

# Four steps to safely reconnect power to your property after cyclone or flood damage

We're working on the electricity network to ensure it can safely power the whole community. Cyclone and flood affected properties may need to be disconnected and electrical repairs completed before these properties are safe to reconnect to the network. Here's what to expect:



## Safety first

Never attempt any electrical work or repairs yourself as this could result in life threatening injuries. If you have any concerns about this process or whether it is safe to use electricity, please contact us on **13 23 51**.

1.

### Do not assume your property is safe & check if it has been disconnected by Horizon Power

When you return to your property, do not turn your power back on or use any electrical devices or appliances. Please check your meter box first for a fault note – to confirm if your property was disconnected by Horizon Power to make it safe.

2.

### If you've not received a fault note and there is evidence of high water levels or water leaks inside your property, contact Horizon Power immediately on 13 23 51

Our crews will attempt to attend each property to externally assess if the property has been inundated with water. If we suspect any water has entered the property – then we'll disconnect the power supply and issue a fault note.

3.

### If you receive a fault note - speak with a Licenced Electrical Contractor to arrange repairs

If your property is not electrically safe, we cannot restore your power until the issue is fixed (the fault note will outline the checks that have to be completed and signed off by a Licenced Electrical Contractor before the power can be restored). Contact a WA Licenced Electrical Contractor to inspect and repair the damage. You'll need to arrange this work at your expense.

4.

### Electrical fault is repaired & Horizon Power notified

Once the Licenced Electrical Contractor has inspected and repaired the damage, they will sign the temporary disconnection tag and fault note confirming it's safe to restore power and send this to Horizon Power.



### Power is restored

If it's safe to do so, we will then arrange to reconnect your power. Horizon Power is working to complete all inspections and reconnections as quickly as we can.

# Frequently asked questions



## **Cyclone and flood waters can damage electrical installation**

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.



Do not plug in or use any appliances that have been in flood water until they have been checked by a Licenced Electrical Contractor.

## **Why does my property need an assessment before turning the power on?**

All affected properties must be assessed to ensure they are electrically safe before power can be restored.

## **When will my property be assessed?**

Our crews have started the process of assessing all network electrical infrastructure and assessing the impact on individual homes and businesses.

It's difficult to give a specific time right now. We know this may be frustrating - but we must always put the safety of the community and our employees first.

## **Is there anything I need to do before the assessment?**

Please ensure our crew has access to your property to prevent any unnecessary delays in carrying out the assessment.

It's also important your details are up to date so we can easily contact you. Call our accounts team on **1800 267 926** to update your details or ask a question about your account.

## **I've received a disconnection or fault notice due to flood damage – how do I get the power back on?**

This means that there are concerns about the electrical safety of your premise. You need to contact a Licenced Electrical Contractor to inspect and repair the damage to your home or business before we can restore power.

## **I am renting my home. What do I do?**

Please forward the fault note to your landlord or property manager to arrange repairs.

## **Who can carry out repairs at my property?**

Only a Licenced Electrical Contractor has the expertise to check the electrical safety at your home and conduct repairs.

## **Why do I have to pay for the electrical repairs at my property?**

If the damage or fault is located within your property boundary - and is not Horizon Power owned electrical infrastructure - the repairs are your responsibility. Your insurance provider may be able to offer assistance.

## **How long will it take to reconnect my power after repairs are complete?**

Once we've received the signed temporary disconnection tag from your Licenced Electrical Contractor - confirming the property is safe to be reconnected, we'll arrange to get your power restored.

We're working to conduct assessments and restore power to impacted homes and businesses as quickly and as safely as we can.



If you have any questions along the way, please call us on **13 23 51**