



POWER CUT – ELECTRICITY AND/OR GAS

Electricity and/or gas cuts normally only last for a short period of time and affect only a small geographic area. A good knowledge of the conduct to adopt and the measures set by the authorities and stakeholders concerned will make managing the crisis easier. The purpose of the actions of the Luxembourg authorities is to inform the population, raise their awareness and prepare them for such an eventuality.

Through the following actions, each citizen makes the implementation of the measures laid out in the plan easier:

- **getting to know the plan;**
- **facilitating the authorities' actions;**
- **following the authorities' instructions.**

Behaviour to adopt

Stay calm!

Limit movements to the necessary!

Follow the media!

Listen to a battery-operated, wind-up or car radio in order to keep up to date with the authorities' recommendations.

Keep a switch in the on position so you know when the power is reconnected.

Keep in touch with your friends, family and vulnerable neighbours and help each other.

IN ADVANCE (in particular in connection with a planned load shedding procedure)

- unplug **fridges** and **freezers** if the power cut will exceed 8 hours to avoid an electrical overload when the current is reconnected;
- charge your **mobile phone**, even though both mobile and landline networks may be subject to disturbances;
- keep an **emergency kit** to hand: a battery-operated radio, torch and candles, medication;
- keep supplies of **non-perishable food** and **water**;
- **warn your friends, family and vulnerable neighbours** and encourage them to take the same precautions;

DURING A POWER CUT

- use **torches** rather than candles;
- if using **candles**
 - place them on appropriate stands that are safe such as candle sticks or candle holders;
 - keep them out of the reach of children;
 - never leave them unattended;
 - extinguish them before leaving a room and going to sleep;
- when using wood-fired, coal, gas or oil **heating**, keep the room ventilated to avoid carbon monoxide poisoning;
- only open **fridge** or **freezer** doors when absolutely necessary (by keeping the doors closed a full freezer can keep food frozen for between 24 and 36 hours);
- avoid making **phone calls** unless absolutely necessary and send text messages instead;
- close **doors, windows and curtains** in order to retain heat in your home;
- if the **water supply** is still functioning make sure you set aside water provisions;



- **never use heating or lighting equipment or wood-burning stoves inside your home** that were designed for outside use or camping (charcoal or propane barbecues, camping stoves or propane wood-burning stoves) as they produce carbon monoxide, a colourless and odourless gas which can cause health problems and even death;
- **limit your trips outside**, in particular car journeys as traffic lights may not be functioning;
- in order **to avoid damage caused by an electricity surge when the power is switched back on**
 - unplug all sensitive domestic electronic devices such as televisions, computers, microwaves, DVD players, fridges and freezers;
 - turn the boiler thermostat down to minimum;

AFTER A POWER CUT

- to avoid a power surge, **give the electricity system time to stabilise**:
 - increase the thermostat(s) for the heating system,
 - do not turn on all your electronic appliances at the same time
 - start with the ones you most need such as fridges and freezers;
 - and wait 10 to 15 minutes before plugging in other devices;
- before restoring power, ensure the water heater is full;
- turn on the water supply and the taps to allow air to escape:
 - turn off taps on the ground floor of your home to enable air to escape from the upper taps;

FOOD security

Avoid opening fridge and freezer doors as much as possible to retain the low temperature inside for as long as possible. Depending on the duration of the power cut, this advice should be followed:

- if the cut lasts less than 4 hours: food remains safe to eat;
- if the cut lasts longer than 4 hours:
 - a freezer preserves food for up to 24-36 hours;

Always **dispose of perishable items** which show signs of deterioration (signs of mould or bad odours). Be cautious with perishable food that has been exposed to temperatures above 4°C for over 2 hours.

Never refreeze defrosted food.

DRINKING WATER security

In the event of a longer power cut, the water purification system may not function properly. Electricity is needed to produce drinking water and then pump it to reservoirs and water towers.

If in doubt, boil it before using. **Boiling water** for one minute is the best way to kill bacteria and parasites.