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Crews ready to respond 24/7 to outages

In the event of severe thunderstorm activity that has swept across northern NSW in recent weeks, Essential Energy works closely with local emergency services to keep communities safe and restore power.

General Manager Safety, HR and Environment, David Nardi, said when storms, lightning, heavy rain and wind gusts damage Essential Energy's network and disrupt power supplies, crews are ready to respond.

"Despite our comprehensive maintenance program, our vast network can be at the mercy of the weather during the traditional storm season from October to April," David said.

"Essential Energy monitors the network continuously and has crews ready to be dispatched in the event of an unplanned power outage such as those caused across the NSW North Coast in recent weeks.

"While our crews are ready to respond 24/7, we're asking our customers to also be prepared for storms, stay safe and be patient while we work to restore power after these severe weather events."

Essential Energy reminds people to report fallen powerlines or damaged infrastructure and keep at least eight metres away.

"Always treat powerlines as live and remember that anything in contact with them, such as cars, trees or fences, can conduct electricity and pose a danger," David said.

"Be aware that fallen powerlines may not always be visible in paddocks or rugged countryside, or could be hidden by storm debris."

If you notice fallen trees, deceased animals, smoke, fire, or scorched areas around electrical equipment, call Essential Energy immediately on **13 20 80**

In an emergency, Essential Energy crews will isolate fault areas and clear fallen vegetation from powerlines to make communities safe and, where possible, back-feed power from other areas.

Major powerlines are re-energised first to restore electricity to the majority of customers. Once this is completed, field crews target individual faults and customers' problems, such as broken house service lines.

For more information on electrical safety during storms, visit essentialenergy.com.au/safety.

Media contact: Simone Plews

Corporate Media Manager, 02 6588 6733 or 0457 514 993

Essential Energy is the operator of one of Australia's largest electricity networks spanning 95 per cent of New South Wales' land mass. Owned by the New South Wales Government, Essential Energy also provides water and sewerage services to customers in far western New South Wales.