

Reconnecting your power after severe weather



Part of the Energy Queensland Group

Take care.
Stay line aware.

An aerial photograph showing a white utility truck with a large white transformer on its back. Three workers in yellow safety gear are visible on the ground. A red sign is suspended from a power line in the foreground. The background shows residential houses and a white picket fence.

When faced with severe weather, our number one priority is safety when restoring power to our communities.

Our reconnection process

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 that will be taken to restore your power as safely as possible

Step 1. Premises requires a safety check

Your electricity distributor will issue you a Form 3 or will place a notification sticker/tag in your switchboard or meter box.

Step 2. Arrange a safety inspection

You, or your landlord, are required to arrange a safety inspection by a licensed electrical contractor.

Step 3. Make safe

Your electrical contractor will conduct installation testing to verify the premises is safe for reconnection to supply. They will lodge the necessary paperwork with your electricity distributor.

Step 4. Power is reconnected

Your electricity distributor will reconnect power to your premises as soon as possible.

Useful contacts

- Masterelectricians.com.au or call **1300 889 198**
- Operation Energise – call **1800 388 937** – the ETU will coordinate electrical safety checks for community clubs, not for profit organisations, pensioners, sole parents and/or people who are uninsured after natural disasters.

For updates on power restoration during severe weather, follow us on Facebook or visit:

ergon.com.au/outagefinder

energex.com.au/outages

Take care, stay line aware. Always assume fallen powerlines are live and deadly. Stay well clear, warn others and call triple zero (000).

	Ergon Network	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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