

Ground Faults

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An adequate earthing system is necessary to provide voltage stabilization and overvoltage protection.

Sometimes a significant change in consumption can be due to ground faults on the electrical installation.

Reports of electric shock may also be due to ground faults.

These must be investigated promptly. First, check with a certified electrician to ensure the issue is not with your internal electrical connection. If your personal connection is not the issue, please report the incident to our Trouble Call Operator. Customers in the North (Gros-Islet to Dennery) should call 452-2165. Customers in the South must call 454-6617 for immediate assistance.

If the shock is through one appliance only, the customer should disconnect the appliance and have it checked by a private appliance repair shop.

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