

Whole building without power: electrician or network operator?

[Czytaj po polsku](#)

How to route a power-cut report without carrying out electrical tests.

Guidance for people using properties in Poland, written in British English. These are safe initial actions, not a diagnosis or electrical repair instructions.

“ **Smoke, fire, electric shock or immediate danger: move away and call 112 in Poland.**
Do not touch anyone who is still in contact with an electrical supply. A DATPOL ticket does not replace an emergency call.

What to do now

1. Establish the extent from existing observations: the whole building, one floor or one circuit. You can ask neighbours, but their answer is not a definitive diagnosis.
2. Check the relevant network operator's notices on your phone. In the Energa-Operator area, a map lists faults and planned outages; information is also available on 991.
3. Observe accessible protective-device positions and labels without removing covers. Do not interfere with the meter, seals or service fuses.
4. Report a network problem to the operator and an internal installation fault to the property manager or electrician. If the boundary is unclear, describe the symptoms and ask which service should investigate.

What not to do

Never feed a generator into a building socket. Backup power must use a purpose-designed connection arrangement. Darkness does not mean that every conductor is dead.

What to include in your support request

Provide the address, start time, extent, any operator notice, critical equipment and an on-site contact number. Keep well away from fallen cables; report them to the operator and call 112 where there is immediate danger.

[Contact DATPOL support](#) · [55 621 29 29](#)

Sources and scope

[Energia-Operator — Jak zgłosić awarię i brak energii elektrycznej](#)

[PSP — electrical shock safety \(Polish\)](#)

Prepared by DATPOL, 15 September 2026. Observations help scope the support request; fault diagnosis and confirmation that an installation is safe require an appropriately qualified person. UK sources support safety principles, not Polish legal requirements.

Related guidance

- [A socket has no power](#)
- [Scorched socket or burning smell after a storm](#)
- [Circuit breaker trips when an appliance starts](#)
- [RCD keeps tripping: what should I do?](#)
- [Socket overheating, crackling or sparking](#)
- [Water has reached a socket or electrical installation](#)
- [Lights flicker or suddenly change brightness](#)

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