



## **EMERGENCY PROCEDURE: EMERGENCY MAINTENANCE POWER OUTAGES**

These procedures pertain to all complexes managed by  
Infinitum Real Estate Management Solutions

**General Disclaimer:** The information presented by Infinitum is not intended to replace the advice of a specialist in the field of service delivery. This document is rather intended to help inform our clients of emergency issues. The information found on this document should be used as a supplement to the learning process, not as a complete definite reference or tool. If you require a more extensive emergency plan, please contact your relevant emergency service providers for more information.

### **Here's what you should do if there's a power outage:**

**Step 1:** Find out if the problem is happening only in your home or whether other homes in your complex/estate is affected as well.

**Step 2:** If the problem is confined to your unit, then first check to see whether all the circuit breakers in your unit's switchboard are all switched "on" (all switches are facing upward). It may simply be a switch that tripped in your unit.

**Step 3:** If the problem is not only confined to your unit, then you would have to contact the relevant electricity service provider and inform them about the problem. This can be done by contacting enquiries and asking for the relevant service department in charge of regulating power in your area.

Call your power provider right away to report the outage. Do **NOT** call 10111 to report a power outage.

Contact Enquiries at 1023 and ask for your Local Municipal Utilities Service Centre's Number _____
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Remember: **NEVER** burn charcoal indoors. It will not only damage the interior but also start a fire. The smoke alone could kill you if you don't ventilate the room properly. It's unsafe... just don't do it.

Instead, if the power goes out at night, use flashlights to see (keep a supply of extra batteries on hand). If you don't have a flashlight, use candles. But never leave candles out of your sight or close to flammable material as it could obviously cause a fire.

Use extra caution when driving. Estates will be especially dark and increases the risk of accidents happening. If traffic signals are out, treat the intersection as a stop sign. Come to a complete stop, look both ways, then go on when it's clear.

**General tip:** Cordless phones will stop working when there's a power outage. It's a good idea to have a regular phone (a phone that has a cord) in your house.