

**BE AWARE OF
ELECTRICITY**

Stay safe this cyclone 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 cyclone hits.

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

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

A man with a mustache, wearing a grey and black checkered t-shirt with a circular pattern and a grey baseball cap, stands smiling in a backyard. Behind him is a grey boat with orange ropes on top. The background shows green trees and a corrugated metal fence.

Cyclones can cause significant damage to property so start preparing now



Have your trees trimmed by a professional contractor to at least three metres from powerlines

Trim your trees before they cause any damage

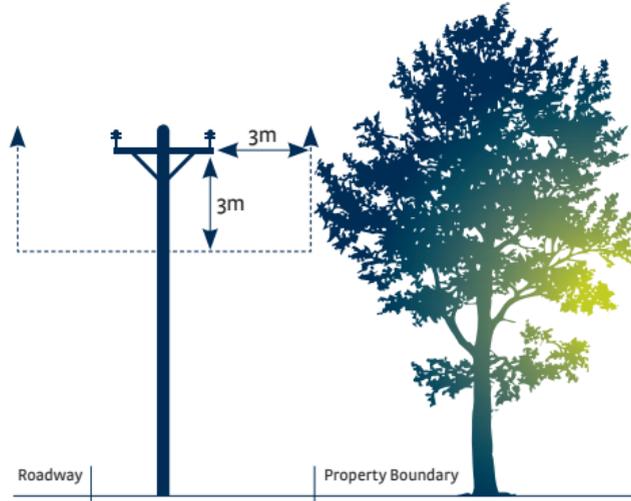
Trees or branches touching powerlines are one of the main causes of power interruptions and can even cause fires or other serious accidents.

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 the November to April cyclone 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.



Clean up any loose material

Cyclones can cause extensive damage to homes, cars and may even cause injury or loss of life. 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 cyclone, such as:

- outdoor furniture;
- boats;
- gardening equipment;
- pot plants;
- bikes; and
- gas bottles.

Make sure gutters and downpipes are clear of leaves and blockages.

Prepare an emergency and relocation kit

Have an emergency and relocation kit of essential items available. Sometimes cyclones 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:

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

A relocation kit is required when you decide to move to safer accommodation. Your relocation kit should include:

- strong waterproof plastic bags or containers for important documents, valuables and photos
- sleeping bags, blankets, pillows and towels
- waterproof ponchos
- spare clothing, including closed-in shoes
- tent or tarpaulin
- essential medications

Have an emergency kit of essential items ready to go



Other handy tips

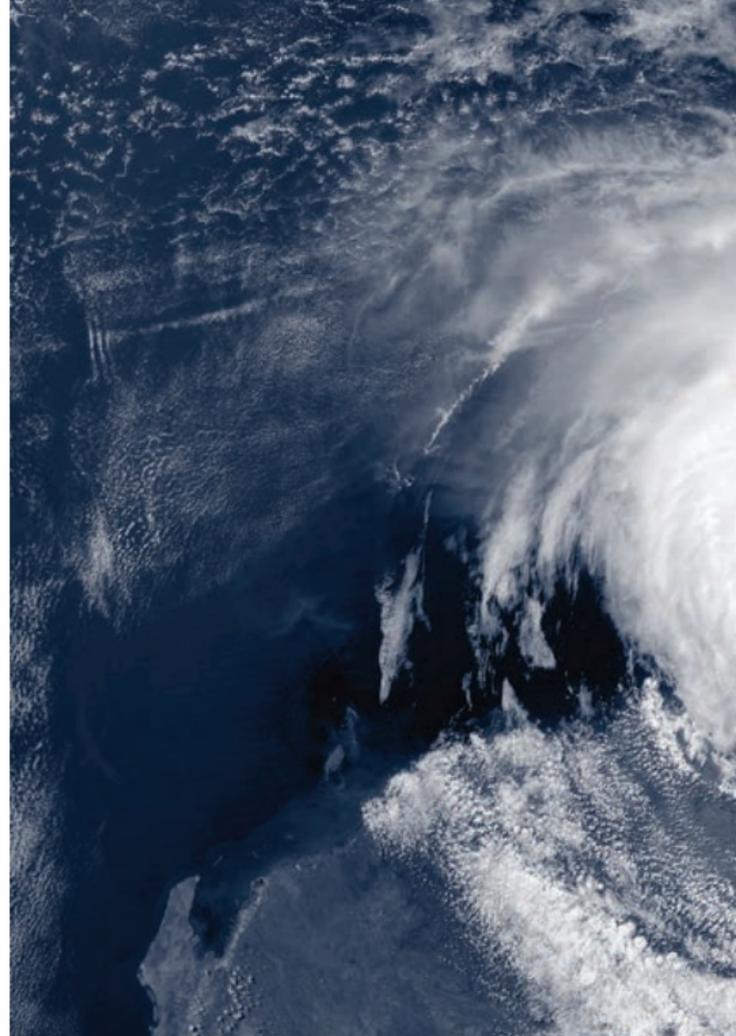
- Ensure your family understands cyclones and the risks.
- Know your local Relocation Point should a cyclone or flood threaten.
- Ensure your pet registrations are current in case they get lost. Stock up on food, water and medicines for each pet.
- Check you have adequate insurance.

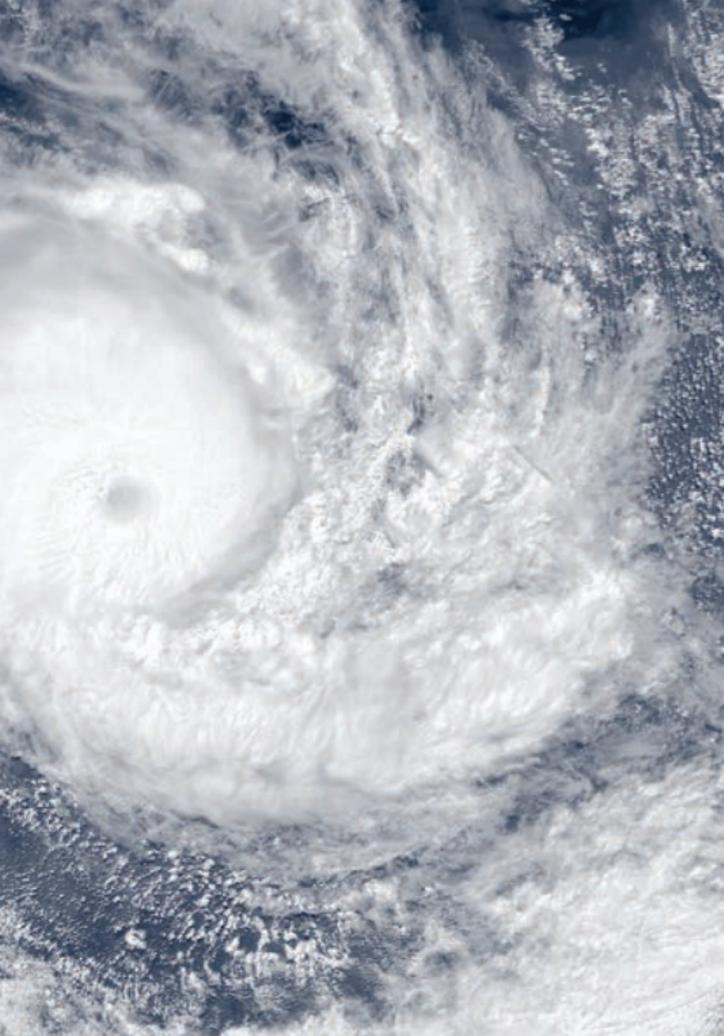
Customers who rely on life support equipment

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.





Keep informed and community alerts

Stay tuned to your local radio, television or internet for regular cyclone updates.

When a cyclone is approaching alerts will be issued. There are four alert stages:

- **Blue Alert** – Get ready for a cyclone. You will need to start preparing for cyclonic weather.
- **Yellow Alert** – Take action and get ready to shelter from the cyclone. You need to prepare for the arrival of a cyclone.
- **Red Alert** – Take shelter from the cyclone. You need to go to shelter immediately.

- **All Clear With Caution** – The cyclone danger has passed but take care. Wind and storm surge dangers have passed but you need to take care to avoid dangers caused by damage.

You can find further community alert and cyclone warning information at:

- Department of Fire & Emergency Services (DFES) website 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 or by calling the Cyclone Warning Advice Line on **1300 659 210**.

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

Leading up

On hearing a cyclone warning

- Check over your preparations and remind your family of the procedures.
- Check your emergency kit is up to date.
- Charge mobile phones.
- Board or tape glass on exposed windows and secure all doors.
- Fill containers with water, including bath and sinks, in case water supplies are cut.
- Ensure that your car has a full tank of fuel and ready to go.
- Pay attention to evacuation warnings.
- Ensure pets are secured safely under shelter.
- Freeze water for alternative refrigeration. Power interruptions can affect water supplies, so it is a good idea to fill your laundry tub or bath with water if a cyclone is imminent. If you have small children, only fill sinks and containers that are out of their reach.
- 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 cyclone or storm hits, unplug all electrical equipment to protect against possible power surges or spikes during the cyclone or when power is restored. Also unplug television or DVD aerials to prevent damage from lightning strikes.

During a cyclone

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

- Stay inside and shelter in the strongest, safest part of the house or the building you are in (usually the hallway or bathroom), or go immediately to the closest community shelter.
- Keep away from windows and doors.
- Keep your emergency and relocation kits with you.
- Unplug all electrical appliances and turn off the gas supply.
- Use a torch to find your way around.
- Keep refrigerators and freezers closed as food will stay fresh for several hours without power if seals are in good order.
- Do not use a landline phone during a cyclone. Use a mobile, but only in emergencies.
- If the building starts to break up, protect yourself and family with mattresses, rugs or blankets under a strong table or bench.
- Should your power go out, turn off all lights except one so that you will know when power has been restored.

Beware the calm eye. If the wind drops, do not assume the cyclone is over; fierce winds will shortly start again from another direction. Listen to a battery-operated radio for weather updates and do not venture outside until the All Clear With Caution alert is given.



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

After

Do not leave your house after a cyclone until the official All Clear With Caution alert is given. This ensures that crews can focus on restoring power without endangering themselves or the public.

- 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**.
- If you need to go outside, 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.

- 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 cyclone has passed, have a licensed electrician inspect water-damaged appliances to make sure they are safe.
- Check whereabouts of pets.
- Heed all warnings and do not go sightseeing. Check/assist neighbours instead.
- Do not make unnecessary telephone calls.

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.

Please do not leave your house after a cyclone until the All Clear With Caution alert is given. This ensures Horizon Power crews and emergency services can focus on attending hazardous situations and restoring power without endangering themselves or the public.

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.

Going away?

If you are going to be away during cyclone season, make sure you turn off all sensitive electrical appliances before leaving to avoid damage from power surges and you will 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 friend to check your house after a cyclone to make sure 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.

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

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

More information

DFES Public Information Line	1300 657 209
DFES website	www.dfes.wa.gov.au
BoM Cyclone Warning Advice Line	1300 659 210
BoM weather and cyclone forecasts	www.bom.gov.au
Road Conditions (Main Roads)	13 81 38
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.

This document is available in alternative formats.

HORIZON
POWER
energy for life