

# A practical guide to managing planned power interruptions

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For further information please contact ETSA Utilities on: 13 12 61 or visit our website at: [www.etsautilities.com.au](http://www.etsautilities.com.au)

## About planned work

ETSA Utilities is committed to providing a safe and reliable electricity supply to South Australians. However there are times when we may need to interrupt your power supply, usually for planned upgrades of the network to meet future demand, or to connect new customers.

When we plan work on our network in your area, we aim to provide you with a minimum of four business days' notice. In most instances we will place a notification card in your letterbox, although from time to time we notify our customers via local newspapers and radio advertising.

If you have received an 'Interruption to your power supply' notification card, the times advised on the card are a guide only and are intended to advise of the maximum time that your power could be interrupted. You should assume that you will not have power for the entire duration, however the power may go off later than the time advised, or may come back on earlier than the time advised.

There may be occasions when we cancel planned maintenance work. This could be due to major weather events such as heatwaves, bushfires or storms when crews may be assisting in other areas to restore power supply, or when crews are on forced breaks after working maximum possible hours allowed under safety regulations. We regret we are not normally able to advise of cancelled work due to the short notice in these situations and apologise for any inconvenience when this occurs. Should the scheduled work be cancelled, we will again provide you written advice when the work is rescheduled, to help you plan around the outage.

You may check the ETSA Utilities website on the morning of the date you have been notified your power will be interrupted to verify if the work will proceed as planned. Updates are made daily at 8am, and on Fridays for weekend work. Please visit [www.etsautilities.com.au](http://www.etsautilities.com.au) for further details.

We recommend you place the notification card and this fact sheet in a visible place, such as on your refrigerator, as a reminder of when you will not have power. Please ensure other members of your household are also aware of the interruption.

## Your feedback

We regularly seek feedback from customers to improve our service. Some have suggested that conducting planned work at night when most people are asleep would be more convenient. We are unable to do this in most cases as the lighting required to undertake our work safely, and the noise levels involved in the work, would be disruptive to residents.

## Why does the power need to be off for so long?

Due to the time taken to isolate the power supply and undertake other preparations, there is less disruption to customers in having the power interrupted in one period of longer duration than spread across multiple days. However, some major projects will require outages on multiple occasions. You will be notified if this affects you.

Things to remember during a planned power interruption:

- No power means internet, email and some phones, particularly cordless ones, may not operate or be available.
- Many electric doors and gates can be operated manually. Please check before the date of your power outage or refer to the instruction manual. If there is no manual override mechanism, you may wish to either leave the door open before the power goes out, or leave items you will need to access, such as your car, outside the garage before the power goes out.
- Most security systems will have back up batteries and will not be affected by a power interruption, although this will depend on factors such as the condition of the batteries. Please refer to the manual or with the installer or manufacturer to check how long the battery will provide temporary power to your security system.

- A refrigerator will keep food cold longer if you do not open the door. Resist the temptation to open it to check the contents. This particularly applies to your freezer.
- If the weather is hot, consider the option of visiting relatives or friends who have power, or go to a public place with air conditioning.
- Check that electrical appliances such as stoves and heaters are switched off as there is a risk of fire when electricity supply is restored if these are left unattended.
- Make sure that all taps are turned off if you use an electrical pressure pump. This will prevent flooding if supply is restored when you are not home.
- Remember that although the water supply may not be affected, if your home has an electric hot water system and you keep using it, the water will simply go cold. Consider this if you anticipate a long wait before power is restored. If water supply is from tanks or a bore then alternatives to the normal electrical pressure pump should be investigated.
- Most customers with Photovoltaic (PV) solar array systems will also experience a power interruption and will not be able to use their own generated power, or export energy back into our network for safety reasons. You may like to check with your electrician or solar installer to identify if your system will still operate when mains power is not available.

Please note that if we are taking action to prevent, rectify or avoid an emergency we are not able to notify you in advance of an interruption to your power supply.

You are welcome to contact us on 13 12 61 if you have any queries about a planned power interruption.