



Hazard Factsheet: Power Outage



Auckland
Emergency
Management

All electricity lines should be treated as live and dangerous. Stay away from them and do not attempt to move trees that are in contact with lines.

Conserve phone battery by limiting mobile calls and data use.

Food illness and prevention

Take care with food from your fridge and freezer to avoid food poisoning. Eat perishable foods first and then the contents of your freezer. Try to minimise the number of times you open your freezer door.

After more than two days without power, highly perishable foods may not be safe to eat.

- Throw out rotten food quickly so it doesn't spoil other food in the fridge.
- You can still eat food like raw vegetables, cheese, and bread.
- Dispose of any food from the freezer which has thawed out and been at room temperature for over two hours.
- Do not refreeze food that has defrosted.
- If the frozen food still has ice crystals and the packaging is intact, then it can be refrozen. If you are unsure, have a closer look and smell. If the colour has changed, it has a slimy texture or if it smells off, do not eat.
- Eating food that has gone off can cause food poisoning.
- Maintaining hygiene around food preparation and cooking requires more thought than normal.
- Always wash and dry your hands before preparing food. If water is in short supply keep some in a bowl with disinfectant.
- Ensure all utensils are clean before use.
- Cook food thoroughly.
- Pets are just as likely as humans to become ill by eating unsafe food. If you are boiling water to drink, do the same for your pets.

Report electricity outages to Vector on **0508 832 867**.

Report trees down on public land to Auckland Council on **(09) 301 0101**.

Heating, lighting and cooking

DON'T use unsafe ways to heat your home. Only use fireplaces that have been safety checked and follow the manufacturer's advice when using gas heaters.

NEVER use outdoor gas heaters inside or try to use your BBQ for indoor heating.

DO boil water on your camp stove or BBQ for hot water bottles. Wear extra layers of clothing and use extra blankets, close internal doors and curtains to retain heat.

DO use camp stoves or your BBQ outside and make sure food is cooked thoroughly before eating. Use battery-powered lanterns or torches instead of candles to prevent fire. If using a generator, ensure you have enough fuel.

Electric Hot Water

In some parts of Auckland, electric hot water is on a separate line network to power which means you may have power but no hot water. If your hot water cylinder is not hot after six hours of the hot water line being reconnected, contact Vector on **0508 832 867** or Counties Power on **0800 100 202** for advice.

