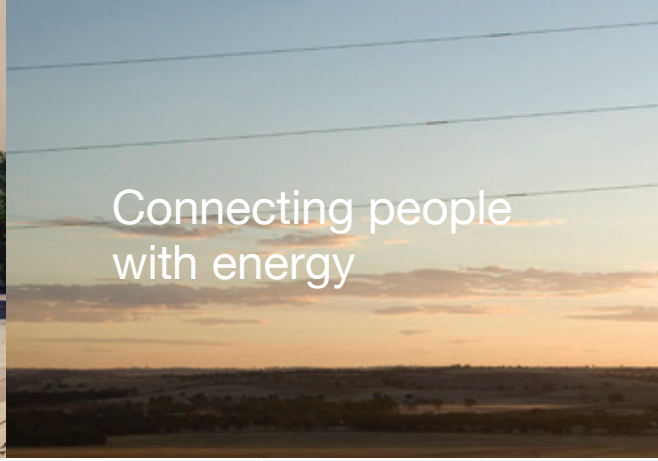


# Planned power interruptions



## Connecting people with energy

**Our teams work hard to ensure power is safely delivered across the electricity network. From time to time, planned interruptions are scheduled to perform essential upgrades and maintenance to the network.**

### Why do we have to turn the power off?

Whenever it is safe, we carry out work while the network is live. However, there are times when we need to interrupt power for this work to be completed safely. Planned power interruptions are only carried out when necessary to ensure reliability of the network and reduce the chance of unplanned power loss affecting your home or business.

When planning this work, we try to find the most suitable time for everyone who will be affected. When businesses are impacted, we endeavour to schedule the work outside of business hours. If an area is mostly residential, we aim to have power back on by the time our customers are returning home from school or work.

### Will I be notified before a planned power interruption?

We cannot eliminate the need to carry out planned power interruptions, but we can give customers plenty of time to prepare for them. When possible, we engage directly with key stakeholders, businesses and local councils before a planned power interruption to provide them with at least three working days' notice.

### Will Western Power pay for my loss or damage?

Western Power does not pay compensation for a customer's loss or damage as a result of a power interruption unless it is due to negligence on our part. It is recommended that customers make arrangements when notified of a planned power interruption to minimise any loss you may incur.





**Through the continued expansion and maintenance of Western Power's network, we are helping the State grow and fulfil its bright future.**

### **Can the work be done at night or after hours?**

Western Power does carry out some planned power interruptions at night, but noise restrictions and safety factors mean this is not always possible.

### **I have solar panels installed at my property, do I need to make any special preparations?**

No, your electricity inverter will automatically disconnect when it detects a loss of power, and will reactivate when power is restored. Please note: unless your solar panels are set up with battery storage you will still be without power during this time.

### **What about the food in my fridge and freezer?**

If your fridge seals are in good condition and you minimise how often you open the doors, your food will stay cool for up to six hours. A full freezer should keep food frozen for up to 48 hours, or 24 hours if the freezer is only half full. You can also put a bowl or bag of ice into your fridge or freezer to maintain a lower temperature for longer. When power is restored be sure to check the freshness of your food.

#### **Important to remember:**

- ✓ Use surge arrestors (often installed in a switchboard or plug-in adaptor)
- ✓ Back-up data in your computer on a regular basis
- ✓ Install an uninterruptible power supply (UPS)
- ✓ Unplug sensitive appliances during electrical storms (lightning strikes).



## What should I do to prepare for the planned power interruption?

- Unplug sensitive appliances, such as computers, TVs and sound systems. This will reduce the risk of damage occurring when power is restored.
- Access to your meter box may be required. Please ensure all entry gates are unlocked, dogs are properly secured and no obstructions are present to the meter box.
- Remember that cordless telephone systems do not operate without mains power.
- If you have automatic garage doors or security gates, know how to operate them manually or leave your car parked outside.
- Lifts and escalators may not operate during power interruptions.
- Check the batteries in alarm clocks, reticulation systems and security alarms.
- If you have a monitored security alarm without a backup battery, advise your security company of the power interruption.

## Common causes of unplanned power interruptions

In other situations, power interruptions can be a result of an accident, or adverse weather conditions such as:

- Vehicle or machinery accidents
- Debris or vegetation hitting powerlines
- Animals, such as birds or possums
- Vandalism
- Fires
- Overloads
- Equipment failure
- Wiring or appliance faults on properties
- Extreme weather conditions (eg. high temperatures)

At such times, our crews work around the clock to restore power as soon as possible. Information on estimated power restoration times is available by calling 13 13 51 or from our website.



## Contact information

**Faults & emergencies, power interruptions, estimated restoration times (24 hrs)**

**13 13 51**



**Telephone Interpreter Services**

**13 14 50**

**General enquiries**

(7am - 5pm Monday to Friday)

**13 10 87**

**TTY users**

(speech or hearing impaired only)

**1800 13 13 51**

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This information is available in alternative formats on request.

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