

Frequent questions

Why is ewz cutting the power?
Under certain circumstances, it is necessary to cut the power for safety reasons during maintenance and construction work on the power grid. This work is planned (according to schedule) and we inform our customers in person in advance.
What are the reasons for a planned power outage?
Planned power outages are due to maintenance and construction work, e.g. <ul style="list-style-type: none">▪ Building new grid connections▪ Dismantling existing grid connections▪ Strengthening existing grid connections▪ Carrying out repairs on the grid▪ Creating grid connections for construction sites▪ Replacing parts of the grid
What does it mean for me?
<ul style="list-style-type: none">▪ Devices such as garage doors, lifts and solar panels will not function.▪ The same goes for electrical devices such as electric hobs, fridges, TVs, telephones that are connected to the mains, multimedia and entertainment devices, clocks, etc. <p>We recommend having a torch to hand. Link to tips and tricks (on landing page) to be inserted.</p>
What about devices that require constant power such as heart/lung machines, server rooms or fish tanks?
Our electricity customers are legally required to ensure that neither people nor property, plant and equipment are damaged during a power outage. This also applies to unexpected power outages. Please ensure that your technical systems are always secured against power outages or fluctuations (see Art. 2.3.6 of the regulations on the operation of the distribution grid and energy supply by the city of Zurich's electricity service; AS 732.210).
When will I be informed of a planned power outage by ewz?
As soon as possible and at least two days in advance. We will send a message to affected customers informing them of the planned power outage. We will also put up information about the outage on the doors and garage doors of your building.

Do I have a right to compensation, e.g. as an SME whose business will be impacted during the outage?

No, you do not have a right to compensation (see Art. 2.3.7 of the regulations on the operation of the distribution grid and energy supply by the city of Zurich's electricity service; AS 732.210). ewz cannot and is not obligated to guarantee an uninterrupted power supply.

Who is liable for damage caused by the power outage?

According to Art. 2.3.6 of the regulations on the operation of the distribution grid and energy supply by the city of Zurich's electricity service (AS 732.210), our electricity customers are legally required to ensure that neither people nor property, plant and equipment are damaged during a power outage. This also applies to unexpected power outages. Please ensure that your technical systems are always secured against power outages or fluctuations.

ewz is not liable for any direct or indirect damage caused by power outages (see Art. 2.3.7 of the regulations on the operation of the distribution grid and energy supply by the city of Zurich's electricity service; AS 732.210). The cause of the power outage is irrelevant.