



# Are you ready for a power outage?

Severe and unpredictable weather like storms, bushfires, heatwaves and floods can cause unexpected power outages.

We will always be working to get the power back on safely and as fast as possible for our customers. It's still important you know what to do if your power goes out.

## My Emergency Contact List

Call **000** for Police, Fire Services and Ambulance

Call **132 500** for State Emergency Service (SES) assistance in floods and storms

Call **131 003** for Endeavour Energy electricity network faults and emergencies



Help in your language phone **131 450**

## How will you communicate and receive information?

**Back-up power:** Keep a charger or power bank for your phone.

 **TIP!** Charge devices before bad weather.

I will charge my phone by: .....

**Battery-powered radio:** Stay updated with a radio if phone or internet fails.

 **TIP!** Find your local frequency at [www.reception.abc.net.au](http://www.reception.abc.net.au) and write it down.

I have a battery-powered radio or a hand-crank radio

**My local ABC Radio station frequency is:**

.....

**Out-of-area communication:** Choose an out-of-area contact person.

If the internet or phone goes down, **the go-to person outside my local area who can be contacted in case of emergency is:**

.....  
.....

## Vehicles

 **TIP!** Before bad weather, fuel your vehicle or charge your electric car.

I can manually operate my garage door and electric gates

## Prepare your steps and essential items in case you need to evacuate.

If I need to evacuate, I will go to: .....

.....  
To get there I will: .....

.....  
If I need help to evacuate, I can contact:

Name: .....

Phone: .....

I have essential items packed in case I need to evacuate (including a First-Aid Kit, ID, medical documents, cash, torch)

 **TIP!** Store documents in a waterproof container.

## Doctor

Name: .....

Phone: .....

Email: .....

## Vet

Name: .....

Phone: .....

Email: .....

## Insurance (Home)

Name: .....

Phone: .....

Email: .....

## Insurance (Vehicle)

Name: .....

Phone: .....

Email: .....

For more information go to [www.endeavourenergy.com.au/poweroutageplan](http://www.endeavourenergy.com.au/poweroutageplan)



## What are your essential items?

Have access to food, water, medications, and energy sources during an outage.

**Food & water:** Store 3 to 7 days' worth of food and drinking water for everyone, including pets.

 **TIP!** Consider storing more non-perishable food for dietary needs.

 **TIP!** Have a back up power source such as a generator for important appliances, or if water/sewage relies on power.

**I will access drinking water by:**

.....

**I will access water for washing, hygiene, & cooking by:**

.....

**I have at least 3 to 7 days' supply of:**

- Non-perishable food
- Pet food (if needed)

**Preserve food:** Use Eskys with ice packs for long outages.

 **TIP!** Keep fridge/freezer doors closed.

Learn more at [www.foodauthority.nsw.gov.au/consumer/keeping-food-safe](http://www.foodauthority.nsw.gov.au/consumer/keeping-food-safe)

**If I'm reliant on electric water/ sewage pumps, I have backup power ready.**

Create a Life Support Power Outage Plan if you use medical equipment at home. Learn more at [www.lifesupport.poweroutageplan.com.au](http://www.lifesupport.poweroutageplan.com.au)

## How will you stay comfortable if it's hot or cold?

Stay warm or cool during the outage, depending on the season.

 **TIP!** Community facilities with aircon and water may open during heatwaves. Visit your local council's website for details.

**To stay warm:**

- Layer clothing
- Use blankets or sleeping bags
- Close curtains
- Seal drafts/gaps with towels or fabric
- Use hot water bottles
- Stay in one room and conserve heat
- Move around to boost warmth
- Wear a hat and keep your head covered

**Cooking:** Have a backup cooking method (e.g. camp stove or BBQ).

 **TIP!** Have enough gas and only use in well ventilated areas. Never use outdoor LPG appliances inside your home

I will heat food or drinks by:

.....

**If you have babies or infants at the property,** have a safe way to heat baby formula and sterilise equipment.

**Health:** Keep a First-aid Kit and 3 to 7 days' worth of medications (including pets!).

**I have at least 3 to 7 days' supply of:**

Prescription medications

 **TIP!** Check the label for storage instructions. Keep medications cool if they need to be refrigerated

- First-aid Kit
- Other potential medications e.g. Paracetamol or antihistamine
- Toilet paper
- Hand sanitizer
- Sanitary products
- Other (list anything else important to your health e.g. disinfectant)
- Pet medications (if needed)

**Torches and lanterns:** Keep lights in easy-to-find spots.

- I have battery-powered light sources
- I have extra batteries

**To stay cool:**

- Wear light clothes
- Use battery-powered / hand-held fans
- Close curtains and block out the sun
- Drink plenty of water
- Use a cold compress to pulse points
- Stay in the coolest area of the home
- Avoid physical activities
- Take cool showers

**To stay calm:**

- Read a book or magazine
- Play board or card games
- Write down ideas and information
- Get together with neighbours

**For children**

- Games
- Colouring
- Storytelling.