

Storm Damage Electrical Checklist

A safety-first checklist for Sydney homeowners after a storm has damaged the electrical connection to your property.

High winds and flooding regularly bring down service lines, tear service cables from walls and flood switchboards across Sydney. A damaged connection can stay live even when the power appears to be off. Your priority is keeping people away from danger and getting a make-safe done by a Level 2 ASP.

Never touch or go near these — treat every fallen wire as live:

- ✗ Fallen or hanging power lines, on the ground, in trees or across a fence
- ✗ A service cable that has pulled away from the wall or roof
- ✗ A wet, scorched or flooded switchboard or meter box
- ✗ Metal fences, gutters or water in contact with a damaged line

Keep at least 8 metres clear, keep children and pets away, and call 000 if there is fire or an immediate risk to life. Report fallen network wires to your distributor.

IMMEDIATE STEPS

- ☐ Move everyone away from any damaged wiring, poles or the meter box
- ☐ Do not enter a flooded room where the switchboard or outlets are wet
- ☐ If you can safely reach a dry main switch, turn off the power
- ☐ Report a fallen network wire to your distributor and note the reference
- ☐ Call a Level 2 ASP for a make-safe assessment

WHAT A MAKE-SAFE INVOLVES

A Level 2 ASP can re-attach or repair the service cable, secure the point of attachment, disconnect and reconnect at the network, and make your switchboard and meter safe so supply can be restored. Only a Level 2 ASP may work on the service mains and connection between the network and your property.

Tip: If your switchboard has been wet, do not switch the power back on until it has been inspected and dried out by a licensed electrician — moisture inside a board is a serious shock and fire risk.

DOCUMENTING DAMAGE FOR INSURANCE

- ☐ Photograph all damage before anything is moved or repaired
- ☐ Capture wide shots and close-ups of the service cable, meter box and switchboard
- ☐ Note the date, time and the storm event
- ☐ Keep the distributor fault reference number
- ☐ Keep the electrician's make-safe and repair documentation and invoices
- ☐ Contact your insurer early and provide the photos and paperwork