

Getting the power back on at your property after flood waters

Safety must always come first when returning to your property

Always avoid entering flood waters. Never approach fallen powerlines - stay at least 8 metres or 2 car lengths away - and call us on 13 13 88

We understand you need to get the power back on at your property as soon as possible to start clean-up activities.

- Flood damaged properties will need to be checked by a licensed electrical contractor before you switch power back on.
- Large electrical equipment located close to the ground, such as air conditioning units and pool pumps, may be damaged by flood waters.
- Do not switch back on until a professional inspection has taken place.

Getting the power back on after floods

While the power may have been returned to your area, the power to your property may have, or could be, turned off for safety reasons.

If this occurs, you will have received a notice at your premises advising you of the need to get a licensed electrical contractor to make your site safe before you switch back on.

To get the power back on at your property, you will need to do the following:

1. Engage a licensed electrical contractor to test and inspect your property for safety and compliance. Provided the premises meets safety and compliance requirements, and no defects are identified, the electrical contractor is able to restore your supply.

In some circumstances you may need a Level 2 Accredited Service Provider (ASP2) to safely restore your energy supply. You will be advised by your electrical contractor if this is the case.

To find an ASP2, visit www.energysaver.nsw.gov.au/get-energy-smart/dealing-energy-providers/installing-or-altering-your-electricity-service.

2. Once power is back on, obtain a copy of the Certificate of Compliance for Electrical Work (CCEW) from your contractor. Your contractor will log this document with Ausgrid once they have completed the inspection and testing.

For assistance with engaging a licensed electrical contractor, please call Master Electricians on 1300 889 198 or National Electrical and Communications (NECA) on 1300 361 099.

If you require assistance, call us on 13 13 88 or email enquiries@ausgrid.com.au.

Fee waivers for flood affected customers

For homes or small businesses that have had their premises damaged or destroyed as a result of flooding, Ausgrid's June/July 2022 Flood Assistance Package will waive connection application fees and associated charges and will also reimburse up to \$600 of the costs incurred when your licensed electrician disconnects and reconnects you to the electricity network.

Please visit ausgrid.com.au/floodassistance to find out how to claim this reimbursement.