

INFORMATION on POWER OUTAGES

PLANNED OUTAGES



If we know in advance that we will need to switch off the power to enable us to safely work on the network then we make radio announcements as soon as possible in advance, this usually provides at least 48 hours' notice.

Unfortunately in emergencies, we cannot give the same notice as the safety of our customers, employees and protecting the network will take priority. To minimise disruption we often use the flexibility within our network to back feed consumers. This localises the outage and affected consumers have no idea they have been re-routed.



Many individuals and businesses already receive emails to inform when outages are planned or emergency works are underway. If you wish to join our mailing list to receive e-mail notification of all planned outages please give your e-mail address to our admin office on 22255 or enquiries@connect.co.sh. It costs nothing and you can ask to be removed from the list at a later date if you no longer want the notifications.

UNPLANNED POWER OUTAGES

Unplanned power outages are inconvenient to everyone, including us, but sometimes things happen that are beyond our control. If a fault occurs on the HV network it will trip a circuit breaker. That removes power from the whole feeder, just like in a house where a fault on one light trips the circuit breaker for all of the lights.

When the power goes off the first thing we have to do is locate the fault. Some faults are easy to find and fix and power can be restored quickly. We check for safety then switch the electricity back on. Often intermittent faults occur when debris touches the lines and then falls off, if we suspect this to be the case then power is normally restored within a few minutes.



In some cases, especially where high winds or falling tree debris have caused the problem, finding the fault can take a lot longer. These are the occasions when you may notice the power coming back on for a brief spell then going off again. This is not a further outage but is part of the process we follow to isolate the original fault. We switch back part of the network at a time until we can identify the approximate location of the fault that is causing the power to trip out.



Clearly this can take some time, especially during hours of darkness. Having found the problem and carried out repairs, the linesmen will then ask the power station to switch the electricity back on once it is safe to do so. Locating the fault is normally the time consuming part of the process which is why we don't always know how long the power will be off for. Repairs are usually completed directly after the fault has been identified and the area made safe.

There are occasions when the fault cannot be repaired quickly or additional tools, materials and manpower are required. These cases may mean long power outages and inconvenience for everyone. Our priority must be the safety of our employees and the public so the power must remain off until the repair is fully completed.

ELECTRICAL EQUIPMENT

Outages should not cause damage to your electrical equipment. However, if you have sophisticated or sensitive equipment, the manufacturer would normally advise the use of surge protectors to be on the safe side. These are routinely used by consumers around the world to guard against any risk to equipment that may be sensitive such as TV's, computers, washing machines, stereos, DVD players, surround sound systems, tills.

