

Home emergency kit

This list is a guide to get you started. Please consider your individual needs and those around you when preparing your own kit.

- ✓ A battery-operated or wind-up radio
- ✓ A torch or other source of battery operated lighting
- ✓ Charged mobile phone and other electronic devices
- ✓ Spare batteries and charging cables
- ✓ Fully charged power bank(s)
- ✓ First aid kit and any essential medications
- ✓ Blankets and warm clothing
- ✓ Bottled water and non-perishable food
- ✓ Your emergency plan including contact phone numbers

Consider:

- ✓ Portable generator
- ✓ Gas barbecue for outdoor cooking
- ✓ Special items for babies, elderly, vulnerable people, or pets

Generators and other back up power supplies during outages

TasNetworks Faults and Emergencies (24hrs): 132 004

Emergency Services: 000

TasNetworks General Enquiries: 1300 137 008

Translating and Interpreter Service: 131 450

National Relay Service: Text Telephone (TTY) users: 133 677

Speak and listen users: 1300 555 727



Scan the QR code to view
current outage updates

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considerations and its accuracy
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and other factors. It should not be
used as a substitute for advice from
a licensed electrical contractor
or other professional advice.

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upon this information.



Power outages

TasNetworks' primary role is to provide a safe and reliable electricity network to the Tasmanian community. In doing so, we may sometimes need to turn off the power for maintenance and upgrades to keep the network running smoothly. Whenever planned outages are scheduled, you can expect that we'll give you at least 4 business day's notice of the planned outage date and time.

While we do our best to minimise disruptions, we cannot guarantee power 100% of the time. As power outages can also happen for other reasons beyond our control, such as bad weather, vehicle accidents or emergency repairs. In these events we may not be able to give you adequate notice of the outage.

What can you do to prepare for power outages?

- Prepare a home emergency kit.
- If you rely on power for medical requirements, discuss suitable plans of action in the event of a power outage with your health care professional. An action plan may include going to another location like a neighbour's house, relative's house or the nearest hospital.
- Have important information on hand such as names, addresses and phone numbers of a doctor or someone nearby who can assist you.
- Learn how to manually override electronic access to your home, garage or business.

Alternate power supply during power outages

TasNetworks does not provide or pay for alternate power supply during outages, and this extends to both life support and business customers.

If your business, or home, needs a constant power supply, electrical contractors can advise you on alternative supply options such as uninterruptible power supply (UPS) systems or standby generators.

Installing an alternative power supply

There are significant safety risks associated with the misuse of alternate power supplies for both yourself and our crews. For installation of any alternate power supply, work must be completed by a licensed electrical contractor in accordance with Australian Standards and legislative requirements.

If you are considering the installation or use of an alternate power supply, please contract your nearest licensed electrical contractor and they will guide you through the process. You can find electrical contractors online or via the yellow pages.

Power is out, what's next?

- **LOOK** around the neighbourhood, are others in your street without power.
- **CHECK** for faulty appliances, overloaded powerpoints, and check your switchboard.
- **REPORT** your outage online or by calling us on 132 004.
- Listen to your local ABC Radio station on a battery-powered radio or the car radio for power restoration updates.
- Turn off appliances like TVs, computers, laptops, or any appliance that'll turn on automatically when power is restored.
- If you rely on a motor driven water pump for drinking water, consider keeping bottled water available for emergency situations.
- Avoid opening the fridge or freezer. Food will last longer if you keep doors closed.
- Solar panels may still generate electricity. Don't climb onto your roof to inspect the panels.
- For updates on outages check our power outages page www.tasnetworks/outages, follow us on Facebook, or call us on 132 004.

