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Report an incident

Reporting electrical incidents

To report an electrical incident call 1800 000 922 or fill in our [Electrical incident report form](https://www.esv.vic.gov.au/pdfs/electrical-incident-form/).
(<https://www.esv.vic.gov.au/pdfs/electrical-incident-form/>).

Note: the form is in Microsoft Word format and will download to your computer.

1. Fill in all required fields using MS Word.
2. Save the form to your computer.
3. Email or send the completed form to:

info@energysafe.vic.gov.au (<mailto:info@energysafe.vic.gov.au>), **or**

Attn: Electrical Incidents

Energy Safe Victoria

PO Box 262

COLLINS STREET WEST VIC 8007

Mandatory reporting of incidents

The [Electrical Safety \(General\) Regulations 2019](http://www.austlii.edu.au/cgi-bin/viewdb_chris/au/legis/vic/consol_reg/esr2019373/) (http://www.austlii.edu.au/cgi-bin/viewdb_chris/au/legis/vic/consol_reg/esr2019373/), requires mandatory reporting of any electrical incident that causes or has the potential to cause:

- death or injury to a person
- significant damage to property
- serious risk to public safety
- involves accidental contact with any electrical installation
- electric shock as a result of direct or indirect contact with any electrical installation.

The Regulations require the following people to report these incidents:

- electrical worker
- operator of a high voltage electrical installation
- operator of a complex electrical installation
- operator of a railway, including small gauge

- or any other responsible for the work involved in the incident

The [Electricity Safety Act 1998](http://www.austlii.edu.au/au/legis/vic/consol_act/esa1998209/) (http://www.austlii.edu.au/au/legis/vic/consol_act/esa1998209/) requires electricity suppliers and fire control authorities to report incidents as outlined above and in accordance with the [Electrical Incident and Safety Reporting Guidelines](https://esv.vic.gov.au/pdfs/guidelines-mecs-performance-reporting/) (<https://esv.vic.gov.au/pdfs/guidelines-mecs-performance-reporting/>).

Electricity supply companies

To report power supply interruption or issues with powerlines outside your home, contact your electricity distribution company:

- [Citipower](https://www.powercor.com.au/power-outages/) (<https://www.powercor.com.au/power-outages/>), 13 12 80
- [Powercor](https://www.powercor.com.au/power-outages/) (<https://www.powercor.com.au/power-outages/>), 13 24 12
- [AusNet Services](https://www.outagetracker.com.au/) (<https://www.outagetracker.com.au/>), 13 17 99
- [Jemena](https://jemena.com.au/supply-interruptions/electricity/) (<https://jemena.com.au/supply-interruptions/electricity/>), 13 16 26
- [United Energy](https://outagemap.unitedenergy.com.au/) (<https://outagemap.unitedenergy.com.au/>), 13 20 99

Reporting gas incidents

The [Gas Safety Act 1997](http://www.austlii.edu.au/au/legis/vic/consol_act/gsa1997115/) (http://www.austlii.edu.au/au/legis/vic/consol_act/gsa1997115/) requires that gas companies must, as soon as practicable, report any of the following incidents that occur in a facility of that gas company or a gas installation to which the gas company supplies or sells gas:

- the death or injury to a person
- involves a transmission pipeline
- causes significant disruption to the community
- significant damage to property
- an explosion.

The [Gas Safety \(Safety Case\) Regulations 2018](http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_reg/gscr2018318/) (http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_reg/gscr2018318/), outline the requirements for the reporting of incidents.

Gas supply companies

To report a gas leak or incident, call your gas distribution company:

- [AusNet Services](https://www.ausnetservices.com.au/) (<https://www.ausnetservices.com.au/>), 136 707
- [Australian Gas Networks](https://www.australiangasnetworks.com.au/) (<https://www.australiangasnetworks.com.au/>), 1800 427 532 or 1800 GAS LEAK
- [Multinet Gas](https://www.multinetgas.com.au/) (<https://www.multinetgas.com.au/>), 132 691

Reporting pipeline incidents

The [Pipelines Regulations 2017](http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_reg/pr2017226/) (http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_reg/pr2017226/), requires pipeline licensees to notify ESV of any incident arising out of a pipeline (other than gas pipelines) operation that causes:

- any person to suffer a serious injury or death; or
- substantial damage to or destruction of property; or
- an ignition or significant escape of anything being conveyed in a pipeline.

[Contact us \(https://esv.vic.gov.au/about-esv/contact-us/\)](https://esv.vic.gov.au/about-esv/contact-us/) [Privacy policy \(https://esv.vic.gov.au/privacy-policy/\)](https://esv.vic.gov.au/privacy-policy/)

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