

- The only way to safely use a generator to power your house or office wiring is to use a changeover switch installed by a licensed electrical contractor. A changeover switch safely supplies power from a generator to the wiring installed in the premises. Don't turn on the changeover switch if your premises has been damaged.
- Only use a generator that complies with AS2970. The Australian Standard mark will appear on your generator or its packaging.

- Ensure you read the manufacturer's instructions carefully before using a generator.
- Remember to take into account that appliances with motors will use three to four times the running rating during the start-up process.

What should I do when operating my generator with extension leads and power boards?

- Ensure all leads and power boards are in good working order e.g. no damage to plug tops or exposed wiring.
- Always use a heavy-duty extension cord rated for outdoor use.
- Consider where leads and power boards are to be placed and keep away from wet areas.
- Ensure all appliances are turned off before connecting them to your generator.
- Once your appliances are connected to your generator, turn them on one by one to avoid overloading the generator.
- Appliances can be plugged directly into the generator power outlet, but always read the manufacturer's instructions carefully.

What else do I need to know?

- Make sure your generator is in good condition before storm season arrives.
- When storm season is over, empty the fuel from your generator, and properly store it so that it will be ready to go next season when you need it.

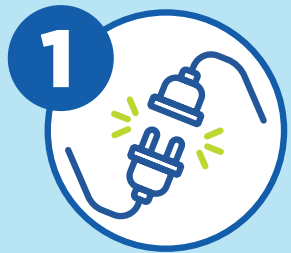
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Getting your individual premises reconnected

After damage caused by storm, cyclone, flooding or inundation



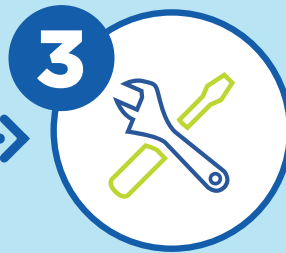
1 You are disconnected for safety

We have inspected and disconnected power to your premises due to storm damage, flooding, or inundation, and left an electricity defect report in your meter box.



2 Arrange a safety check

You, your building manager/body corporate, or landlord, need to arrange a safety check by a licensed electrical contractor.



3 Make safe

Your licensed electrical contractor will complete a safety check and fix any defects. They will complete and sign the contractor section of our electricity defect report and leave onsite to confirm your premises is safe for reconnection.



4 Arrange reconnection

You, your building manager/body corporate, or landlord will need to then contact us to arrange reconnection. Ask your licensed electrical contractor if they will do this on your behalf.



5 Premises is reconnected

Our crew will attend and confirm the defects have been rectified and reconnect your premises to the electricity network. You'll have power as soon as the network has been safely re-energised.

Note: If you know your electrical fittings have been damaged, flooded or inundated, you don't need to wait for an electricity defect report. Arrange a safety check and your licensed electrical contractor will leave a certificate of test and compliance in the meter box for us.

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Our restoration process

Despite the challenges of severe weather events our priorities are always:



Public safety and access for emergency services



Essential services e.g. hospitals, water, sewerage facilities



Public facilities e.g. major shops, fuel, and community support infrastructure



Restore power to as many customers as possible in the shortest amount of time.

Step 1. Assess our electricity network for damage and make repairs

This includes transmission lines, substation equipment, and main distribution powerlines.

High voltage transmission lines supply power to large numbers of customers, over large geographic areas. Distribution substations and distribution powerlines serve a critical linking and switching function in our network system.

We also consider access issues due to debris and flooding.

Step 2. Restore power to essential services

These include emergency services and critical community public health infrastructure such as hospitals, police, ambulance, fire brigade, pumping stations, water treatment, and sewerage facilities.

Step 3. Repair distribution powerlines

Our crews are despatched to repair powerlines and restore power to the largest number of customers as quickly as possible. This includes repair of powerlines that connect individual locations such as along a street. Repairs are then made to distribution transformers.

Step 4. Connect individual premises

When electricity network repairs are completed, service lines that connect power to individual homes and businesses are repaired.

Getting your individual premises reconnected

When electricity network repairs are completed, service lines that connect power to individual homes and businesses are repaired.

We may have manually disconnected power to some customer premises due to damage. If this has happened at your premises, these are the steps to restore your power as safely as possible.

Finding an electrician

Find a licenced electrical contractor online, through your local telephone directory or call the Master Electricians Australia (MEA) on 1300 889 198 (www.masterelectricians.com.au/consumers/find-master-electrician) or call National Electrical and Communications Association (NECA) on 1300 361 099.



Step 1. You are disconnected for safety

We have inspected and disconnected power to your premises due to storm damage, flooding, or inundation, and left an electricity defect report in your meter box.



Step 2. Arrange a safety check

You, your building manager/body corporate, or landlord, need to arrange a safety check by a licensed electrical contractor.



Step 3. Make safe

Your licensed electrical contractor will complete a safety check and fix any defects. They will complete and sign the contractor section of our electricity defect report and leave onsite to confirm your premises is safe for reconnection.



Step 4. Arrange reconnection

You, your building manager/body corporate, or landlord will need to then contact us to arrange reconnection. Ask your licensed electrical contractor if they will do this on your behalf.



Step 5. Premises is reconnected

Our crew will attend and confirm the defects have been rectified and reconnect your premises to the electricity network. You'll have power as soon as the network has been safely re-energised.

Note: If you haven't been issued a Electricity Defect Report but there has been damage or inundation in the roof, where you will see water in the light fittings, or if water levels have reached your meter box, power points or appliances are wet, you will need to get a licensed electrical contractor to inspect.

When the electrical contractor has completed a safety check and fixed any defects, they will leave a Certificate of Test and Compliance in the meter box. This will ensure that we do not disconnect your premises during our inspections.

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Keeping safe around solar PV and battery systems.

As solar PV systems are powered by the sun, they can continue to generate power even if the mains power has been disconnected, or the panels have been turned off at the switchboard. As a result, they can pose an electrical safety risk for residents, emergency services personnel and our crews after storms and cyclones or in times of flooding.

During a storm or cyclone

- ✓ Do not attempt to turn off a solar PV system if any of the components of the system are wet
- ✓ Do not assume your system is safe if we have disconnected supply. PV systems still produce DC voltage while there is daylight.
- ✓ We recommend turning off your solar PV and battery storage systems before a storm hits to prevent additional damage that could occur to your systems from power surges.

After a storm or cyclone

- ✓ Follow the shutdown procedures if your roof or solar PV system has been damaged or you're concerned about the integrity of your system
- ✓ Do not attempt to reconnect your solar PV system or access your roof after severe storms or if your roof is damaged. Contact a Clean Energy Council accredited installer and ask them to recommission the system for you. A list of accredited installers can be found on the Clean Energy Council website: www.cleanenergycouncil.org.au
- ✓ If an installer is not available, contact a licensed electrical contractor who can check your system to ensure that it is safe.
- ✓ If your battery storage system has been damaged or water has entered the battery cabinet due to flooding or rain, stay away from and do not touch the battery system. Contact a licensed electrical contractor to test and make safe.

Preparing for a flood

- ✓ Follow shutdown procedures which should be located at the inverter and/or on the main switchboard
- ✓ Turn off the inverter AC mains isolator
- ✓ Turn off the PV array isolator
- ✓ If there seems to be a risk that the water level could reach up to the inverters and cables, also arrange to turn off the roof top array isolator (if fitted).

During a flood

- ✓ Do not attempt to turn off a solar PV system if any of the components are covered in water or if parts of the system are still wet
- ✓ If forced onto the roof, keep well away from solar panels and wiring if the system parts are submerged
- ✓ Do not assume your system is safe if we have disconnected supply. PV systems still produce DC voltage while there is daylight.

Remember: Do not reconnect a solar PV system unless a licensed electrical contractor has certified the installation is safe. And treat all solar PV installations as if they are 'live'.

After a flood

- ✓ Do not attempt to operate any switches as residual moisture may have caused the solar PV system to become 'live'
- ✓ Contact a Clean Energy Council accredited installer and ask them to recommission the system for you. A list of accredited installers can be found on the Clean Energy Council website: www.cleanenergycouncil.org.au
- ✓ If an installer is not available, contact a licensed electrical contractor who can check your system to ensure that it is safe.

IMPORTANT: If your home or business becomes inundated with floodwater and the mains power is still connected, contact us immediately to arrange disconnection.

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