



NRG Customer Emergency Plan - Cyclone

When Storm Is Imminent:

- Turn off gas cylinders if safe to do so.
 - (The cylinder valve turns off in a clockwise direction)
- Ensure cylinder chain is secure if chained.
- If external hot water units are power assisted turn unit off at power point if it's safe to do so.

When Threat Has Passed:

- Inspect gas system for damage.
 - (If in doubt, leave gas turned off and contact NRG for assessment)
- Ensure gas cooking appliances are turned off.
- If safe to do so turn gas cylinders back on.
- When electricity supply is restored, power for hot water units can be turned back on if it's safe to do so.

Reminders:

- Gas installations and appliances immersed under flood water will need to be inspected and tested by an experienced licensed gasfitter before use. Do not remove or attempt to repair damaged gas pipe work or appliances - this must be undertaken by a licensed gas fitter.
- Always use portable gas appliances outdoors in well-ventilated areas and turn off gas cylinders when not in use.

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