

Media Release



13 February 2017

Customers thanked for patience during extremes

Essential Energy has thanked customers for their patience in the wake of the extreme weather conditions and bushfires experienced across NSW across the weekend.

General Manager Network Services, Luke Jenner, said the extreme weather had strained the electricity network and praised customers for their patience and focus on safety.

“After cancelling planned outages for Friday through to Sunday, our crews shifted their focus to the challenges of fires, fallen trees and increased power usage which combined to put pressure on the electricity network and resulted in an increase in unplanned power outages,” Luke said.

The weekend’s wild weather affected most areas of the state, from the Mid-North Coast to right across the Northern and Southern regions.

Crews across NSW worked in difficult conditions and extreme temperatures to progressively restore power supplies to the affected areas under Catastrophic fire danger conditions which required manual patrols of powerlines before re-energisation.

“Essential Energy thanks customers affected by the extreme heat for their patience and understanding while crews work to repair the network and restore power supplies,” Luke said. “We’d also like to thank the NSW Rural Fire Service and other emergency services, local Councils, media, contractors and suppliers who provided vital assistance to our crews.”

“Close to 900 customers continue to be affected by an unplanned power outage due to bushfires in Coolah, Leadville and surrounding areas. At this stage, Essential Energy’s crews have been unable to safely access these areas to survey the damage or commence repairs to the network due to the fire threat. Equipment and resources are on standby once access is permitted.”

Customers are advised to call Essential Energy on 13 20 80 to report a power outage, fallen powerline or other power-related incident. Remember to always call 000 if you believe the situation is life-threatening and please stay at least eight metres away from fallen powerlines.

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