



# What to do if you ever have a power fault at your place

This help sheet will give you information on the types of power faults that may occur at your property, possible causes, checklists and the procedures you should follow when you are dealing with a power fault.

## 6 different types of power faults

**1. No Power**  
full loss of supply

**2. Part Power**  
partial loss of supply

**3. Flickering Power**  
fluctuations of supply

**4. Emergency**  
fire damage, lines down, vehicle accidents

**5. No Hot Water**  
problems with hot water  
please see the guide over the page

**6. Noisy Meter Board**  
unusual noise from the meterboard

## 4 main causes of power faults

Power faults can be caused by:

1. Bad weather
2. Trees or debris on power lines
3. Motor vehicle accidents
4. Equipment failure

## 3 things to do when you have a power fault

### 1. Check these:

- > Do your neighbours have power?
- > Did anyone hear or see anything in relation to the power going off?
- > Have fuses on your fuse box blown?
- > Is your mains switch turned on?
- > Are the streetlights on?

### 2. Turn your power off at the mains if:

- > You smell electrical smoke.
- > Your power supply surges (lights go dim and then bright again, or appliances are turning off and on).
- > There is a fire on site and you can do so safely.

**Important** – all power lines should be treated as live even after having been turned off at the mains switch.

### 3. Turn any electronic / digital appliances off if:

- > Your power supply is surging (lights go dim and then bright again, or appliances are turning off and on).
- > The fuse for any appliance in use has blown. Although the appliance may not be going, you should still turn it off at the wall.
- > Water has come in contact with any appliance you are using.
- > Your home is struck by lightning (often if your house is struck, appliances in use will stop working).

Power conditioners and/or surge protectors may help reduce voltage fluctuations and can be purchased from electrical appliance outlets. Insurance cover for damage caused by fluctuating power is also an option.

"Trustpower is committed to helping you throughout a power fault."

Vince Hawksworth  
Chief Executive – Trustpower

[How to prepare your home for a power fault – back page >](#)

## 7 ways to make life easier during a power fault

### 1. If you have a BBQ, remember you can use it for cooking during a power fault

You can cook up a storm on a BBQ or camping stove, so remember it's there next time you want to eat during a power fault.



### 4. Have a phone that does not require power

Have a phone that isn't cordless, as cordless phones need electricity to operate.



### 2. Keep your food safe

By keeping your fridge/freezer door closed during a power fault, the contents should last up to 24 hours or longer.



### 5. Keep in touch with what's going on outside

Have a battery-operated radio so you can keep in touch with what's happening.



### 3. Make sure you can light candles to see and read with

Store candles and matches in a safe, dry place for use during power faults and make sure you do not leave lit candles unattended.



### 6. Keep a torch in a safe place so you can find it easily

Keep a torch at hand (and some spare batteries) for when the lights go out.

### 7. If you rely on power to pump your water – make sure you keep a spare supply of water

If you live in a rural area and have an electric water pump, then you may have no water during power faults, so keep a couple of bottles prepared for use.



Please note: If you cannot be without power for an hour or two (commercial, farming/irrigation, medical equipment), consider purchasing a generator or UPS (uninterruptible power supply).

Call us on **0800 87 87 87** to report any fault, ask us for information and advice, or to register for Faults Updates

### Our experienced team are here to assist with all your fault enquiries.

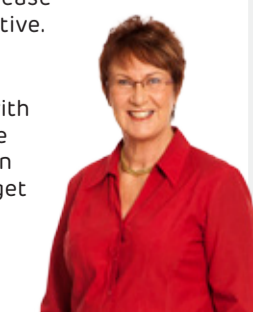
Our Faults Dispatch team are in constant contact with all Network Owners to ensure the most efficient attention is given to your fault, restoration of power, and fault updates.

### Our Faults messaging is regularly updated to give you the latest information obtained from the Network Owners.

If you have a fault which is not listed on the message, then please select the option to speak to a Customer Service Representative.

### Free Faults Updates

Register for Free Faults Updates and we'll text or phone you with any situation updates till the power is back on. You can choose whether you'd prefer a text or a phone call. At any time you can stop updates by texting "cancel", or by pressing "2" when you get the update phone call. To register for faults updates follow these simple steps: If the power goes off, call 0800 87 87 87, press "1" for Electricity Faults and follow the instructions.



## Hot Water Problems?

A checklist for finding the problem

- > Has there been extra demand on the hot water recently?
- > Is your hot water cylinder switched on?
- > Your hot water meter should be turning or flashing. You can find this meter on your meter board, normally on the right hand side. If you have trouble recognising it, please call Trustpower for help.
- > Check the fuse on the main meter board.
- > Was the water hot first thing this morning?
- > Has there been any recent electrical work done on the cylinder?
- > Is there any hot water leaking from a tap or the ajax overflow pipe? (This is the metal pipe sticking out of your roof above your hot water cylinder).

**"Please call Trustpower before calling an electrician or plumber – we can give you free advice."**

Please have your Energy Number handy so we can locate your property quickly.

Bronnie Trustpower Customer Service Representative