

Safety during floods



Flood waters can damage electrical installations. Deposited mud and debris can conduct electricity, making the installation unsafe during and after the flood.

Flood waters can also lead to corrosion of electrical connections and significantly increase the risk of the connection failing or causing a fire. An installation that has been inundated with flood water requires careful inspection and repair before supply can be restored.

This fact sheet provides some information about what you can do to stay safe around electricity during severe flooding.

How should I prepare for a flood?



- > Where possible raise all electrical appliances before the flood
- > If you have some warning that you will be flooded contact Essential Energy on **13 20 80** to have your supply disconnected before the flood if your home is going to be inundated.

Please ring early to allow time for us to respond, as we will have many calls

- > If your supply has not been disconnected, turn off all switches and main switches before the flood. To reduce the risk of electric shock, do not use any part of your body to hold the meter box lid open – use the prop or an object which is non-conductive.

What should I do during a flood?

- > Do not stay inside a building that is inundated when the power is connected
- > Do not use any electrical appliances that have been wet or damaged
- > When operating a domestic portable generator refer to the manufacturer's operating instructions and the Essential Energy "Domestic Portable Generator" fact sheet. Visit our website at essentialenergy.com.au/safety or call **13 23 91** for a copy of the fact sheet

- > If you are in a boat, be aware that rising flood waters reduce the clearance of overhead powerlines
- > Be aware that flood waters can damage the electricity network
- > Always stay at least eight metres away from the electricity network, including poles, substations, fallen powerlines and any objects in contact with them. Electricity can arc to surrounding objects, which means that you can be seriously injured by electricity without actually touching the powerline
- > If parts of the electricity network or fallen powerlines are covered in flood waters stay at least 150 metres away because water conducts electricity. Call Essential Energy immediately on **13 20 80** as you may need to evacuate if in close proximity to buildings
- > If you receive a shock or tingling sensation from any electrical appliances, plumbing, metal, sink or bath, avoid all contact with the appliance or objects in question and call our 24 hour power outage line on **13 20 80** and report the problem as soon as you can.

After the flood

- > Essential Energy may have disconnected your premises if there is evidence of the premise being inundated with water
- > If your premises have been inundated by water, you will need to arrange for a qualified electrician to visually inspect and test your supply, and an Authorised Level 2 Service Provider (ASP) to reconnect your supply. Your electrician may also be an ASP. You can find a list of local ASPs at www.energysaver.nsw.gov.au/households/you-and-energy-providers/installing-or-altering-your-electricity-service. Please call us on **13 20 80** if you can't contact an ASP to provide this service
- > Do not plug in or use any appliances that have been in the flood water until they have been checked by a qualified electrician
- > Call Essential Energy on **13 20 80** before turning the power on if the structure has been inundated by flood waters.

