Ergon Energy
Community Electrical Safety Awareness Plan 2015-16
### Electrical incidents 2013-2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical fatalities</td>
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<tr>
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<tr>
<td>Accidental contact with power lines and other incidents</td>
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</tr>
<tr>
<td><strong>Total reported community electrical incidents</strong></td>
<td><strong>452</strong>*</td>
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</tbody>
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*All electrical incident statistics are sourced from Ergon Energy’s eSafe reporting system and networker outage management system. Community electrical safety incidents are a combination of incidents that relate to human action, for example, vehicle/machinery impact, contact/interference with assets or any unsafe practices that are related to conducting work around the Ergon Energy network.
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A community safety message from our Chief Executive

Safety is the number one priority for Ergon Energy – safety for our employees, our customers and the community.

As an electrical service provider supplying electricity to around 700,000 customers across a vast operating area of over one million square kilometres – around 97% of the state of Queensland, we are committed to educating the wider community about electrical safety.

We continually seek new ways to educate and enable the community to keep themselves safe around our assets, in their homes and on the work site. This fifth edition of our Community Electrical Safety Awareness Plan (the Plan) outlines the initiatives and actions we will implement throughout 2015 and 2016 to deliver this commitment.

This plan is informed by an analysis of data to understand which industry sectors or activities are presenting the greatest risk and to meet growing expectations and industry developments.

While there were no electrical fatalities in our service area in 2013-14, we are concerned that three people received serious injuries, and there was a 28 percent increase in the overall number of electrical incidents.

We believe that the increase in total number of incidents may be attributed in part, to improvements we have made to our reporting and data gathering processes. Regardless, we treat each reported electrical incident seriously.

We are particularly concerned that we have seen a dramatic increase in electrical incidents involved with vegetation management activities, and electrical incidents that involve motor vehicle accidents.

Our Community Electrical Safety Awareness Plan evolves with each new plan to address known community electrical incident problem areas and new key focus areas for the business, such as vegetation management. Our improved reporting will enable us to better understand and target priority industries and activities.

We have also increased the size of our Community Health and Safety team. This will allow us to deliver the strategies outlined in this plan and increase electrical safety awareness within the broader community while maintaining industry focussed activities.

I am pleased and encouraged by the degree of ownership which stakeholders have taken to improving electrical safety. We are engaging with more industry bodies to share safety advice and material and are working with them to implement innovative approaches to make their industries safer.

Potential tragedies are an element of our business that causes us great concern and, through this two-year plan, drive us to constantly improve the way we reach out to the community to help them stay always safe.

The positive response and enthusiasm from the community provides us with tremendous encouragement. However, there is never room for complacency.

A community that is always safe around electricity and electrical assets is part of Ergon Energy’s purpose to provide safe, reliable, efficient and sustainable energy solutions to support our customers and the Queensland economy.

Ian McLeod  
Chief Executive

Ergon Energy  Community Electrical Safety Awareness Plan 2015-2016
Our Grim Llama home safety campaign was developed to prompt customers to ‘Think ahead a bit’ around electricity. We use a memorable character - the Grim Llama - who appears when someone is about to do something unsafe around electricity.

Time constraints and complacency often cause people to take risks that can not only endanger their lives, but also those immediately around them.

Keeping our customers safe around electricity is a key priority for Ergon Energy.
The Community Electrical Safety Awareness Plan (the Plan) outlines how we will invest in raising electrical safety awareness in the community and priority industry sectors throughout 2015 and 2016.

This plan aims to:

• improve electrical safety understanding in the wider community
• foster positive and proactive association with the community around electrical safety
• identify areas of greatest risk and prioritise strategies accordingly
• demonstrate our commitment to community electrical safety.

The Community Electrical Safety Awareness Plan is updated every two years to reflect our latest statistics, campaigns, approaches and successes in improving electrical safety. This Plan does not gloss over the challenges. In providing transparent reporting on the type of incidents occurring across the network, we commit to saving lives and reducing the frequency of injuries and financial hardship.

Since 2007, Ergon Energy has been investing time and effort into improving how we collect and analyse incident data. Data of community incidents is analysed each month to determine the exact industry, activity, equipment type and location impacted. Through the continued analysis of data and the improved reporting platform we use (as developed by geospatial company Mipela), we can easily breakdown and analyse the captured data. This creates a history of incident types by geographical location or local government areas. An example of this is the high number of overhead conductor contacts sitting at 68 percent of all industry incidents. These can be broken down into specific towns and areas with the highest rates. With this knowledge, we can target these particular locations for trials of new overhead markers with the assistance of specific industry groups that work in those areas. This Plan provides an analysis of incident data for previous financial years to clearly identify those industries most at-risk.

Our electricity network covers 97 percent of regional Queensland and consists of around 160,000km of powerlines and more than one million power poles. Our reporting shows that inadvertent contact with our assets is increasing. We currently record an average of almost 40 electrical incidents a month.

Contacting overhead powerlines or other electrical infrastructure can have serious consequences on an individual’s safety and wellbeing. It can also result in damage to equipment as well as service interruptions. While safety is our primary concern, network related incidents cause inconvenience to customers and add to operational costs—with approximately 10 million customer minutes lost*, and 87,000 customers affected in the 2013-14 year alone.

The strategies will focus on activities to:

• engage with members of the community and key industry groups
• educate at-risk groups and industries about electrical safety
• enable individuals and industries to take ownership for their own electrical safety.

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*Customer minutes is an electricity industry measurement of power supply delivered to customers. This measurement is an aggregate accrual of the number of customers multiplied by the minutes of power supply affected.
A serious electrical incident is an incident involving electrical equipment if, in the incident

(a) a person is killed by electricity; or
(b) a person receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor; or
(c) a person receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.
Following an increase in community safety incidents in 2012-13, we significantly improved our collection of incident data, and are now capturing different types of incidents to better track overall community electrical safety performance.

Improvements in data collection largely explain the increase in incidents reported in 2013-14. Under the new reporting arrangements, 452 community safety incidents were recorded relating to our assets, up from 325 in 2012-13. This improved data provides important insights that will allow us to better target safety messages to the community and industry.

**Improving electrical safety understanding in the community**

The number of reported incidents continues to be a concern that requires sustained, collective ownership and action. In 2013-14 we collaborated with a range of authorities, government departments and industry representative bodies including:

- Cotton Australia
- Canegrowers
- AgForce Queensland
- Dial Before You Dig
- Electrical Safety Office
- Energex
- Local Government Association Queensland
- Master Builders
- Queensland Building and Construction Commission
- Queensland Trucking Association
- Work Health and Safety Queensland.

During the year, our representatives from across the organisation led by the Community Safety team:

- attended approximately 15 regional agricultural shows
- developed and distributed innovative electrostatic windscreen stickers to help alert heavy vehicle operators to electrical hazards
- delivered Look up and Live safety awareness presentations to approximately 12,000 workers and community groups in 90 different locations
- distributed more than 100,000 items of Look up and Live campaign material
- participated in major industry events.

An integrated advertising campaign targeted industries that regularly work within close proximity to powerlines, such as road transport, earth moving, and building and construction. A 7mate community service advertisement was developed to promote the need to 'look out for your mates' when working around powerlines.

Other targeted safety campaigns addressed safety risks in and around the home, especially during the summer storm season. Our *Working together to make this summer the best it can be* campaign built awareness of summer storm season dangers, especially the risk of fallen lines.

The Home Safety campaign focused on raising awareness of the Look up and Live message around the home, and the importance of using qualified electrical contractors for any electrical work or repairs.

A new safety campaign - *Think ahead a bit* - was developed in late 2014. This addressed emerging issues focused on raising awareness of messages around doing your own electrical work, reporting shocks and tingles, having a professional trim trees near powerlines and the dangers of fallen powerlines.

In 2013-14, more than 20 incidences of privately owned poles failing in service were recorded. While Ergon Energy owns and maintains distribution lines, any poles on private property that support overhead lines to homes, outbuildings or bores (rather than to other customers) remain the responsibility of the property owner. Direct engagement activities and targeted marketing urged these customers to inspect and maintain privately owned property power poles.

**Network safety supporting community safety**

We implemented a number of opportunities to improve community safety through improved risk management on the network. In 2013-14 we:

- advanced our Remote Observation Advanced Modelling Economic Simulation (ROAMES) capability. ROAMES uses specially designed distance measurement equipment and digital photography to maintain up-to-date, three-dimensional geo-spatial models of the network via Google Earth. We can now respond more rapidly to vegetation encroaching unsafely towards powerlines, or lines that sag below safe ground clearance levels – something that was previously difficult to deliver cost effectively on a network-wide level.

- completed replacement of outdated open-wire service lines. These lines supply power to a premises and were installed during the 1950s and 60s. They have been gradually upgraded with safer twisted or webbed insulated service lines. The removal of the remaining 13,000 open-wire service lines was achieved in 2013-14 through a $15 million program, which also addressed a number of other service related issues.
ROAMES plane used to monitor vegetation near network assets

7mate community service advertisement

ROAMES 3D data image
Analysis of electrical incident data forms the basis of this Plan and determines the priority community and industry groups and regions for the current Plan.

This approach is designed to build trust and credibility, which is vital in encouraging those community segments targeted to be receptive to safety messages and prevention techniques.

The priority risk areas and strategies contained in this Plan are derived from analysis of the following sources of information:

- safety incidents logged by Ergon Energy, Electrical Safety Office and Workplace Health and Safety for the past 12 months
- previous electrical safety initiatives in Queensland (previous editions of the Community Electrical Safety Awareness Plan)
- safety awareness research and collaboration with other electricity utilities and businesses.

Data has been analysed to understand key areas of exposure, both in terms of at-risk industries, as well as at-risk assets.

**Electrical incidents by industry**

Impacts on overhead conductors equate to more than half of all reported impacts on our network.

This confirms a clear need to reinforce the Look up and Live message. Encouraging change to work practices and behaviours around overhead powerlines in many industries, along with general community awareness, will continue to be our most important safety message over the life of this Plan.

Of all industry incidents (excluding motor vehicle accidents), contact with overhead powerlines is at 76 percent - an alarming statistic. Trials are currently underway in the use of various new overhead powerline markers for both temporary and permanent installation. Our Community Health and Safety team will also be working closely with asset management groups to undertake a review of the pillar boxes and stay wire markers that are currently in use. Further investigation will be made into determining if colour variations of these assets can assist in accident reduction in varying circumstances and locations.
Index of asset terminology

**Overhead conductor:** Powerline cable/wires, usually strung along a series of pole structures to distribute electricity at various voltages. We operate and maintain thousands of kilometres of overhead powerlines across regional Queensland.

**Underground conductor:** Powerline cable/wires, run through conduits underground to distribute electricity at various voltages. Most new urban land subdivisions have underground electricity distribution and Ergon Energy has underground distribution on other sections of its network where feasible.

**Pillar:** Pillars or turrets, as they are often referred to, are small above-ground boxes which serve as a junction point for underground low voltage cables.

**Pole:** Structure used to carry overhead powerlines. Most poles used across our distribution territory are wood, but concrete poles and other materials are used on some sections of the network.

**Stay:** High strength, tensioned wire anchored into the ground to assist the structural integrity of power poles.

Aerial markers can be used to easily identify the presence of overhead powerlines across many industries including agriculture, aviation, earth moving and building construction.
Targeted safety campaigns

Our targeted safety campaigns include:

**Industry safety:** Look up and Live campaign targeting heavy machinery operators and workers who in their normal course of work may come into close proximity of overhead powerlines.

**Electrical safety in and around the home:** Grim Llama. This new campaign, developed in late 2014, uses the Grim llama as a trigger to encourage customers to 'think ahead a bit' about safety. The campaign highlights messages about being aware of the dangers of electricity in and around the home, including the DIY home handyman, reporting shocks and tingles, having a professional trim trees near powerlines and the dangers of fallen powerlines.

**Storm and cyclone safety:** Safety messages about what to do before, during and after a storm will be communicated to the community prior to and during storm season, with year-round advice available online. Another important component of this campaign is providing information to customers about what to do if they should come across fallen powerlines.

**Vehicle accident safety:** New activity to address the emerging trend of increased road incidents and the risks associated with fallen powerlines.

**Schools Electrical Safety Week Program:** This new safety education program for primary school students will be developed and rolled out to cover over 800 schools in regional Queensland.

**Festive lighting safety:** Campaign through press releases, social media and information on our website communicating the correct ways to install festive lighting.

These campaigns will continue in 2015-16 and will be implemented through direct engagement and awareness raising activities including:

- field days and industry visits
- media - integrated and targeted campaigns run in mainstream media
- fact sheets - specialised information for high risk industry groups to educate workers about relevant safe work practices around powerlines and what to do if contact with a powerline occurs
- marketing collateral - promotional items that act as prompts to remind workers of powerline safety while on the job and general safety at home
- public relations - targeted to raise safety awareness in news media.

Community and network safety strategies

The importance of reporting damage to, or interference with, Ergon Energy’s network will be a key safety message delivered to the wider community along with the following strategies:

**Engage**

- Continue collaboration with Queensland’s Electrical Safety Office, Workplace Health and Safety Queensland, Dial Before You Dig and Energex.
- Increase joint working opportunities with other electricity distributors in all states and territories to ensure consistent campaigns and messaging across our communities.
- Continue to engage Local Government regional councils to promote Ergon Energy’s electrical safety awareness messages.
- Establish relationships with equipment hire and sales companies and industry bodies to promote Look up and Live messaging and safe work practices around electrical assets.
- Attend industry field days and community events as identified.

**Educate**

- Develop a primary school education program that could provide coverage to over 800 schools in regional Queensland during a new Electrical Safety Week campaign.
- Provide subject matter expertise to Queensland Emergency Services to enhance training packages and emergency response procedures.
- Develop targeted marketing and media communications to areas of need as identified by incident data.
- Raise awareness through internal and external opportunities to promote safety around fallen/damaged electrical assets, in particular powerlines to prevent secondary injuries.
- Promote the new Ergon Energy and Energex joint guideline for Working near overhead and underground electric lines to all industry groups.

**Enable**

- Continue to develop Remote Observation Automated Modelling Economic Simulation (ROAMES) application tool to process future requests for asset data from broad- acre producers (cotton and grains) who use a lot of automation, aerial applicators (crop dusters), cane farmers and harvester/ haul out contractors and larger operators of transport and heavy machinery. This will allow access to our asset location data that can be input in GPS system and support operators to plan around overhead assets in the area they are working.
- Undertake and lead research and trials into new overhead aerial markers.
Targeted safety campaigns remind the community to always be aware of the dangers of electricity, as well as specific safety risks posed by the electricity network, and electricity in general.
Industry specific strategies

Agriculture

Electrical incidents by industry sector

Progress to date

Across the agriculture sector, the number of reported incidents in the sugar and grain industries fell in 2013-14, with only a marginal increase in the cotton industry.

These industries report that crops were at similar levels to the previous five years. Over the same period, increased drought conditions may explain an increase in irrigation-related incidents from one incident in 2012-13 as compared to seven incidents in 2013-14.

We are confident that our electrical safety messages are being adopted within the agricultural industry. This is evidenced by industry members’ willingness to engage with our activities and maintain safe farming practices. Our Community Health and Safety team have increased their profile within these industries through attendance at field days, industry forums and engagement with agricultural associations.

Traditionally, we have targeted advice around harvesting activities, particularly focussing on the sugar, cotton and grain harvest seasons. Prior to the 2013-14 harvest seasons, billboards were placed in areas which reported a higher number of electrical safety incidents. This was supported by radio advertising.

Proposed strategies

The agricultural sector continues to present some of the biggest challenges to Ergon Energy’s electrical safety campaigns. The increased visibility of safety messages is the primary strategy within this sector. To achieve this we will:

Engage

- Take part in targeted projects in partnership with Workplace Health and Safety Queensland including pre-harvest assessments on cane rail sidings with a focus on consultation and communication between growers, contractors, mill and rail staff.
- Increase presence at agricultural field days and significant industry-organised events.
- Conduct site visits to discuss electrical safety issues and safe work practices with farmers and workers.

Educate

- Present at pre-harvest meetings and provide information sessions.
- Advertise in industry magazines/publications particularly targeting cotton, grain and cane growers.
- Distribute Look up and Live flags/signs and merchandise to be installed on properties.

Enable

- Conduct causal factor research with all involved parties following a reported electrical safety incident.
- Increase our collaboration with industry bodies such as Cotton Australia, AgForce and Canegrowers.

Cotton harvester with fresh bales during the last harvest season

13 Ergon Energy Community Electrical Safety Awareness Plan 2015-2016
Industry specific strategies

Earthmoving

**Proposed strategies**

The following strategies are proposed to reduce electrical incidents in the earthmoving sector:

**Engage**
- Engage with the Civil Contractors Federation to improve communications in the sector and embed electrical safety information into training materials.
- Partner with additional training organisations to ensure workplace and safety curriculum contains sufficient and up-to-date electrical safety components.
- Increase presence at industry field days and significant industry-organised events.
- Conduct site and depot visits to discuss electrical safety issues and safe work practices.

**Educate**
- Advertise in targeted industry magazines/publications.

**Enable**
- Conduct causal factor research with all involved parties following a reported electrical safety incident.
- Establish relationships with earthmoving equipment suppliers to have electrical safety information distributed at the point of sale and service.
- Develop a reporting regime with the Workplace Health and Safety Queensland to share information and ensure repeat offenders are identified and reported to relevant authorities.

**Progress to date**

The number of reported electrical incidents involving the earthmoving industry increased by 18 percent in the 2013-14 financial year. Almost 75 percent of these incidents involve contact with overhead powerlines.

Excavators contributed 53 percent of the total number of reported incidents. Heavy equipment impacts often create significant downstream network problems, including endangering workers and the public in areas where sections of the network (above or underground) are contacted. This is especially the case when earthmoving work is conducted in areas adjacent to roadways or on busy construction sites.

There is qualitative evidence to suggest that near misses within this industry sector remain significantly higher than the number of incidents reported. It is believed that many operators within this industry lack the knowledge or understanding of laws about exclusion zones around powerlines. In most cases, these incidents occur where control measures are not sufficient and safety observers are not in place.
**Road/transport**

**Electrical incidents by industry sector**

![Graph showing electrical incidents by industry sector]

**Progress to date**

Motor vehicle and heavy transport vehicle accidents cause the highest number of reported electrical incidents involving members of the community. Nearly all of these incidents resulted in power interruptions, many leaving our customers without power for extended periods.

The total number of incidents for this industry has increased 30 percent since 2011-12. Motor vehicle accidents make up around 60 percent of incidents in this sector and 31 percent of total incidents. Until 2013-14, a large number of impacts to streetlights, electrical pillar boxes and power poles were not reported. Due to improved data capture and awareness, these incidents are now reflected in our electrical incident statistics.

Many incidents could be prevented through greater care in the operation of vehicles, particularly heavy vehicles. High load heavy transport, machinery transporters and livestock transporters are among the known higher risk groups. Radio advertising was aired across major regional Queensland radio stations targeting trucking companies and outdoor advertising placed in areas with the highest increases, particularly relating to the transportation of high loads following a 33 percent increase in electrical safety incidents.

A continued focus area has been reducing the potential for secondary injuries and fatalities to emergency services personnel and members of the public if they are involved at the scene of a vehicle accident that involves electrical assets.

**Proposed strategies**

Road/transport incidents represent the highest proportion of reported electrical safety incidents. Education and communication campaigns will focus on risk assessment and increasing visibility of Look up and Live messaging. Other road/transport industry safety awareness strategies include:

**Engage**

- Partner with the Department of Transport and Main Roads, Queensland Transport Association, Workplace Health and Safety Queensland and the Queensland Police Service to review the permit system of moving loads, inclusive of the management and communication processes.
- Conduct site visits to major transport depots and house relocation/high load businesses to discuss electrical safety issues and safe work practices.

**Educate**

- Target marketing campaigns in industry publications.
- Deliver information packs to operators and company representatives at industry events.
- Increase awareness campaigns to the public regarding what to do if a motor vehicle accident impacts overhead or underground assets.

**Enable**

- Conduct causal factor research with all involved parties following a reported electrical safety incident.
Building, construction and demolition

Electrical incidents by industry sector

<table>
<thead>
<tr>
<th>Year</th>
<th>Cranes</th>
<th>Drilling/boring/trenching</th>
<th>Truck</th>
<th>Other</th>
<th>Unauthorised access in exclusion zones</th>
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</thead>
<tbody>
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<td>13</td>
<td>8</td>
<td>4</td>
<td>5</td>
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</tbody>
</table>

Progress to date

The building, construction and demolition sector saw an increase of 18 percent in electrical safety incidents throughout 2013-14. A contributing factor for this was an increase in underground boring activities across regional Queensland.

There were a high number of crane contacts with the overhead network. Particularly concerning are articulated all terrain cranes because of their mobility while moving loads on a work site. This has implications for safety observers on work sites and a related awareness strategy will be aimed at this industry.

Proposed strategies

Due to the serious nature of injuries that have occurred over the past two years, more focus will be placed on the building, construction and demolition industry with the following strategies:

Engage

- Enhance relationships with building and construction industry groups and associations.
- Increase Ergon Energy’s presence at industry-related events.
- Conduct site visits to discuss electrical safety issues and safe work practices.

Educate

- Develop electrical safety fact sheets and information packs designed for building and construction industry groups.
- Distribute electrical safety information to crane and hire companies.

Enable

- Develop a communication plan and deliver information to underground boring and hydro-excavation companies in partnership with Dial Before You Dig.
- Conduct causal factor research with all involved parties following a reported electrical safety incident.

Building demolition taking place within vicinity of overhead powerlines
Aviation

Progress to date
Incidents in this industry continued at the same low level as the previous year. There is potential for significant consequences for pilots if contact occurs with overhead assets. A direct mail package was sent to all aviation companies operating in regional Queensland and contained a fuel tester, fact sheet and a letter outlining potential dangers and where to find further information on our website.

Proposed strategies
Proposed strategies for the aviation industry include:

Engage
- Develop partnerships with aviation industry groups and associations (including aerial agriculture associations).
- Attend relevant industry events and forums.

Educate
- Target marketing campaigns within aviation industry publications.

Enable
- Facilitate pole marking and trials of new aerial markers, promote availability and installation requirements.
- Conduct causal factor research with all involved parties following a reported electrical safety incident.
**Vegetation management**

**Electrical incidents by industry sector**

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<th>10</th>
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<td>TOTAL FOR 11/12</td>
<td>TOTAL FOR 12/13</td>
<td>13/14</td>
<td></td>
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</table>

- Tree felling
- Dozer
- Excavator
- Truck
- Slasher

**Proposed strategies**

Proposed strategies for vegetation management include:

**Engage**
- Attendance at rural and community related events

**Educate**
- Targeted marketing campaigns including community service announcements on Channel 7, home safety advertising (Grim Llama campaign), home safety brochure, and information at ergon.com.au.

**Enable**
- Conduct causal factor research with all involved parties following a reported electrical safety incident.

**Progress to date**

This is the first time vegetation management incidents have been analysed in detail and included in the Community Electrical Safety Awareness Plan. These incidents have been reported in previous years; however it was felt that detailed analysis was needed to understand if the 500 percent increase in the total number of electrical safety incidents from 2012-13 to 2013-14 could be attributed to behaviour change, or improved data collection and reporting.

Many of the incidents reported in 2013-14 occurred on private property in the lead up to the cyclone and storm season. Others related to clearing for fire breaks.

In an attempt to understand this concerning trend, our Community Health and Safety team has attended information briefings through AgForce’s regional forums. This message was also included in the suite of advertisements for the home safety campaign, *Think ahead a bit*, developed in 2013-14.
Our Community Health and Safety team is working towards delivering the goals of the Community Electrical Safety Awareness Plan and reinforcing our Look up and Live message.

With the objective of enhancing individual and organisational focus on community safety issues; this team has an important role in achieving Ergon Energy’s vision to be a high performance, customer-driven energy business.

Our Community Health and Safety team are actively engaging with industry groups to provide them with electrical safety advice and information. Industry bodies have seen the value in the program and are taking ownership of electrical safety. Many have proactively proposed ways in which they believe their workplaces can have a better focus on electrical safety.

The team’s participation in farming events, trade shows and other industry events has allowed Ergon Energy to spread safety messages to more individual community members. Since 2007, Ergon Energy representatives have delivered the community safety awareness message to more than 70,000 representatives of industry and the wider community.

This personal approach builds trust and credibility - vital to helping targeted community representatives be receptive to our electrical safety awareness messages. It has also offered the opportunity for one-on-one feedback on campaigns, approaches and materials.

Every member of our Community Health and Safety team is working hard to deliver on our safety commitment to the communities and industries which we serve.

Contact Us

Our Community Safety Team is available to conduct Electrical Awareness sessions and discuss any questions relating to electrical safety in your workplace. Call 1300 736 349.
Stay away from fallen lines, warn others and call 000. Make these your Summer Resolutions. For more storm safety tips, visit ergon.com.au/summer.

For electrical safety information call our Community Safety Team on 1300 736 349.

Next time you’re working near overhead powerlines, think of your loved ones. Contact with powerlines can kill, so please look out and live.

For electrical safety information specific to your industry, call our Community Safety Team on 1300 736 349.

Keep your loved ones safe with our handy electrical safety guide.

For your sake and theirs.

Next time you’re working near overhead powerlines, think of your loved ones. For your sake and theirs.

EGE1107/13

For electrical safety information call our Community Safety Team on 1300 736 349.

Look up and Live

A Restroom Guide to High Loads

Think Ahead a Bit

Stay away from fallen lines, warn others and call 000.

Exclusion Zones

Call 13 10 14 for safety advice

Marketing material for community safety.
There are hundreds of power poles in your area. One burning pole can mean a loss of power to all.

If a burning pole is a single pole or a double pole
during the day, best
to call Ergon Energy on 13 10 46.


e. Use personal safety equipment to ensure your personal safety.

Your copy is available at the electrical safety website if you would like to read more.

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Electricity and waterways don't mix. Don't let fun ... Our Community Safety Team is available to discuss any questions relating to electrical safety. Call 1300 736 349.

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Make this your Summer Resolution. That way, you'll be ready with all the things you actually need in a storm emergency. For the full checklist, visit ergon.com.au/summer.

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There are hundreds of power poles in your area. One burning pole can mean a loss of power to all.

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Ergon Energy Queensland Pty Ltd ABN 11 121 177 802

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Ergon Energy Corporation Limited ABN 50 087 646 062

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Customer Service

7.00am - 6.30pm Monday to Friday

13 10 46

Emergencies only

Life-Threatening

Triple Zero (000) or 13 16 70

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Please don't put yourself at risk caring for our wildlife

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Looking out for wildlife

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Always watch out for overhead powerlines.
Customer service network

**13 74 66**
7.00am – 6.30pm, Mon to Fri

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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