



Restoration Plan

Tropical Cyclone

Kirrily

As at 28/01/2024



Part of Energy Queensland

Our Plan

Ergon Energy Network is committed to supplying electricity to customers impacted by Tropical Cyclone (TC) Kirrily as soon as it is safe to do so, as part of community recovery efforts. The significant wind impact from TC Kirrily has resulted in widespread loss of electricity supply impacting on communities across the Local Government Areas of: Townsville City, Burdekin Shire and Charters Towers Regional.

We currently have approximately 27,000 customers without power as a result of the landfall of TC Kirrily, down from the initial peak of 66,000. We understand it is difficult to be without power, especially in these hot conditions. Our people live and work in these areas and are part of the community.

The widespread nature of the damage means it will take time to access all network assets and, once assessed, confirm that everything along the damaged lines is safe and conduct any required repairs so we can reinstate supply.

Our crews are working hard to restore power, where it is safe to do so, and get communities back on their feet as soon as possible. By the **evening of Saturday 27/01/2024** we are expecting to have supply available to **50%** of impacted customers, **90%** restored by the **evening of Sunday 28/01/2024**, and network or generation supply available to **100%** of customers by the **evening of Tuesday 30/01/2024**, where it is safe for them to re-connect and subject to weather, access, and safety conditions. All schools will have supply available by network or generation by the evening of Sunday 28/01/2024 for return to school Monday 29/01/2024.

We face challenges in the volume of assets across a broad area that have been impacted. We have had crews on ground conducting damage assessments, make safe activities and commencing restoration

where safe to do so since first thing Friday morning after Kirrily made landfall Thursday evening.

Early damage assessments indicate approximately 518 powerlines down and 129 impacted distribution feeders, caused by high winds and airborne debris. We are continuing to conduct damage assessments when able and safe to do so. High winds have caused significant damage to our network. We need to individually inspect each of these assets along the entire line, and then make any repairs prior to restoration.

In the lead up to TC Kirrily, crews were at the ready with equipment and generators mobilised and we now have over 750 crews from across all parts of Queensland working shoulder to shoulder to restore power. They are dedicated to restoring power to the community as quickly and safely as possible. We appreciate your patience and understanding while our crews work in challenging conditions to re-energise our communities.

This Restoration Plan is based on assessment as at 27/01/2024 and is subject to change based on damage assessments, weather impacts, and safety conditions for work, travel, and aerial operations. Local restoration plans are on the following pages. Where possible, customers can refer to Ergon's Outage Finder on [ergon.com.au/outagefinder](https://www.ergon.com.au/outagefinder) for the latest and specific restoration info.



Our Restoration Process

Our restoration approach is as follows. Firstly, we repair sub-transmission, substation equipment and main distribution powerlines that serve as the critical backbone to our electricity network. High voltage sub-transmission lines supply power to large numbers of customers and areas. Protecting and repairing damage to these core components is our first priority.

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

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.

Get your home/business ready for reconnection

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.

If power supply is available but you have received an Electricity Defect Report in your meter box by Ergon Energy Network, power will be unable to be connected to the premises. The owner of the affected home (including landlords) must then contact a licensed electrical contractor to carry out a safety check and necessary repairs. Once safe the licensed electrical contractor will contact us on your behalf to advise the property is safe for reconnection.

Our crews will attend and confirm it is safe to reconnect to the network and you will have power as soon as the network has been safely reenergised.

Refer to Ergon's [Getting reconnected after severe weather](#) webpage for more information.

Important Safety Messages

Please follow these important safety messages:

TAKE CARE REMOVING DEBRIS

Be extremely careful when removing debris around your property. Even if crews have inspected the network in the area and made it safe to do repairs, there could still be fallen powerlines or service wires that we are not aware of. If you discover a fallen powerline, treat it as if it is live, and call 13 22 96.

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

Never connect a generator to the fixed wiring of your home or business without an appropriate change over switch installed by a licensed electrical contractor.

Incorrectly installed generation could result in electricity flowing through your service line, into the powerlines. This risks the lives of anybody close to any nearby fallen powerlines, or crews working to restore your normal electricity supply.

STAY SAFE AROUND SOLAR PANELS

If you have solar panels, please 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

Why do restoration dates differ?

It is important to understand power supply will be gradually restored along each length of power line as access is available and repairs can be completed. Our electricity network has a combination of overhead powerline and underground cable sections.

Customers in areas with overhead powerlines may be more likely to have power available earlier, while underground cable areas may 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 allocated to Outage Finder for that section of the network.

In addition, the infrastructure that supplies your house can extend for many streets or kilometres so damage in your street may have been repaired but other damage can affect a transformer, section of powerline, or underground cable that's some distance from you. If the next street or your neighbour has power, and you don't you may be supplied by a different section of the network or a different substation which is still affected and awaiting repair.

The biggest challenge we face is the volume of assets impacted and the need to inspect, confirm and where relevant repair prior to re-energisation ensuring public safety is maintained.

This Restoration Plan is based on our current assessment as at 27/01/2024 and is subject to change based on further damage assessments and weather and safety conditions.

Local restoration plan details on following pages (details current as at 27/01/2024) or where available customers can go to www.ergon.com.au/outagefinder and search for their street, suburb or postcode for the most up-to-date information.

Restoration process

Getting reconnected after storm damage, flooding or inundation



Part of Energy Queensland



1 You are disconnected for safety

We have inspected and disconnected power to your premises due to storm damage, flooding, or inundation, and left an electricity defect report in your meter box.



2 Arrange a safety check

You, your building manager/body corporate, or landlord, need to arrange a safety check by a licensed electrical contractor.



3 Make safe

Your licensed electrical contractor will complete a safety check and fix any defects. They will complete and sign the contractor section of our electricity defect report and leave onsite to confirm your premises is safe for reconnection.



4 Arrange reconnection

You, your building manager/body corporate, or landlord will need to then contact us to arrange reconnection. Ask your licensed electrical contractor if they will do this on your behalf.



5 Premises is reconnected

Our crew will attend and confirm the defects have been rectified and reconnect your premises to the electricity network. You'll have power as soon as the network has been safely re-energised.

Note: If you know your electrical fittings have been damaged, flooded or inundated, you don't need to wait for an electricity defect report. Arrange a safety check and your licensed electrical contractor will leave a certificate of test and compliance in the meter box for us.

Local Restoration Plans

Ergon Energy Network will continue to restore power to customers impacted by TC Kirrily over coming days as we fix widespread damage to the network.

*We have multiple crews working across the area and expect to gradually restore power to customers across the area **up to and including the evening of Tuesday 30 January 2024**. Estimated restoration dates below listed by suburb. For street level detail, please see the online Outage Finder.*

Restoration by the evening of 28/01/2024:

AIRDMILLAN, ALVA, AYR, BRANDON, AIRVILLE, MOUNT KELLY, FREDERICKSFIELD, HOME HILL, MCDESME, JARVISFIELD, RITA ISLAND, GROPER CREEK, GUMLU, INKERMANN, OSBORNE, AITKENVALE, GULLIVER, HEATLEY, VINCENT, ANNANDALE, CLUDEN, IDALIA, OONONBA, WULGURU, BELGIAN GARDENS, CASTLE HILL, GARBUTT, ROWES BAY, TOWNSVILLE CITY, TOWNSVILLE, WEST END, NORTH WARD, BOHLE, COSGROVE, MOUNT ST JOHN, DEERAGUN, CLUDEN, STUART, CONDON, KELSO, RASMUSSEN, CRANBROOK, HEATLEY, KIRWAN, VINCENT, CURRAJONG, HYDE PARK, PIMLICO, DEERAGUN, GUMLOW, MOUNT LOUISA, HERMIT PARK, MUNDINGBURRA, MYSTERTON, ROSSLEA, RAILWAY ESTATE, KIRWAN, SHAW, PALLARENDA, SOUTH TOWNSVILLE, WULGURU, MAGNETIC ISLAND, NELLY BAY, PICNIC BAY

Restoration by the evening of 29/01/2024:

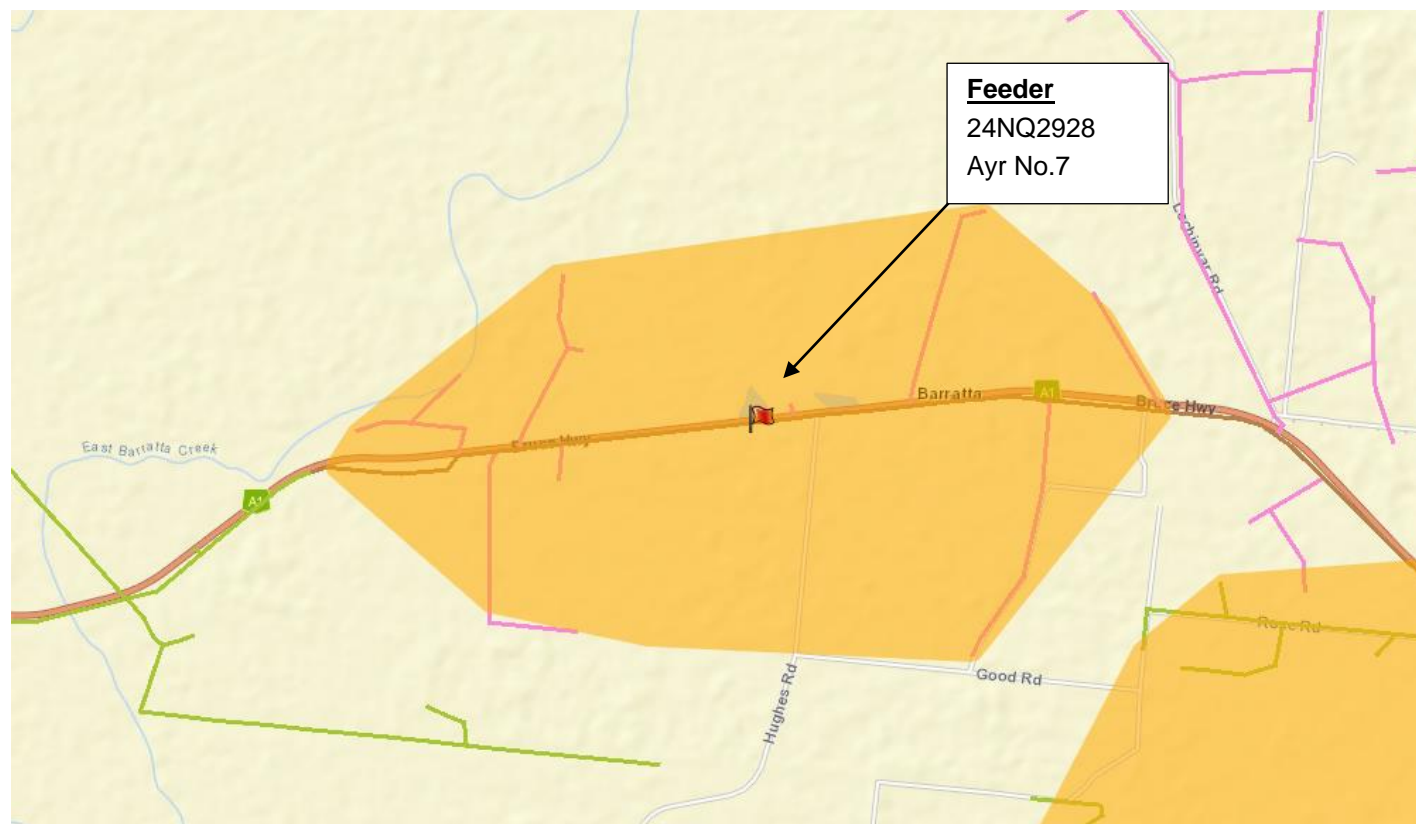
AYR, BRANDON, GIRU, MAJORS CREEK, MOUNT SURROUND, SHIRBOURNE, ALICE RIVER, BLACK RIVER, JENSEN, RANGEWOOD, BOHLE PLAINS, GUMLOW, TOWNSVILLE, ARCADIA, HORSESHOE BAY, MAGNETIC ISLAND, NELLY BAY, BLUEWATER PARK, BLUEWATER, TOOLAKEA, SAUNDERS BEACH, YABULU, BOHLE, COSGROVE, GARBUTT, MOUNT LOUISA, MOUNT ST JOHN, BROOKHILL, MOUNT STUART, OAK VALLEY, ROSENEATH, STUART, BURDELL, DEERAGUN, JENSEN, BUSHLAND BEACH, CAPE CLEVELAND, CUNGULLA, HOME HILL, RAILWAY ESTATE, SOUTH TOWNSVILLE, MAJORS CREEK, WOODSTOCK,

Restoration by the evening of 30/01/2024:

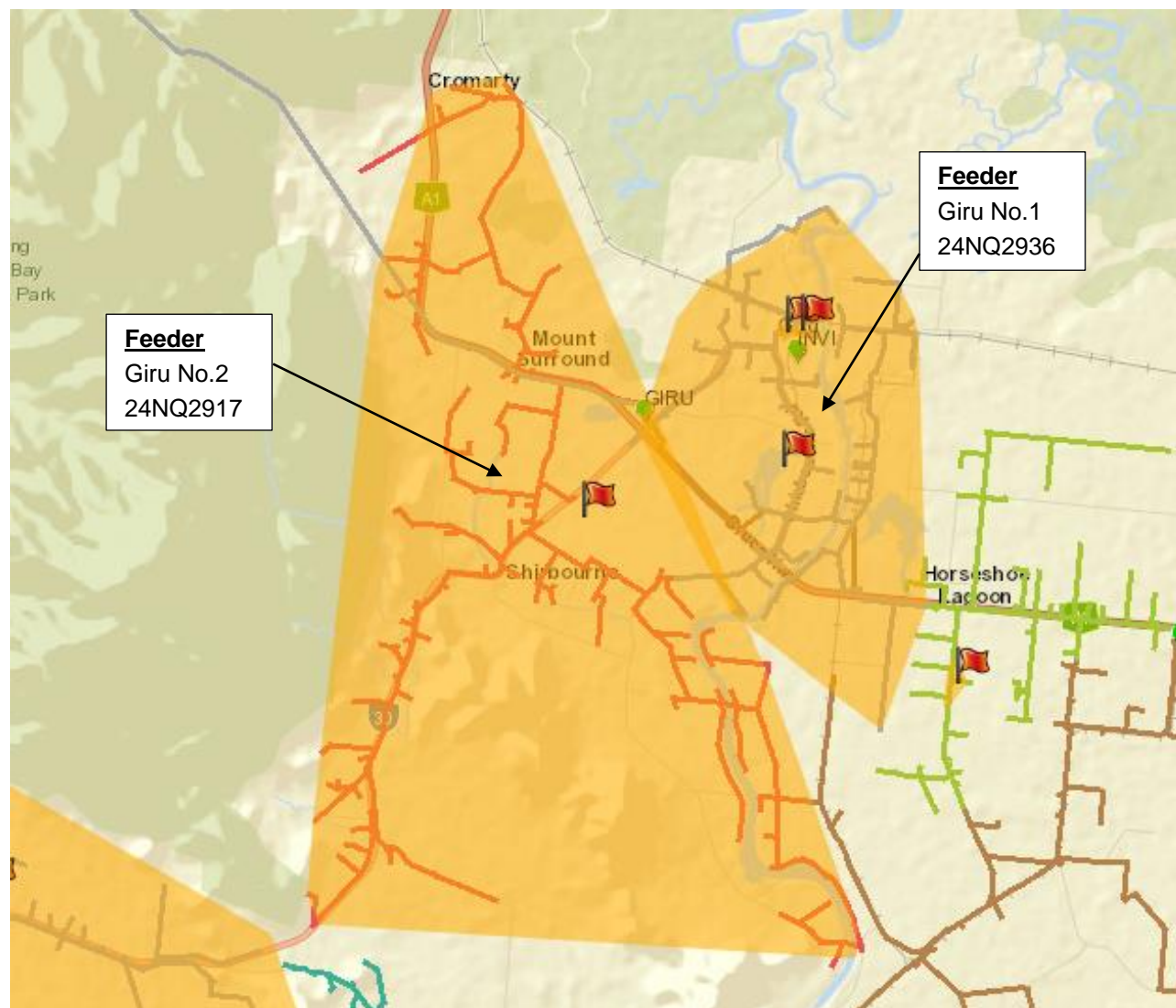
ALLIGATOR CREEK, AYR, BARRATTA, MONA PARK, HOME HILL, CLARE, HOME HILL, KIRKNIE, OSBORNE, DALBEG, MILLAROO, CAPE CLEVELAND, GUMLU, JULAGO, NOME, STUART, COLLINSVILLE, DALBEG

The following maps provide detail on restoration timeframes 29/01/2024 & 30/01/2024. Ergon Energy Network is committed to restoring power to all remaining customers as quickly as is safe to do so.

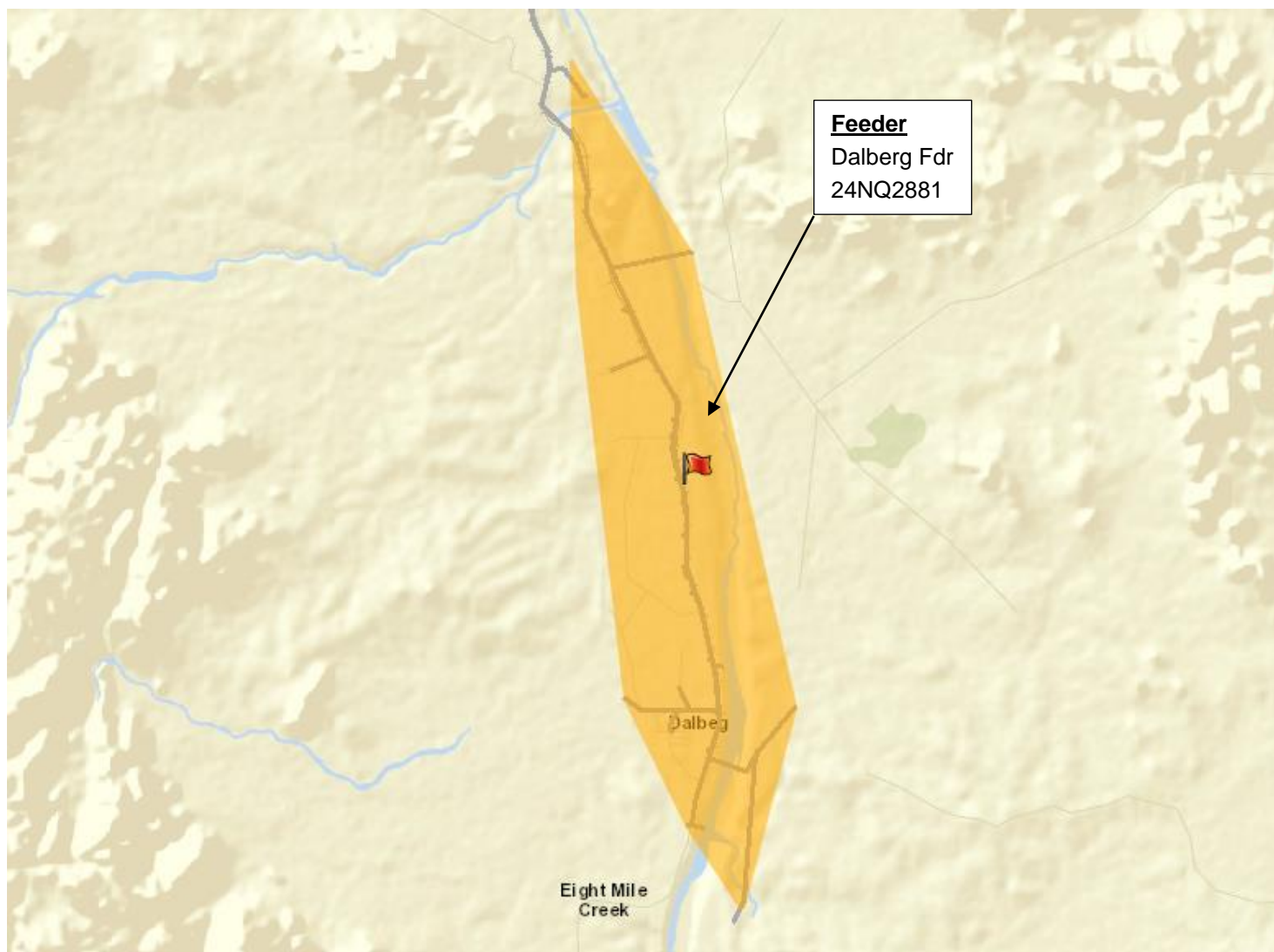
AYR (BARRATTA) EST RESTORATION – 29/01/2024



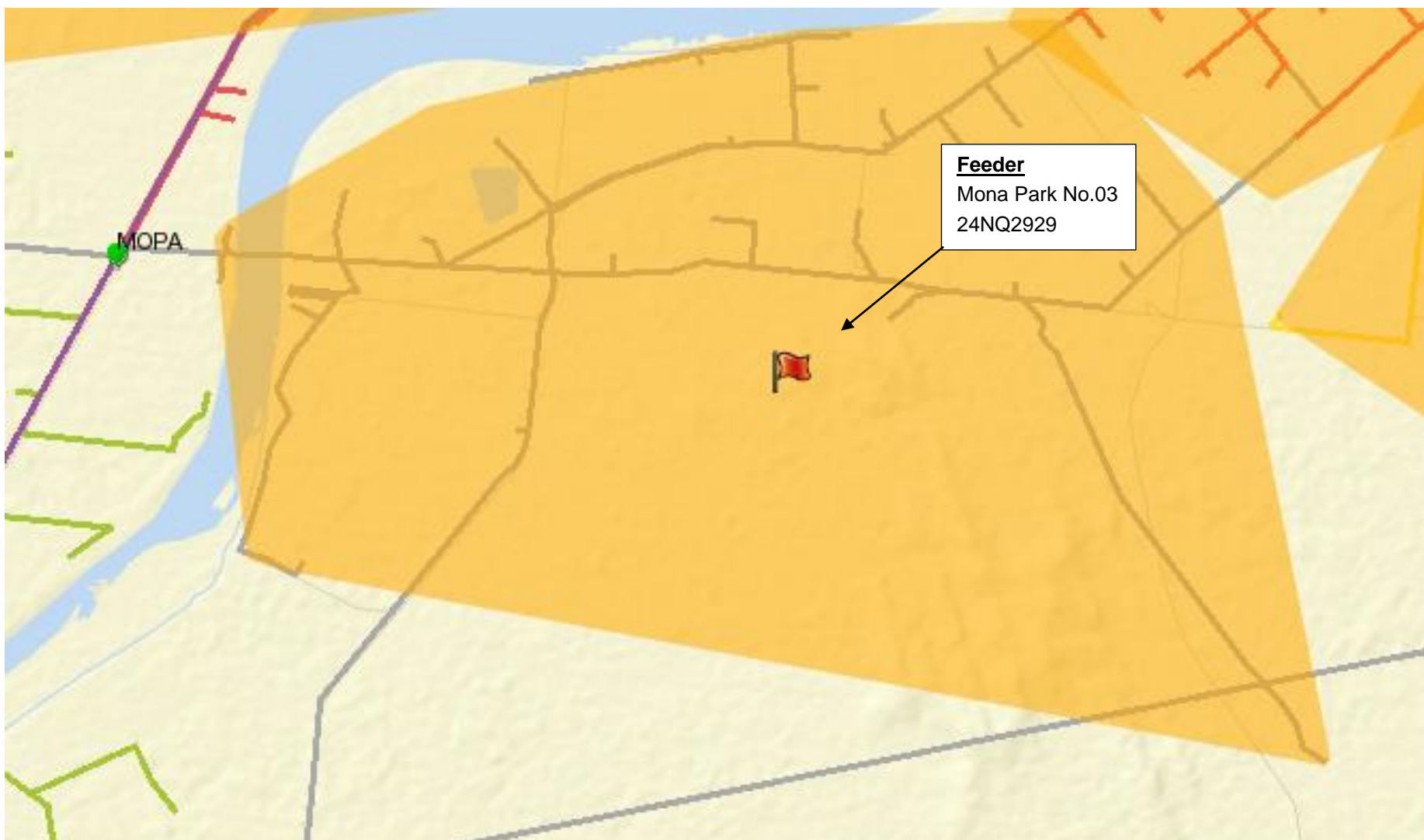
GIRU - EST RESTORATION – 29/01/2024



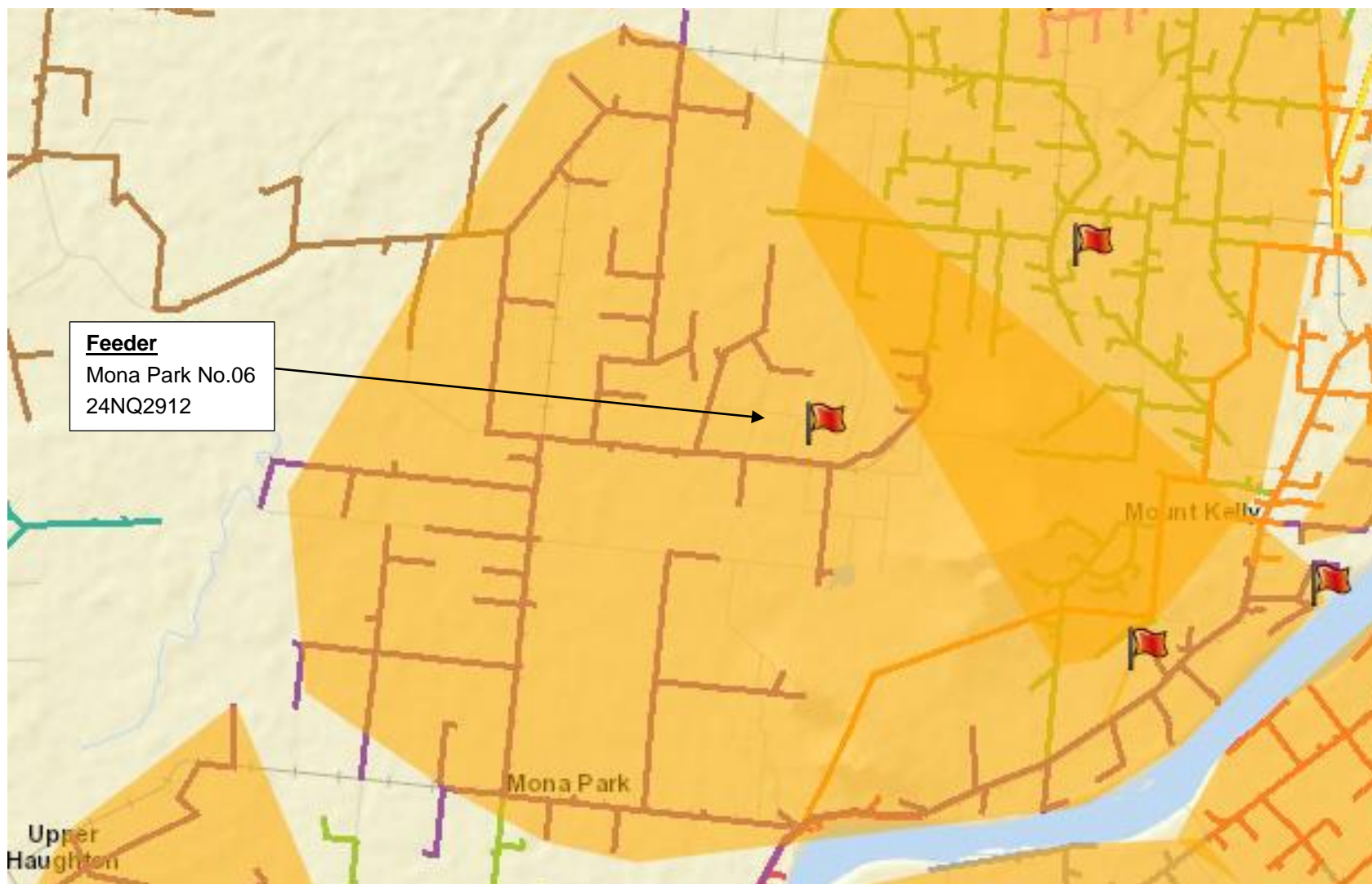
MILLAROO - EST RESTORATION – 30/01/2024



HOME HILL - EST RESTORATION – 30/01/2024



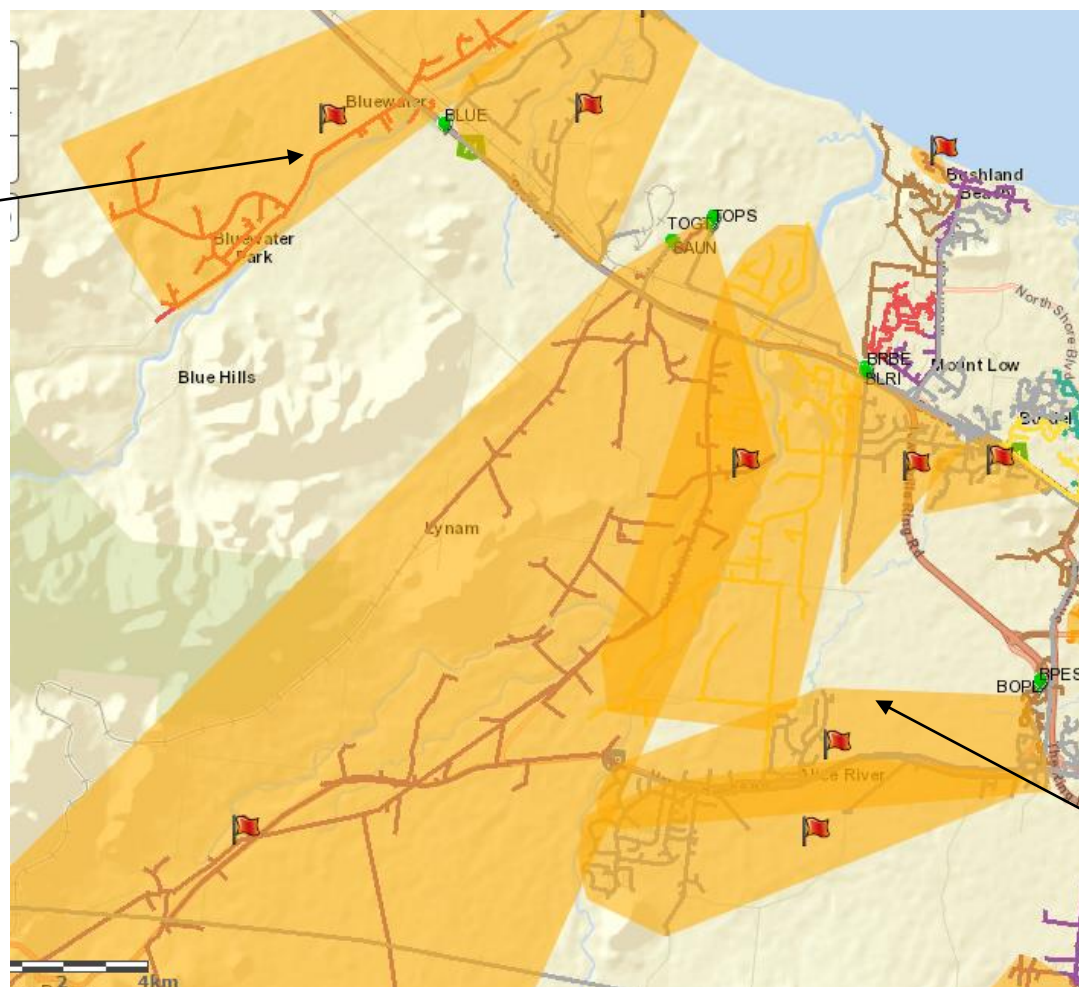
HOME HILL - EST RESTORATION – 30/01/2024



BLUEWATER & BLUERIVER - EST RESTORATION – 29/01/2024

Bluewater Feeders

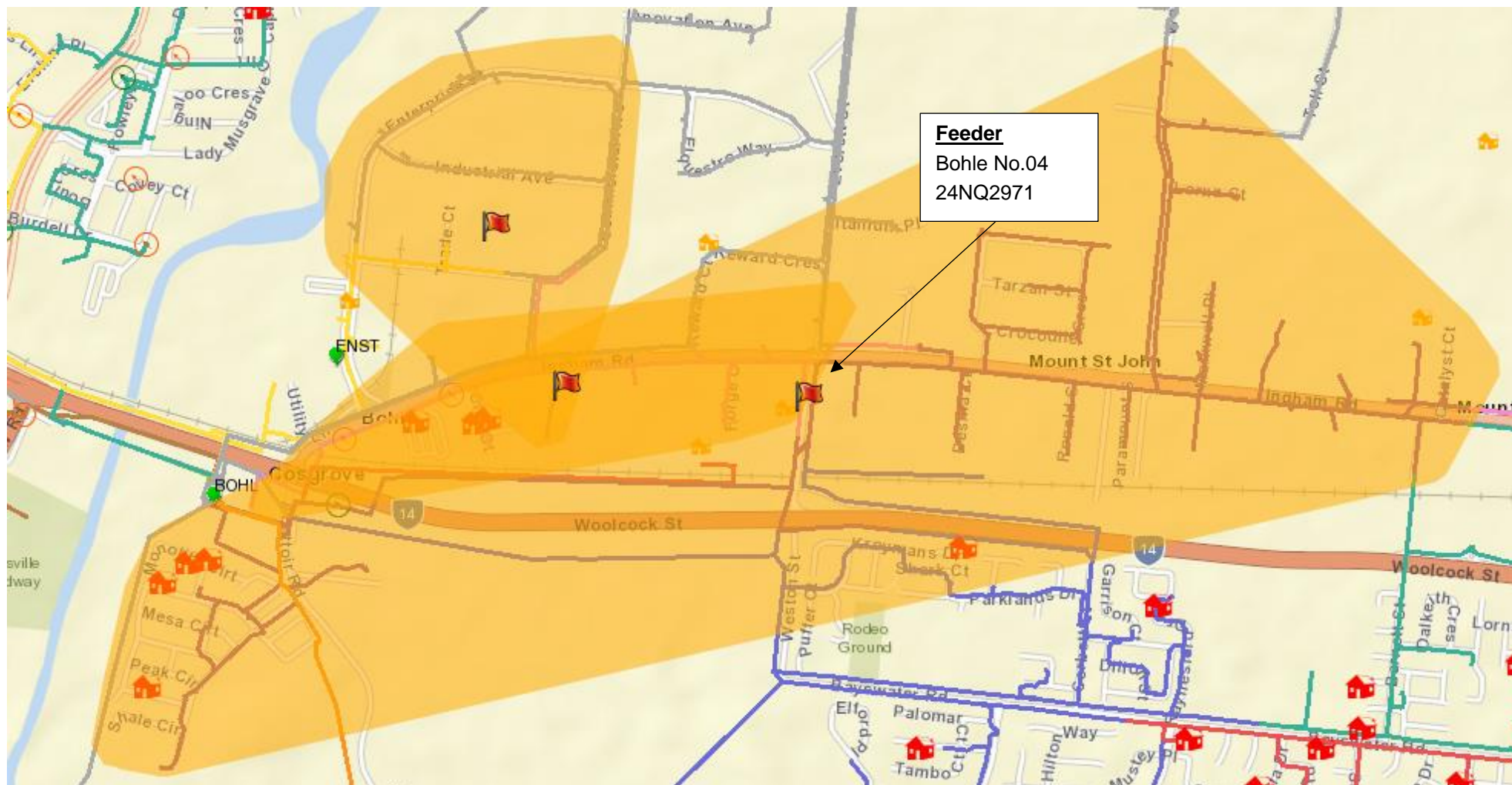
Bluewater No.01
24NQ2934
Bluewater No.02
24NQ2964



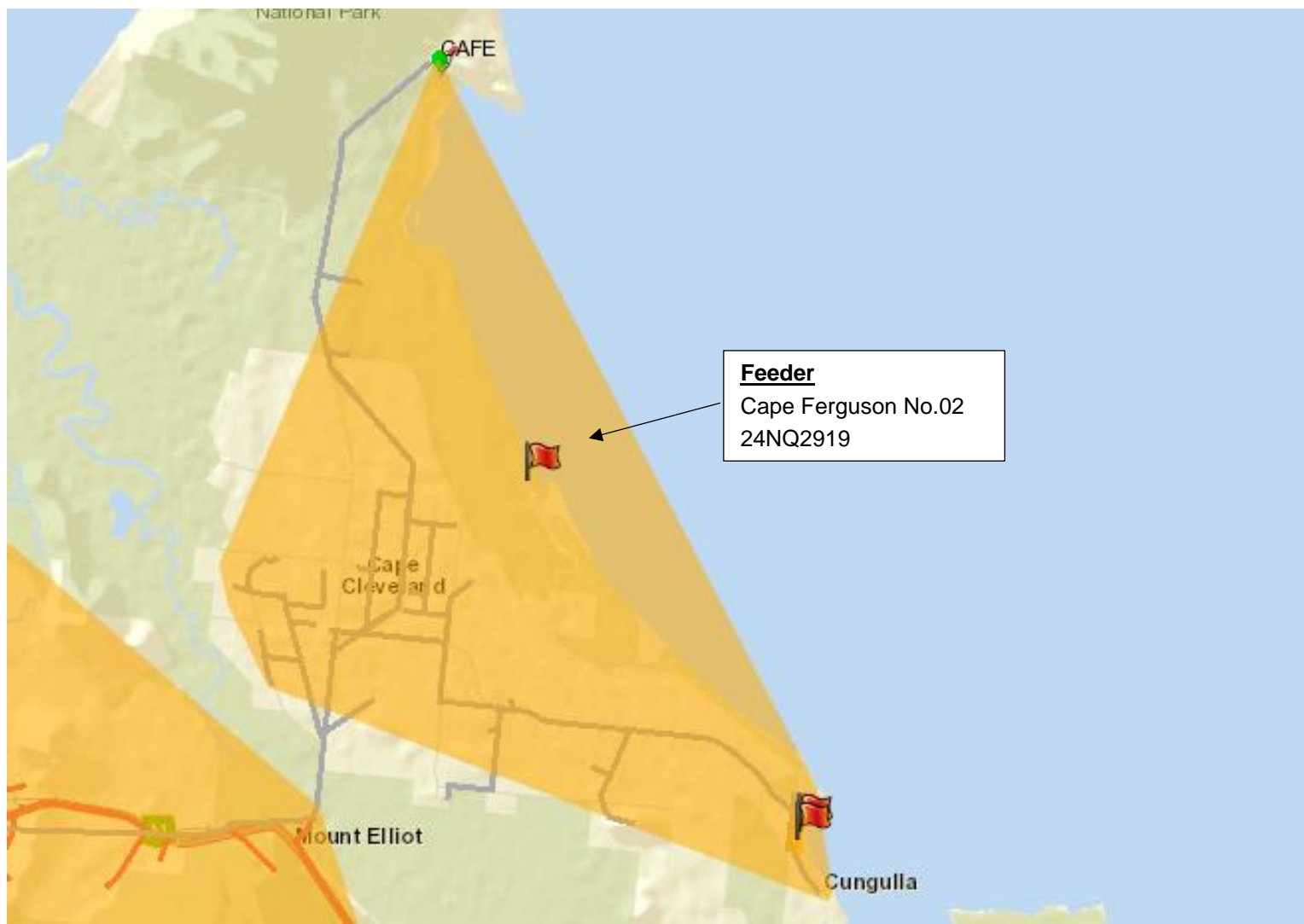
Black River Feeders

BLRI-04
24NQ3008
BLRI-05
24NQ3035
BLRI-11
24NQ2941

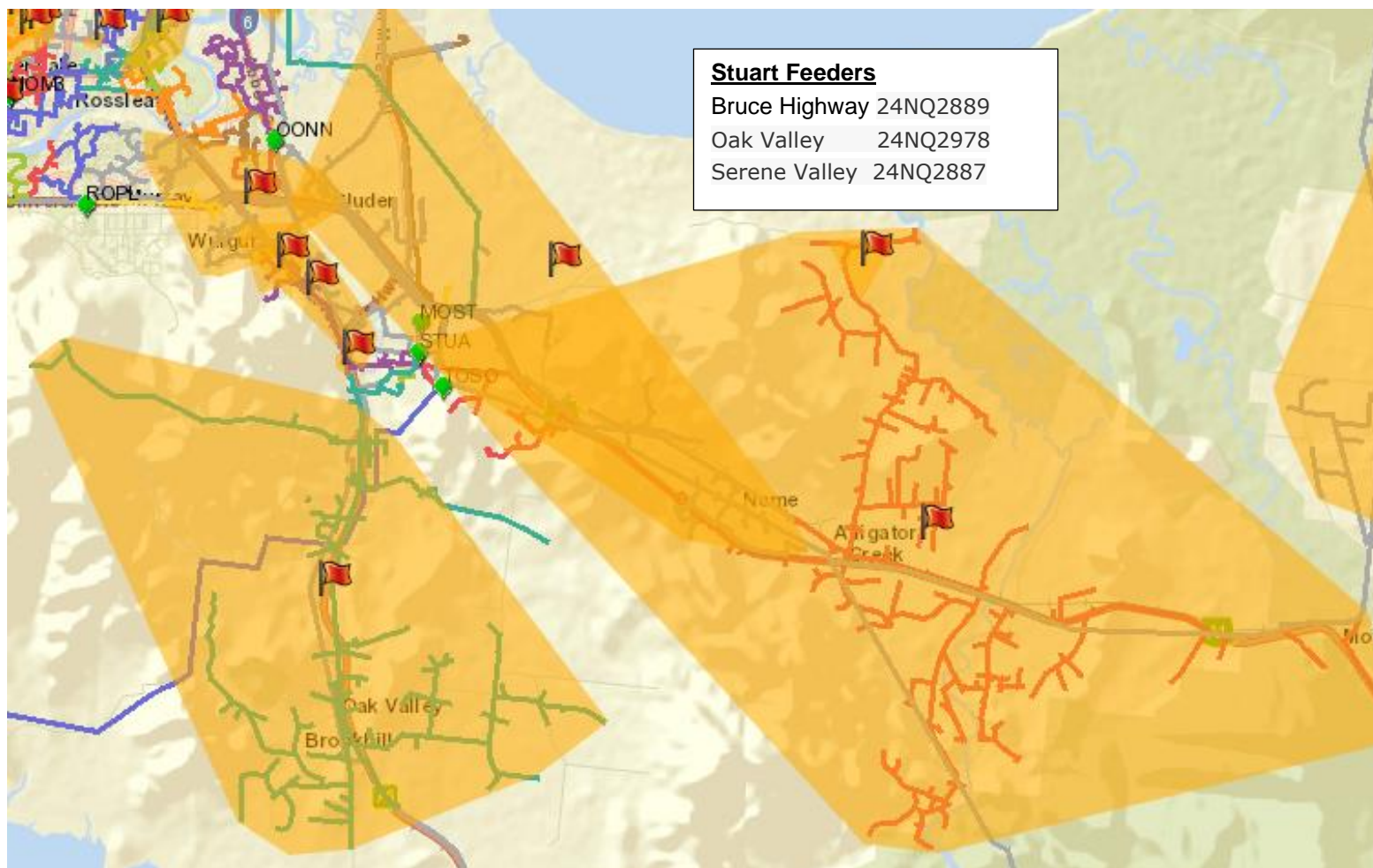
BOHLE - EST RESTORATION – 29/01/2024



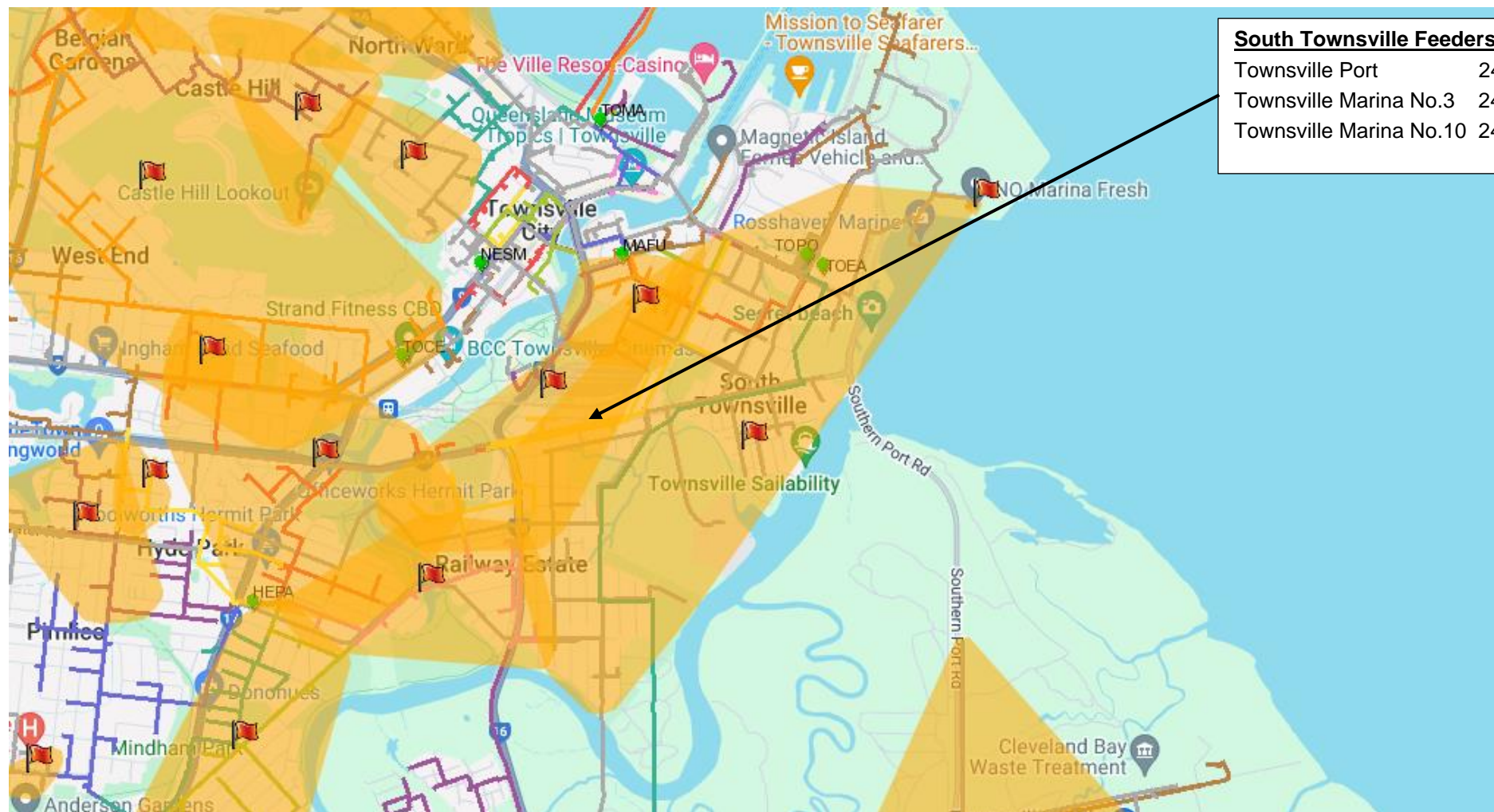
CAPE CLEVELAND - EST RESTORATION – 29/01/2024



STUART - EST RESTORATION – 29/01/2024



SOUTH TOWNSVILLE - EST RESTORATION – 29/01/2024



South Townsville Feeders

Townsville Port	24NQ2990
Townsville Marina No.3	24NQ2907
Townsville Marina No.10	24NQ2909

WOODSTOCK - EST RESTORATION – 29/01/2024

