MEDIA FACTSHEET

24 January 2025

Tips on What to do During a Power Outage

The Energy Market Authority (EMA) is collaborating with Nexus, MINDEF in organising Exercise SG Ready (ESR) from 15 to 28 February 2025 to raise the level of preparedness for crises and disruptions in Singapore. As part of ESR 2025, EMA has launched tips and guides for consumers to be better prepared for a power outage.

2 Singapore has one of the most reliable power grids in the world. However, power outages may still occur due to various reasons, such as damages to power transmission cable or equipment at a substation. Being prepared with contingency plans and back-up measures can help individuals, households and organisations mitigate the risks and reduce the impact of a power outage.

Preparing for a Power Outage – Tips for Households and Individuals

3 Households and individuals can follow these tips to be better prepared for any possible power outages:

Pack an Emergency Ready Bag

- Pack a Ready Bag with essential items such as battery-operated torchlights, portable power source (e.g. batteries), battery-operated radio and first-aid kit. Make sure the bag is accessible even during a power outage.
- Test the torchlights and radio periodically to ensure functionality, and ensure the batteries are fresh.

Have backups

- Utilise backup power devices (e.g. portable power banks) to keep essential devices running for a short period during a power outage, if needed.
- Make sure these backup devices are sufficiently charged.

List of emergency services contacts

- Keep a list of emergency contact numbers (e.g. for emergency ambulance services, emergency maintenance service unit for lifts, management offices/town councils) for use in the event of a power outage.

What to do During a Power Outage - Tips for Households and Individuals

4 Households and individuals can remember the following “ABCs”:

Assess your situation

- Check on safety and whether the outage affects only your home or surroundings too.

Be careful with your power usage.

- Keep refrigerator doors closed for perishables to last longer.
- Use battery operated torchlights as they are safer than candles.
- Switch off electrical appliances to prevent damage from power surges when power is restored.
- If trapped in HDB lifts, call the Essential Maintenance Service Unit (EMSU) for help (the number can be found outside and inside lifts at HDB buildings).

Check for official updates if the outage is widespread.

- Check the social media channels of SP Group and EMA for updates on power restoration and be careful not to fall for fake news. You could also call SP Group’s Electricity Service Centre’s hotline at 1800 778 8888.
- Call 995 or 999 for life-threatening or medical emergencies only.

Power Outage Readiness Guide for Organisations

5 EMA has launched the new Power Outage Readiness Guide for Organisations to help organisations prepare for and manage power outages if and when they occur.

Preparing for a Power Outage - Tips for Organisations

6 The following steps can be taken by organisations to be better prepared for any possible power outages:

(a) Identify risks and impact on the organisation if there is no electricity supply
(b) Develop business continuity plans for a power outage
(c) Having a power outage readiness checklist on areas such as:
    - Safety and access.
    - Business continuity.
    - Power and equipment.
    - Communications.
    - Emergency supplies and resources.
    - Training and preparedness.

(d) Planning for contingencies:
    - Develop written procedures and conduct drills for employees so they know what to do during a power outage.
    - Determine systems that are essential to business operations and require continuous power supply.
    - Implement necessary security measures to protect business operations and property during a power outage.
    - Ensure emergency kits with essential items are in place.

(e) Acting on mitigation solutions:
- Have back-up sources such as mobile generators and uninterrupted power supplies (UPS) to provide power supply for critical business operations.
- Have a list of emergency contacts.
- Always check the social media channels of EMA and SP Group for updates.

What to do During a Power Outage - Tips for Organisations

7 Organisations can also use the following "ABCs" during a power outage:

Assess the Situation:

- Check if the power outage is isolated to your premises or if it is widespread.
- Prioritise the safety of everyone on the premises.

Be Safe:

- Follow the power outage contingency plan.
- Switch off and unplug all non-essential equipment and electrical appliances.
- Activate back-up power sources for critical operations if required.

Communicate and Coordinate:

- Inform everyone onsite about the situation and the safety measures to take.
- Notify stakeholders, especially if business operations are affected.

8 For more information, please refer to https://go.gov.sg/power-outage-readiness and the annex on how to better mitigate the risks and impact of a power outage.

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About the Energy Market Authority

The Energy Market Authority (EMA) is a statutory board under the Singapore Ministry of Trade and Industry. Through our work, we seek to build a clean energy future that is resilient, sustainable, and competitive. We aim to ensure a reliable and secure energy supply, promote effective competition in the energy market and develop a dynamic energy sector in Singapore. Visit www.ema.gov.sg for more information.

ANNEX

What to do during **a power outage**

ENERGY MARKET AUTHORITY
Our Clean Energy Future

FOLLOW THESE TIPS ON WHAT TO DO WHEN THE POWER GOES OUT.

Assess the Situation

- Check if the power outage affects only you or nearby buildings as well.

Be careful with your power usage

- Keep fridge doors closed for perishables to last longer.
- Use battery-operated torchlights. Do not use candles as they may pose a fire hazard.
- Switch off electrical appliances to prevent damage from power surges when power is restored.
- If trapped in lift, sound the alarm and call the Essential Maintenance Service Unit (EMSU) for help. Do not force open lift doors for safety reasons.

Check for official updates

- Visit the social media channels of SP Group and EMA for updates on power restoration and be careful not to fall for fake news.
- Call 995 or 999 for life-threatening or medical emergencies only.

WHAT TO DO DURING A

Power Outage

FOR BUSINESSES/ORGANISATIONS

ENERGY MARKET AUTHORITY
Our Clean Energy Future

Stay Updated

Check for updates on the social media channels of SP Group and the Energy Market Authority.

SP GROUP

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