RESTORATION PLAN

North Queensland monsoon

ERGON. ENERGY NETWORK

As at Wednesday 6 February 2019

Our Plan

Ergon Network is committed to supplying electricity to customers impacted by the Tropical Monsoon as soon as it is safe to do so by grid supply or generation. With our head office and significant employee resources based in Townsville, we understand the situation and want our community back on its feet as soon as possible. By **Tuesday 12 February** we are aiming to have supply available to all customers. **80%** of customers will be restored earlier by **Sunday 10 February**, subject to weather and safety conditions.

We're facing a significant task to restore electricity supply to Townsville. Inundation has caused significant damage to our network. Early damage assessments indicate approximately 2000 pillars, approximately 100 pad mount transformers that supply the low voltage distribution system and 50 high voltage ring/switching main units that supply the high voltage underground network have been inundated with water. 46% of the impacted area is supplied with underground power. We need to individually inspect each of these assets, clean out the water, mud and silt, and then make any repairs.

Crews and resources have already arrived from across the state today to supplement local resources. We appreciate your patience and understanding. Heavy localised rainfall, thunderstorms and high tides are expected to create sustained flood water over the coming days, hampering the ability of our crews to carry out essential work.

This Restoration Plan is based on our current assessment as at close of business 6 February 2019, and is subject to change based on further damage assessments and weather and safety conditions. For the latest and specific information customers should go to ergon.com.au/outagefindertext.

Our Restoration Process

Our restoration approach is as follows. Firstly we repair transmission, substation equipment and main distribution powerlines that serve a critical linking and switching function in our system. High voltage transmission lines supply power to large numbers of customers and areas. Protecting and repairing damage to these three components is our first priority.

Our next priority is to restore power to the largest number of customers as quickly as possible. This involves distribution powerlines which connect to individual locations such as powerlines in local streets. Repairs are then made to distribution transformers and service wires to homes and businesses.

Where supply is required to critical/sensitive customers, this is prioritised by our mains system or generation.

Important Customer Advice

While we are working as quickly and safely as possible to ensure power supply is available, customers need to ensure their home or business is ready to receive power once it is available.

Customers with homes or businesses that have been inundated must engage a licensed electrical contractor to inspect their wiring, switchboard or mains connection. Once these checks have been made and any repairs carried out, the licensed electrical contractor should promptly submit an Electrical Work Request (EWR form) to Ergon to allow power to be reconnected to the premises.

If power supply is available but an EWR form has not been received by Ergon, power will be unable to be connected to the premises. Customers will be notified of this via a 'Form 3', which is usually left in the meter box or letter box. The owner of the affected home (including landlords) must then contact a licensed electrical contractor to carry out repairs and once safe they will submit an EWR form to allow power to be connected.

Local Restoration Plans

It is important to understand power supply will be gradually restored along our feeder lines as flood waters recede and repairs can be completed. Our feeder lines have a combination of overhead and underground sections. Customers in areas with overhead powerlines will be more likely to have power available earlier, while underground areas will take longer to restore due to cleaning, drying and replacing equipment once we get access. This means some customers will have power made available at different times within the estimated date range over which the entire line is completed. The biggest challenge we face is clear weather to allow us to access our equipment and dry it out for safe restoration. This Restoration Plan is based on our current assessment as at 6 February 2019, and is subject to change based on further damage assessments and weather and safety conditions.

Customers should go to www.ergon.com.au/outagefinder and enter their NMI for the most up-to-date information. Customers can find their NMI on their bill, or call Ergon Network on 13 74 66.

Annandale
6-9 February – Power supply will be progressively restored to Annandale Drive, Cypress Drive, River Park Drive and Wolseley Court (Ross Plains No. 11 Feeder). Supply is expected to be available to 80% of customers by 8 February.

6-11 February - Power supply will be progressively restored to Kulwin Court and Mayneside Circuit (Oonoonba No. 10 Feeder). Supply is expected to be available to 80% of customers by 9 February.

6-11 February - Power supply will be progressively restored to Bladensberg Crescent, Manersley Place, River Park Drive and Sunbury Court (Ross Plains No. 2 Feeder). Supply is expected to be available to 80% of customers by 9 February.

10 February - Jacaranda Crescent, Marabou Drive and Pilea Court will have power supply available (Peter Arlett No. 3 Feeder).

Condon
9 February - Riverway Arts Centre and Riverway Drive will have power supply available (Dan Gleeson No. 4 Feeder).

Cungulla
8 February - Empress Close and John Dory Street will have power supply available (Cape Ferguson No. 2 Feeder).

Hermit Park
6-11 February - Power supply will be progressively restored to Clayton Street, Gleeson Street, Soule Street and Charters Towers Road (Hermit Park No. 2 Feeder). Supply is expected to be available to 80% of customers by 9 February.

6-11 February - Power supply will be progressively restored to Carmody Street, Carr Street, Hodel Street, Norris Street, Queens Road and Sherriff Street (Hermit Park No. 4 Feeder). Supply is expected to be available to 80% of customers by 9 February.

7-9 February – Power supply will be progressively restored to Hughes Street and Charters Towers Road (Hermit Park No. 8 Feeder). Supply is expected to be available to 80% of customers by 8 February.

7-10 February - Power supply will be progressively restored to Ackers Street, Ahearne Street, Armstrong Street and Philp Street (Hermit Park No. 3 Feeder). Supply is expected to be available to 80% of customers by 8 February.

7-11 February - Power supply will be progressively restored to Hughes Street, Queens Road, Roberts Street and Sooning Street (Hermit Park No. 7 Feeder). Supply is expected to be available to 80% of customers by 9 February.

Hyde Park
7-9 February – Power supply will be progressively restored to Charters Towers Road (Hermit Park No. 8 Feeder). Supply is expected to be available to 80% of customers by 8 February.

8 February - Albany Road and Dillane Street will have power supply available (Hermit Park No. 10 Feeder).

8-10 February - Power supply will be progressively restored to Sussex Street and Bayswater Road (Hermit Park No. 5, 6 and 11 Feeders). Supply is expected to be available to 80% of customers by 9 February.

Idalia
6-12 February – Power supply will be progressively restored to Northshore Circuit, River Boulevarde and Springside Terrace (Oonoonba No. 8 Feeder). Supply is expected to be available to 80% of customers by 10 February.

6-12 February – Power supply will be progressively restored to Broadwater Terrace, Lakeland Boulevarde, Springbrook Parade, Waterfront Parade and Westbrook Drive (Oonoonba No. 15 Feeder). Supply is expected to be available to 80% of customers by 10 February.

8-12 February – Power supply will be progressively restored to Aquarius Court, Aquatic Place, Kokoda Street, Oonoonba Road and Sanctuary Drive (Oonoonba No. 4 Feeder). Supply is expected to be available to 80% of customers by 10 February.

9-12 February – Power supply will be progressively restored to Broadwater Terrace, Lakeland Boulevarde, Petrie Way, Springbrook Parade and Waterfront Parade (Oonoonba No. 16 Feeder). Supply is expected to be available to 80% of customers by 10 February.

Mundingburra
6-11 February – Power supply will be progressively restored to Camp Street (Hermit Park No. 4 Feeder). Supply is expected to be available to 80% of customers by 9 February.

8-12 February – Power supply will be progressively restored to Garden Street (Oonoonba No. 4 Feeder). Supply is expected to be available to 80% of customers by 10 February.

Mysterton
7-9 February – Power supply will be progressively restored to Lomax (Hermit Park No. 8 Feeder). Supply is expected to be available to 80% of customers by 8 February.

Oonoonba
6-12 February – Power supply will be progressively restored to Abbott Street, Darter Street, Ireland Street and McAlister Street (Oonoonba No. 8 Feeder). Supply is expected to be available to 80% of customers by 10 February.

Pimlico
8 February – Kings Road will have power supply available (Hermit Park No. 10 Feeder).

Railway Estate
7-11 February – Power supply will be progressively restored to First Avenue, Ninth Avenue, Anderson Street, Railway Avenue and Third (Hermit Park No. 7 Feeder). Supply is expected to be available to 80% of customers by 9 February.

9 February – First Avenue, Flowers Street, Second Avenue and Second Street will have power supply available (Max Fulton No. 8 Feeder).

Rosslea
6-11 February - Power supply will be progressively restored to Hodel Street and Watson Street (Hermit Park No. 4 Feeder). Supply is expected to be available to 80% of customers by 9 February.

8-12 February – Power supply will be progressively restored to Bowen Road, Champion Drive, Lowth Street and Welsh Street (Oonoonba No. 4 Feeder). Supply is expected to be available to 80% of customers by 10 February.

Townsville City
8-10 February – Power supply will be progressively restored to Sturt Street and Walker Street (Hermit Park No. 6 Feeder). Supply is expected to be available to 80% of customers by 9 February.

West End
8-10 February - Power supply will be progressively restored to Lamington Road and Vaughn Street (Hermit Park No. 6 Feeder). Supply is expected to be available to 80% of customers by 9 February.

Wulguru
6-11 February – Power supply will be progressively restored to Stuart Drive (Oonoonba No. 10 Feeder). Supply is expected to be available to 80% of customers by 9 February.

Note: Some customers will require a licensed electrical contractor to complete checks and repairs to their installations before it is safe for supply to be reconnected. Once these repairs have been made, customers need to submit an EWR form to Ergon to allow for their supply to be reconnected.

Important Safety Messages

WIRING AND WATER

If your home or business premises has been inundated by flood waters, your building's wiring and electrical appliances may be damaged. You must have a licensed electrical contractor check your premises and complete any necessary repair work and submit an EWR form so that it's safe for Ergon to reconnect supply.

AVOID DAMAGE TO APPLIANCES

If your home is without power, unplug all of your electrical appliances at the power point to avoid electrical damage, or the potential for an appliance (like a stove) to cause a fire or other issues, when the power is restored.

USE GENERATORS CORRECTLY

Portable generators must only be run outside your home or business – never inside or in a garage and well away from open windows, including your neighbours' so deadly exhaust does not enter the home. Do not connect a generator to your home or business/s fixed wiring unless you have a change-over switch installed by a licensed electrical contractor. Otherwise generators can send electricity back down the lines and make Ergon's network 'live' and extremely dangerous.

STAY SAFE AROUND SOLAR PANELS

If you have solar panels, remember they can pose an electrical safety risk if the system or the roof is damaged. When in the proximity of solar panels, treat them as if they are live – to ensure the installation is safe, follow the shutdown procedure displayed on your inverter or on the meter box.

Network general enquiries

13 74 66 7am – 6.30pm, Monday to Friday

Faults only

13 22 96 24 hours a day, 7 days a week

Life-threatening emergencies only

Triple zero (000) or 13 16 70

24 hours a day, 7 days a week

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