

# Planned electricity Interruptions.

## Frequently asked questions

### Why did Evoenergy send this notice?

The accompanying notice is to inform you that Evoenergy will be working in your area between the dates and times specified. The notice describes the planned work, which may include inspecting or maintaining the electricity network. The notice will inform you of the anticipated date, time and duration of any interruptions to your electricity supply and if access to your property is required.

### Who can I call for more information?

For more information, including updates about cancelled or postponed outages, please call us on **13 23 86**.

You can also check if plans have changed on our website at [evoenergy.com.au](http://evoenergy.com.au) by 9.00am on the day of the planned interruption.

### Will Evoenergy workers identify themselves?

Yes, Evoenergy employees and contractors have Evoenergy photo identification cards and are required to show them upon request. If someone is at your front door or on your property claiming to be from Evoenergy but cannot provide you with identification, we recommend you immediately contact the ACT Police on **13 14 44**.

### What will Evoenergy employees do when they come to my property?

Before Evoenergy employees or contractors access your property, they will knock on your door and if you are home, will:

- state their name and show their Evoenergy photo identification
- advise why they are there
- advise where they require access.

### Is Evoenergy able to gain access to my property?

Under the Utilities Act 2000 (the Act), Evoenergy has legal authority to enter your property to install or maintain the electricity network, upon providing seven days written notice.

In an emergency, Evoenergy has legal authority to enter a property without providing prior notice.

### Can I stop Evoenergy from entering my property?

If you have any issues in relation to access to your property please call us on **13 23 86** during business hours so that we can discuss the issues with you and find a solution that allows the planned work to go ahead.

Under the Utilities Act 2000 (ACT), Evoenergy can obtain a court order to enter your property to undertake network operations, which will be enforced by the police.

### What if I have locked gates or a dog in the backyard?

If you have locked gates, dogs, or other animals, or other restrictions that may prevent us from entering your premises, please call us on **13 23 86**.

If it is necessary for Evoenergy to access your property and we are unable to due to locked gates or your pet, we will leave an Electricity Advice Card with a contact number for you to arrange a suitable time for an onsite visit.

If we do require access to your property, for the safety of our staff and the security of your pet, we recommend:

- if possible, removing your pet from your backyard for the required amount of time indicated on the notice
- if practicable, restraining your pet so that it can't make contact with Evoenergy employees or contractors.

Please note that under the Domestic Animals Act 2000, you are responsible for the actions of your pet.

### What access does Evoenergy require and what parts of the land may be affected?

Evoenergy's specific access requirements depend on the nature of the work we intend to undertake on your property. Clear access includes:

- an access route to the work site, preferably from the front of your premises along a driveway or grass passageway
- keeping the area immediately surrounding the work site, for instance the power pole, clear of structures and vegetation
- unrestricted access to the point of attachment (where the electricity is connected to your residence) and meter box.

### Do I need to be home when Evoenergy accesses my property?

You are not required to be home, however if you have locked gates, dogs or other animals, or other restrictions that may prevent us from entering your premises, please call us on **13 23 86** during business hours. If we access your premises while you are not there, an Electricity Advice Card will be left advising you of the time of access and the nature of the work undertaken.

### Evoenergy has been to my property more than once – why?

Maintenance work is often performed as a series of activities. Preparation such as inspections are undertaken to minimise the number and duration of electricity supply interruptions. Evoenergy may enter your property to inspect, maintain, operate or audit, to ensure we provide you with the best possible service.

### What work may be involved?

Evoenergy employees and/or contractors may need to access your property to, among other things:

- disconnect the electricity supply
- test or replace the meter or metering equipment
- examine vegetation
- check and test poles and pole equipment for deterioration
- bring equipment in to replace a pole or reinforce an existing pole
- replace or repair overhead service lines

- install an underground service cable which may involve digging a trench parallel to your boundary
- undertake other work as may be necessary or desirable to maintain the electricity network.

### **Meter testing or replacement**

Evoenergy is required to routinely test or replace electricity meters. To inspect and test the meter's accuracy, standard loads of electricity need to be applied to the meter. To do this, the supply to your premises needs to be disconnected to allow the meter to be connected to the test equipment. Should your meter not comply with the relevant Australian standards when tested, we will replace it. Based on certain criteria, some meters may be replaced rather than tested.

### **Damage to land**

Under the Utilities Act 2000 (ACT), Evoenergy must take all reasonable steps to minimise damage and restore land as soon as practicable to a condition similar to its condition before operations began. However, Evoenergy is not required to restore land to a condition that would involve an interference with the electricity network or network facility.

The ACT Civil and Administrative Tribunal may direct Evoenergy to pay for loss or damage if satisfied that Evoenergy has failed to comply with its obligations under the Act.

### **How many days notice will I get of a planned interruption?**

Your rights as an Evoenergy customer include receiving four business days written notice before a planned interruption and seven days written notice if we need to enter your property for planned work.

To protect the security of our customer's property, Evoenergy does not advertise planned interruptions in the newspaper, on radio or on our website.

### **Can I treat powerlines as de-energised during the planned interruption?**

No. For your safety, do not treat powerlines as de-energised during the scheduled time of the interruption, whether for tree-trimming or any other purposes. Powerlines remain extremely dangerous at all times.

### **Can I connect a generator?**

No. Do not connect a portable generator (or any other form of alternative supply) to the electrical wiring of your home or office, unless you have both permission in writing from Evoenergy and a licensed electrical contractor has connected it. Failure to do this may result in injury or death to Evoenergy staff, with potential criminal and civil liability consequences for the people involved in obtaining and setting up the alternative power source.

Applications to Evoenergy to facilitate the safe connection of generators should state the outage reference number and must be made using the Application for Miscellaneous Electrical Works Form available on the Evoenergy website. A licenced electrical contractor is required to perform generator connections.

Permission in writing is not required where appliances are plugged directly into the generator and there is no connection to the electrical wiring permanently in place at the property.

It is your responsibility to provide a back-up power supply if you need uninterrupted supply for your premises.

If you need advice about back-up power supply options or other protective measures, please call us on **13 23 86** during business hours.

### **Should I unplug my electrical appliances?**

Evoenergy recommends that you unplug any electrical appliances or devices at the power point. We also recommend that you unplug items such as:

- computers, printers, scanners, modems, facsimiles

- televisions, videos, DVDs, stereos, radios
- three-phase equipment such as airconditioning systems and heat pumps.

If you have electronically controlled garage doors, consider moving the vehicles you need to use prior to the electricity interruption.

Also, if you have an electronic alarm system, it may be necessary to make alternative arrangements with your service provider. Interruption to the electricity supply may also affect your telecommunications equipment, such as answering machines, internet and cordless telephones. It may be easier for you to turn-off your power at your main switch.

### **Will the food in my refrigerator and freezer spoil?**

If the electricity supply is off, try to avoid opening refrigerators or freezers. Food will keep for many hours in an efficient fridge or freezer that is closed. In very hot weather, placing ice in a metal dish inside your refrigerator will help to keep it cold.

### **What if I'm on tank water and rely on an electric pump for household water?**

If you rely on an electric pump make sure you store enough water prior to the interruption for your household needs. This could include filling buckets of water for flushing toilets, bottles for drinking and your bath tub as a water reserve.

### **I was informed that the electricity supply to my home would be interrupted, so why is it still on?**

Planned interruptions occasionally need to be rescheduled for either operational or safety reasons, including bad weather. Evoenergy endeavours to take all practicable steps to avoid having to reschedule any planned interruptions.

If the interruption is rescheduled we will notify you in writing of the new date and any additional requirements, for example, if we need access to your property. We apologise for any inconvenience this may cause.

On some occasions the work is undertaken without the interruption to your electricity supply being necessary

### **A member of my household is on life support equipment. What should I do?**

If a person in your household is on life support equipment, we are required to give you four business days notice of a planned interruption. This is to allow you time to make other arrangements for the duration of the interruption. While it is not the responsibility of Evoenergy to make the alternative arrangements for the affected individual, you may wish to contact us on **13 23 86** to seek advice on developing your own contingency plan in the event of an electricity supply interruption.

### **Language assistance**

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.


هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebat li pomoć tumača? Nazovite nize navedeni broj.

Nêu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

 **13 14 50**  
24 hours