

Restoring Your Power Supply after a Fault



When restoring power, our first priority is safety, our next priority is to restore your electricity supply as quickly as possible.

During storms, widespread outages can occur across our network. Repair teams will be despatched in an order of priority indicated below:

- High priority goes to public service and emergency service agencies like hospitals, police, fire, water pumping stations, communication facilities, and critical service to small groups or individuals.
- Large customer groups, businesses, industrial and agricultural facilities are the next priority. Our objective is to get as many people back on as soon as possible.
- Single residences and small groups of customers on lines that extend outward from more densely networked areas. Delays in restoring these lines, which serve the fewest customers, stem from the need to concentrate our efforts where we can get the largest number of customers back on line the fastest. In major storms, we will look to provide a temporary power supply if you are likely to remain off supply for a long time.

Sometimes you may see lights come back on across the street or nearby, whilst your supply is still off. This is because not all circuits are restored at once, and different parts of the same area may be on different circuits. Some customers are supplied directly off a main line, which is repaired first, while other customers without power are served off a secondary line.

During major storms, some customers may live in areas that are temporarily inaccessible to our repair teams due to floods, trees across roads, or where safety is an issue. Our repair teams work with other services, both public and private, to clear or restore these areas as quickly as possible in order to obtain access to the damaged area and make repairs.