

## What to do if your power goes off

- **Check outside and with your neighbours**

Check if your neighbours have electricity. If they don't, it's likely that the fault is on the electricity network. If it's at night, then it's easy to tell if there's been a power cut as you'll be able to see if any of the street lights are on.

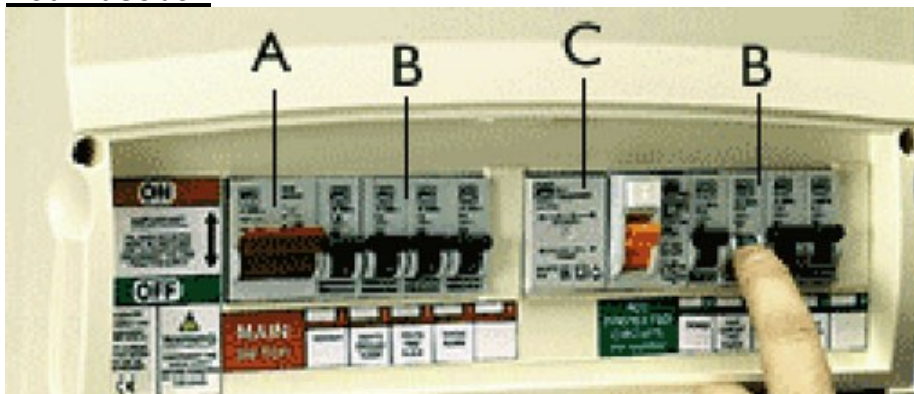
If everyone else has power and you're home doesn't, it's likely to be an issue with your own fuses or trip switches.

- **Check your fuses and trip switches**

Check your trip switches or fuses to see if these have cut your power. If they've tripped or blown, it's likely that you could have a faulty appliance.

First check that you have a trip switch. This is a safety switch designed to operate if there's a fault on your internal wiring or on an appliance. It is also known as a RCD (residual current device). This will be on or near your fuse box. Your fuse box will be no more than three metres away from your electricity meter. If you have a trip switch, you will be able to see a 'push to test' button, bar, and on/off switch or a 'reset' button. (Not all properties have a trip switch so don't worry if yours doesn't.) Check if the switch is on or off.

### Your fusebox



A **fusebox** is used to control and distribute electricity around your home.

They usually contain:

- A)** Mains switch
- B)** Fuses or Circuit Breakers
- C)** Residual Current Device



## **If the trip switch is on**

Turn the trip switch off and back on again. Sometimes trip switches operate without the switch physically moving, if this is the case, switching it off and on may reset it. If your supply is not restored, with the trip switch in the 'on' position, push the 'test' button. If the switch trips the electricity supply to your house is OK but you have a problem with your wiring or an appliance.

This is because the 'push to test' button will only trip the switch if your local network operator's supply is healthy. The trip will now be in the 'off' position. If the trip switch is on and the 'push to test' button does not trip the switch, then there is no incoming supply and you will need to contact your supplier.

## **If the trip switch is off**

Try switching it back on. If it stays on but the supply is still off, check you have not turned off the main switch on the fuse box. If the trip switch will not reset or it trips immediately, you probably have a fault with an appliance within your home.

If this is the case unplug all of the appliances within your home from every power point, then repeat the procedure above. If this does not resolve your power outage please call the Unity office during office hours (9am to 5pm), if your issue is out of office hours or on the weekend then please call Unity's Emergency maintenance line.