

**BE AWARE OF  
ELECTRICITY**

Stay safe this storm season

**HORIZON**  
POWER  
*energy for life*

# Be prepared

Horizon Power is committed to providing the safest and most reliable power supply to customers and we work hard to safely and quickly restore power supplies when a storm hits.

By following some simple steps before, during and after a storm, you can help stay safe and reduce the risk of power interruptions caused by these extreme weather events.

Preparing your family and home for the winter storm season is your responsibility and should be made a priority. Here are a few tips to help you in preparing your home.

## Trim your trees before they cause any damage

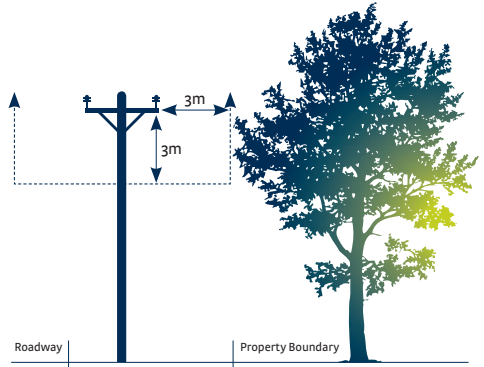
Trees or branches touching powerlines are one of the main causes of power interruptions and can even cause fires or other serious accidents.

While Horizon Power manages an extensive tree trimming program to mitigate the risk of these incidents, residents also have a responsibility to ensure trees on their properties are trimmed.

As a general rule, trees should be no closer than three metres from powerlines.

Make sure your trees are trimmed before storm season. If the trees at your home need to be trimmed, Horizon Power strongly recommends that you hire a professional tree contractor with current qualifications and insurances to ensure the work is carried out safely.

The following diagram shows the minimum clearance zone, trees should be no closer than three metres to powerlines.





*Have your trees trimmed at least three metres from powerlines*

*Have an emergency kit of essential items ready to go*



## Clean up any loose material

Storms can cause extensive damage to homes, cars and may even cause injury or loss of life. Most storm damage to homes occurs from loose or broken roof materials, fallen trees and branches and flooding from blocked gutters and downpipes.

You can reduce the damage to your family and home by being prepared.

Ensure your home and yard is clear of unsecured objects and rubbish that could blow around and cause damage during a storm, such as outdoor furniture, boats, gardening equipment, bikes and gas bottles. Make sure gutters and downpipes are clear of leaves and blockages.

## Prepare an emergency kit

Have an emergency kit of essential items available. Sometimes storms can damage and limit access to our networks to such an extent that we are unable to restore power immediately so you need to be prepared.

An emergency kit is vital for short term survival. Your emergency kit should include the following:

### 1. Important supplies

- tinned and other non-perishable food
- waterproof torch
- spare batteries
- first-aid kit and medications
- fresh drinking water

### 2. Communication equipment

- battery-operated radio
- mobile phone (make sure you charge your mobile phone battery)
- telephone (have a telephone that works without power, cordless telephones rely on power to operate)

### 3. General items

- portable stove
- cooking gear
- eating utensils
- blankets or sleeping bags
- toiletries and toilet paper
- masking tape for windows

- waterproof bags
- pet supplies
- spare clothing - including wind and waterproof clothing
- cash
- personal documents
- emergency contact numbers
- spare house and car keys

### Other handy tips

- Ensure your pet(s) are registered in case they get lost. Stock up on food, water and medicines for each pet.
- Ensure your family understands storms and the risks.
- Check you have adequate insurance.

### Customers who rely on life support equipment

Customers who rely on life support equipment are able to register with Horizon Power and will be given priority restoration in the event of any unplanned power interruption; however, you also need to make sure you have a contingency plan in place. This may involve having access to a generator or arranging to go to a hospital or health care centre that has back-up power.

If you wish to register as a life support customer with Horizon Power, please fill out the application form available on our website at <https://horizonpower.com.au/power-outages/register-as-a-life-support-customer/> or telephone us on **1800 267 926**.

It is necessary to renew your application with us every 12 months.

## Storm warnings

Stay tuned to your local radio, television or internet for regular storm warnings and updates. You can find further storm information via:

- Department of Fire & Emergency Services (DFES) website [www.dfes.wa.gov.au](http://www.dfes.wa.gov.au) or by calling DFES's Public Information Line on **1300 657 209**.
- Bureau of Meteorology (BOM) website [www.bom.gov.au](http://www.bom.gov.au) or by calling the Land Weather Warnings and Flood Warnings Advice Line on **1300 659 213**.

# Leading up and during

## When a storm is forecast


- Check over your preparations and remind your family of the procedures.
- Check your emergency kit is up to date.
- Secure or remove loose material and rubbish around your home.
- Charge mobile phones.
- Ensure pets are secured safely under shelter.

- Ensure that your car has a full tank of fuel and ready to go.
- Turn off and unplug electrical appliances. Most electrical appliances such as televisions, DVD players, computers, stereos, air-conditioners, cooking ranges, microwave ovens and reticulation systems feature sensitive electronic components. Before a storm hits, unplug all electrical equipment to protect against possible power surges or spikes during the storm or when power is restored. Also unplug television or DVD aerials to prevent damage from lightning strikes.

## During a storm

There are precautions and actions you can take during a storm to help keep your family safe.

- Close your curtains and blinds and keep away from windows and doors.
- Keep your emergency kit with you.
- Unplug all electrical appliances and turn off the gas supply.
- Keep refrigerators and freezers closed as food will stay fresh for several hours without power if seals are in good order.
- Use a torch to find your way around.
- Do not use a landline phone during a storm. Use a mobile, but only in emergencies.
- Should your power go out, turn off all lights except one so that you will know when power has been restored.

A man wearing a dark green baseball cap with a logo and a dark grey polo shirt is smiling. He is holding a red and black helmet. The background is a workshop with wooden beams, a window, and various tools.

*On hearing a storm warning check over your preparations and remind your family of the procedures*



## After

- For State Emergency Services (SES) assistance call **13 25 00**.  
In a life threatening situation call **000**.
- Report any power interruption to Horizon Power on **13 23 51**.
- Assess your home and property for damage; be careful because there may be fallen powerlines and trees, broken water and sewage lines, loose roof sheeting and other material.
- Check for gas leaks.
- Check whereabouts of pets.
- Check on neighbours and friends to see if they require assistance.
- Do not make unnecessary telephone calls.

- Do not use any electrical appliances that have been damaged or submerged in water (such as from flooding or water leaking into your house). After the storm has passed, have a licensed electrician inspect water-damaged appliances to make sure they are safe.

### Around fallen powerlines

Do not at any stage go near a fallen powerline. They may appear harmless, but they could be deadly. Always assume that a fallen powerline is live and stay well clear.

High winds and flying debris can bring down overhead powerlines. Take care when cleaning up as fallen powerlines hidden in branches, debris or water can be extremely dangerous.

Keep well clear, warn others and call Horizon Power immediately on **13 23 51**.

Warn children not to play or swim in floodwaters as there may be unseen live and dangerous electrical wiring or fallen powerlines which may be hidden by debris in the water.

## What to do if the power goes out

We are committed to restoring power as safely and quickly as possible, so please be patient if your power is interrupted.

Once power is restored, make sure you wait for a few minutes before turning on all your appliances. This will help to avoid overloading the electricity network, which may cause damage to your appliances.

Use a licensed electrician to check any appliances that you think might have been damaged by the power failure. Do not use appliances that have been submerged or damaged by water without getting them checked by a licensed electrician.

## Going away?

If you are going to be away during winter, make sure you turn off all sensitive electrical appliances before leaving to avoid damage from power surges and save money as well. You may also want to consider emptying and unplugging your refrigerator and freezer. This will avoid spoilage problems if the power supplies are interrupted.


Consider asking a neighbour or friend to check your house after a storm to make sure the power is reconnected. Power may be reconnected to your street, but if no one is home, our crews will be unaware that there may be a separate problem with your power supply.

## Generators

Always run portable generators outside. Never use generators inside or in the garage as petrol and diesel-powered generators produce deadly carbon monoxide fumes. Also keep generators well away from open windows, including your neighbours, to keep dangerous fumes away.

Plug appliances directly into the generator's outlet using a Residual Current Device (RCD) and a heavy-duty extension cord rated for outdoor use. Follow the manufacturer's recommendations for earthing the generator.

Do not plug generators directly into your premise's wiring as this can 'back feed' into powerlines and can cause a dangerous situation for a neighbour or a repair crew working to restore power.



*Always assume that a fallen  
powerline is live and stay well clear.  
Call Horizon Power on 13 23 51*

## Horizon Power contact details



To report a dangerous electrical situation, such as fallen powerlines, call **13 23 51**

For information on power restoration call **13 23 51**

For general queries call **1800 267 926**

If you have hearing or speech difficulties, please call **1800 461 499** (TTY)

Website: [www.horizonpower.com.au](http://www.horizonpower.com.au)

Find us on  

Our Customer Service Centre prepares for events such as cyclones and utilises extra staff during times of crisis. However, it is possible that you may still experience delays due to the number of other callers. If you experience difficulty in speaking with a Customer Service Officer, please contact the State Emergency Service on **13 25 00**.

## Emergency contact numbers

Police Ambulance Fire	<b>000</b>
State Emergency Service (SES) assistance	<b>13 25 00</b>
Water Corporation	<b>13 13 75</b>
Telstra (Faults and Service difficulties)	<b>13 22 03</b>
Alinta gas emergencies and faults	<b>13 13 52</b>
Local St John Ambulance	<b>[REDACTED]</b>
Hospital / Medical Centre / Nursing Post	<b>[REDACTED]</b>

## More information

DFES Public Information Line	<b>1300 657 209</b>
DFES website	<b><a href="http://www.dfes.wa.gov.au">www.dfes.wa.gov.au</a></b>
BoM Cyclone Warning Advice Line	<b>1300 659 210</b>
BoM weather and cyclone forecasts	<b><a href="http://www.bom.gov.au">www.bom.gov.au</a></b>
Road Conditions (Main Roads)	<b>13 81 38</b>
ABC radio and other local media	

\*This brochure has been prepared in good faith and is derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and Horizon Power expressly disclaims any liability for any act or omission done or not done in reliance on the information and for any consequences whether direct or indirect, arising from such act or omission. This brochure is intended to be a guide only and readers should obtain their own independent advice and make their own necessary inquiries.

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