

From: KEHL Kevin (Energex) [kevinkehl@energex.com.au]
Sent: Thursday, 27 November 2014 11:28 PM
To: sdccdews1@qfes.qld.gov.au; Emergency; sdcc@qfes.qld.gov.au; DMG - Disaster Management Group; Corporate Communications*; GovernmentRelations@energex.com.au
Subject: Identified Problem with Energex SITREP Reporting

Since 8.30pm this evening Energex has experienced problems with the automatically generated SITREP Reports. The problem is being investigated with the aim of restoring normal functionality as quickly as possible.

Our apologies for the delay in reporting.

At this stage (23:20) we have 78 400 customers without supply, 598 wires down and 64 feeder lockouts. We currently have 123 crews in the field, however staffing will reduce quickly over the coming hours as staff come to the end of their allowed work cycle and require a break.

We are seeking to resume normal SITREP Reporting as soon as possible.

When at Work and at Play, be SAFE every day.

Kevin Kehl

EGM Strategy, Regulation and Governance

ENERGEX Limited

Phone: (07) 3664 4006

Mobile: Sch4 - Personal Information

Email: kevinkehl@energex.com.au

Internet: energex.com.au

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From: NAIK Shruthi [Shruthi.Naik@dews.qld.gov.au]

Sent: Friday, 28 November 2014 9:06 AM

To: 'DUMARESQ Rhonda (NQ)'

Subject: RE: Update on Ergon Energy support for Energex - Brisbane storm cell Thursday, 27 November

Thanks for the update Rhonda. We all went home safe last night. Hope all is safe and sound at your end too!

Kind Regards,

Shruthi Naik

Senior Policy Officer

GOC & Emergency Response

Regulation

Department of Energy and Water Supply

Level 3, 41 George Street Brisbane

PO Box 15456, City East Queensland 4002

Phone: +61 7 3199 4954

Email: shruthi.naik@dews.qld.gov.au

cid:image001.png@01CEE46E.6B2363E0



From: DUMARESQ Rhonda (NQ) [mailto:rhonda.dumaresq@ergon.com.au]

Sent: Friday, 28 November 2014 8:57 AM

To: HATCH Lorelle; NAIK Shruthi; 'shaun.leggate@dews.qld.gov.au'; METCALFE Rob

Cc: Government Liaison

Subject: Update on Ergon Energy support for Energex - Brisbane storm cell Thursday, 27 November

Good morning again

Just a quick update on Ergon Energy's support of our Energex colleagues after last night's severe weather in the south east corner.

This morning, we have sent 22 crew and a few trucks from our Toowoomba depot. They are undertaking conducting work in the Kelvin Grove area.

I hope that our DEWS colleagues and their loved ones have stayed safe overnight and not suffered injury or damage to their homes and cars.

Thanks and kind regards

R

Rhonda Dumaresq

Government Advisor

Ergon Energy

Level 5 - 420 Flinders Street Townsville QLD 4810

PO Box 1090 Townsville QLD 4810

P 07 4432 8772 **F** 07 4432 8051 496 Sch 4 - Personal Information

E rhonda.dumaresq@ergon.com.au

ergon.com.au



From: DUMARESQ Rhonda (NQ)
Sent: Friday, 28 November 2014 8:32 AM
To: kumar.thambar@dews.qld.gov.au; Naik Shruthi (Shruthi.Naik@dews.qld.gov.au); 'shaun.leggate@dews.qld.gov.au'; Rob.Metcalf@dews.qld.gov.au
Cc: Government Liaison (Government.Liaison@ergon.com.au)
Subject: Brisbane storm cell - Ergon Energy impact, support

Good morning

Following the storm cell that moved through south east Queensland late yesterday afternoon, understandably there is great interest in the customer impact, aftermath and response.

As of this morning, Ergon Energy does not have any customers off supply as a result of unplanned outages due to the severe weather system.

We are looking at supporting our Energex colleagues and sending crews to the impact areas to assist with the recovery efforts. We will keep you updated on this decision.

Please let me know if you have any queries, or require further information.

Thanks and kind regards

R
Rhonda Dumaresq
 Government Advisor
Ergon Energy

Level 5 - 420 Flinders Street Townsville QLD 4810
 PO Box 1090 Townsville QLD 4810
P 07 4432 8772 **F** 07 4432 8051
149 Sch4 - Personal Information
E rhonda.dumaresq@ergon.com.au
ergon.com.au



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Ergon Energy Corporation Limited ABN 50 087 646 062

RTI DL RELEASE - DEWS

From: LEGGATE Shaun [Shaun.Leggate@dews.qld.gov.au]
Sent: Friday, 28 November 2014 11:48 AM
To: SMART Helen
CC: HATCH Lorelle
Subject: Fwd: - media statement for minister (big thank you to crews for hard slog (for release overnight)
Attachments: image001.jpg

Regards

Shaun

Begin forwarded message:

From: THOMPSON Judith <Judith.Thompson@dews.qld.gov.au>
Date: 28 November 2014 10:50:50 am AEST
To: LEGGATE Shaun <Shaun.Leggate@dews.qld.gov.au>
Subject: FW: - media statement for minister (big thank you to crews for hard slog (for release overnight)

Dear Shaun

Please would you give me a call about this request.

Thanks very much.

Judith

Judith Thompson
Director | **Office of the Director-General**
Department of Energy and Water Supply
Floor 13 | Mineral House | 41 George Street | Brisbane Qld 4000
PO Box 15456, City East, QLD 4002
t: 3137 4298

491 Sch4 - Personal Information

e: judith.thompson@dews.qld.gov.au



Great state. Great opportunity.

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

From: Deferred Information
Sent: Friday, 28 November 2014 10:45 AM
To: HUNT Dan; THOMPSON Judith
Cc: Deferred Information
Subject: - media statement for minister (big thank you to crews for hard slog (for release overnight)

Greetings DG

Could you please assist in coordinating a big thankyou / well done media statement about Ergon and Energex crews (working side by side) for their efforts to restore services / make things safer (contain info on- magnitude of task/challenge, how many

without power, how much damage, how many crews, how many lightning strikes etc,) ...

I reckon this would probably need to go out overnight (ie, latest details should be about 7PM).

Regards,
Deferred Information

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RTI DL RELEASE - DEWS

From: DONALD Danny (Energex) [dannydonald@energex.com.au]
Sent: Friday, 28 November 2014 12:44 PM
To: Deferred Information FFENEY Terry (Energex)
CC: SMART Helen
Subject: info

~~Deferred Information~~

Here's our latest info...

Energex crews have now restored power to 64,000 homes and businesses.

They will continue to work on the final 41,000 without supply.

We have met our target of 50% restored by lunch and all going to plan we will get the customer numbers down to around 15,000 to 20,000 by 6pm.

Currently we have 421 wires down from an original 642 last night. The majority of wires down are in Brisbane's central west (294).

There are currently more than 208 crews in the field including 22 Ergon crews from Toowoomba.

The Ergon crews are working in Brisbane's worst affected areas around Oxley and surrounds.

A lot of work ahead though and in some parts of the regions we are virtually going to have to not just repair but rebuild the network. These issues are around Inala and surrounds.

Taringa, Toowong and St Lucia are also have a lot of large trees being removed to enable the further restoration of power.

The community support van is proving pretty popular at Kev Hooper Park. At this stage there has been no negative sentiment towards community liaison staff on site.

Safety messages include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising.

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

Danny Donald

Senior Media Advisor

Energex Limited

P. 07 3664 4359 Sch4 - Personal Information

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RTI DL RELEASE - DEWS

From: DONALD Danny (Energex) [dannydonald@energex.com.au]
Sent: Friday, 28 November 2014 4:03 PM
To: Deferred Information EFFENEY Terry (Energex)
CC: SMART Helen
Subject: info

Deferred Information

Here's our latest info as of 4pm...

Energex crews have now restored power to 79,000 homes and businesses so more than three quarters are up and running.

They will continue to work on the final 26,000 without supply.

We still plan to get the customer numbers down to around 15,000 to 20,000 by 6pm.

Currently we have 271 wires down from an original 642 last night. The majority of wires down are in Brisbane's central west (201).

There are currently more than 200 crews in the field including 22 Ergon crews from Toowoomba.

The Ergon crews are working in Brisbane's worst affected areas around Oxley and surrounds.

Areas that will be without supply this evening include pockets of Moorooka, St Lucia, Taringa, Inala and Sherwood and this is where some of the worst damage is including massive trees across infrastructure, damage so severe that parts of the network is being reconstructed and the like.

The union has been tweeting wildly inaccurate information trying to muster negative community sentiment such as claiming Energex had just six crews working between midnight and 4:30 this morning when this figure was actually 42. Minimal media interest about this.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising. The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

R

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RTI DL RELEASE - DEWS

From: DONALD Danny (Energex) [dannydonald@energex.com.au]

Sent: Friday, 28 November 2014 6:21 PM

To: Deferred Information EFFENEY Terry (Energex); SMART Helen

CC: WATSON Ron (Energex); METCALF Graham (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex)

Subject: Latest info

Hi Deferred Information

Here's our latest info...

Energex crews have now restored power to 82,000 homes and businesses so more than three quarters are up and running.

They will continue to work on the final 13,000 without supply.

We reached the target of getting the numbers down to 15,000 to 20,000 by 6pm.

Currently we have 152 wires down from an original 642 last night. The majority of wires down are in Brisbane's central west (107).

There are currently 185 crews in the field.

Areas that will be without supply this evening include pockets of Moorooka, St Lucia, Taringa, Inala and Sherwood and this is where some of the worst damage is including massive trees across infrastructure, damage so severe that parts of the network is being reconstructed and the like.

Energex crews will work throughout the evening and at first light will work to restore power to the remaining customers

The union has been tweeting wildly inaccurate information trying to muster negative community sentiment such as claiming Energex had just six crews working between midnight and 4:30 this morning when this figure was actually 42. Minimal media interest about this.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising. The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

Senior Media Advisor
Energex Limited
P. 07 3664 4354
Sch4 - Personal Information
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RTI DL RELEASE - DEVS

From: DONALD Danny (Energex) [dannydonald@energex.com.au]

Sent: Friday, 28 November 2014 8:06 PM

To: Deferred Information EFFENEY Terry (Energex); SMART Helen

CC: WATSON Ron (Energex); METCALF Graham (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex)

Subject: Latest info

Hi Deferred Information

Here's our latest info...

Energex crews have now restored power to 95,000 homes and businesses.

They will continue to work on the final 10,000 without supply.

Currently we have 93 wires down from the original 642 last night. The majority of wires down are in Brisbane's central west (61).

Energex crews are again working through the night. More than 120 crews are in the field now and this will gradually decrease as crews reach their allowable hours of continuous work.

There will again be approximately 40 crews working between midnight and dawn when they will be replaced by approximately 90 fresh crews.

Hot spots for Energex tonight are St Lucia, Taringa, and Indooroopilly with restoration of power expected to be completed by lunchtime.

Other targeted areas tonight include Acacia Ridge, Archerfield, Willawong and Durack with power expected to be restored in those areas by mid-morning.

Most other areas are expected to have power restored by midnight.

Energex crews will work throughout the evening and at first light will work to restore power to the remaining customers.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising. The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

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RTI DL RELEASE - DEWS

From Deferred Information

Sent: Friday, 28 November 2014 8:33 PM

To: DONALD Danny (Energex)

CC: EFFENEY Terry (Energex); SMART Helen; WATSON Ron (Energex); METCALF Graham (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex)

Subject: Re: Latest info

Thanks Danny, will pass on to minister.

As you know he has put out statement applauding all your efforts.

Thanks for the regular updates .

Regards, Deferred Information

Sent from my iPad

On 28 Nov 2014, at 8:06 pm, "DONALD Danny (Energex)" <dannydonald@energex.com.au> wrote:

Deferred Information

Here's our latest info...

Energex crews have now restored power to 95,000 homes and businesses.

They will continue to work on the final 10,000 without supply.

Currently we have 93 wires down from the original 642 last night. The majority of wires down are in Brisbane's central west (61).

Energex crews are again working through the night. More than 120 crews are in the field now and this will gradually decrease as crews reach their allowable hours of continuous work.

There will again be approximately 40 crews working between midnight and dawn when they will be replaced by approximately 90 fresh crews.

Hot spots for Energex tonight are St Lucia, Taringa, and Indooroopilly with restoration of power expected to be completed by lunchtime.

Other targeted areas tonight include Acacia Ridge, Archerfield, Willawong and Durack with power expected to be restored in those areas by mid-morning.

Most other areas are expected to have power restored by midnight.

Energex crews will work throughout the evening and at first light will work to restore power to the remaining customers.

Safety messages still include:

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If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

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From: METCALF Graham (Energex) [grahammetcalf@energex.com.au]

Sent: Saturday, 29 November 2014 5:52 AM

To: Deferred Information EFFENEY Terry (Energex); SMART Helen

CC: WATSON Ron (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex); WEST Karen (Energex);
LEE Susan (Energex); KERNICK Cloe (Energex); Deferred Information DONALD Danny (Energex)

Subject: RE: Latest info

Pls find below FYI the information I have just issued to media which may be of interest.

Restored power to more than 10,000 overnight. Drove past several Energex trucks on the way in so still crews in the field in the middle of the night. More out there again today.

We will start getting some local specific details in key areas today. What is clear though from the structural damage (roofs off, walls down etc) is that there will be some properties that will be unsafe for power to be reconnected to at all.

Regards

Graham

Media release

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[Print page](#)



Fast Facts @ 5.30am Saturday

29 November 2014

Please see below for the latest power and safety update for South East Queensland following the massive storms on 27 November:

Power update

- Total affected customers by power outages since 3pm, 27 November – approx. 108,000
- Total number of customers restored – 105,000
- Customers currently without power – approx. 3,200
- The worst hit areas include Inala, Archerfield, Taringa, Moorooka, St Lucia and Sherwood.
- Overnight 10,000-plus customers had power reconnected (6.30pm – 14,000 customers; 5.30am – 3,200 customers without power)

Fallen powerlines

- Total number of fallen powerlines – 642. The majority of wires down are in Brisbane's Central West (294).
- Our crews have repaired more than 614 fallen powerlines and will continue to attend 28 fallen powerlines today as a priority.
- Keep yourself and others well away from fallen powerlines and call us immediately on 13 19 62.

- Please take care cleaning up around homes and businesses. Before starting, check for fallen powerlines as they may be hidden in debris. Always assume any fallen powerlines are still live.

Restoration and our crews

- Safety around powerlines remains a key priority for crews and the community.
- Yesterday afternoon we had more than 200 crews in the field from across the region including teams from the Sunshine and Gold Coasts, plus Ergon Energy crews from Toowoomba, to assist with making areas safe and restoring power.
- In some regions our crews will be not only repairing, but rebuilding the network. These issues are around Inala and surrounding areas.
- Overnight – 140 crews in the early evening, more than 40 between midnight and dawn, with 90-plus crews expected to be in operation during today.

Safety

- If any electrical appliance has been in contact with water it MUST be checked by a licensed electrician before use, or thrown away. Remember: your safety is a priority - if in doubt, throw it out.
- If you have any water damaged appliances, flooding or water in switchboards we urge you to engage the services of a licensed electrician to ensure the property/appliance is safe.
- To find a qualified tradesperson, call Master Electricians on 1300 889 198 or visit www.masterelectricians.com.au
- Fire safety - Please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored, especially if you aren't home or asleep.
- Please visit the Queensland Health website to see whether your food is still safe to eat. This information can be found at <http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

Thanks for your patience during this severe weather. We'll have power restored as soon as it is safe to do so.

From: DONALD Danny (Energex)
Sent: Friday, 28 November 2014 8:06 PM
To: Deferred Information; EFFENEY Terry (Energex); helen.smart@dews.qld.gov.au
Cc: WATSON Ron (Energex); METCALF Graham (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex)
Subject: Latest info

Hi
Deferred Information

Here's our latest info...

Energex crews have now restored power to 95,000 homes and businesses.

They will continue to work on the final 10,000 without supply.

Currently we have 93 wires down from the original 642 last night. The majority of wires down are in Brisbane's central west (61).

Energex crews are again working through the night. More than 120 crews are in the field now and this will gradually decrease

as crews reach their allowable hours of continuous work.

There will again be approximately 40 crews working between midnight and dawn when they will be replaced by approximately 90 fresh crews.

Hot spots for Energex tonight are St Lucia, Taringa, and Indooroopilly with restoration of power expected to be completed by lunchtime.

Other targeted areas tonight include Acacia Ridge, Archerfield, Willawong and Durack with power expected to be restored in those areas by mid-morning.

Most other areas are expected to have power restored by midnight.

Energex crews will work throughout the evening and at first light will work to restore power to the remaining customers.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising. The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

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From: METCALF Graham (Energex) [grahammetcalf@energex.com.au]

Sent: Saturday, 29 November 2014 7:49 AM

To: Deferred Information ; EFFENEY Terry (Energex); SMART Helen; RUSSELL Michael (Energex)

CC: WATSON Ron (Energex); WEST Karen (Energex); KERNICK Cloe (Energex);
Deferred Information DONALD Danny (Energex); SWANSTON Mike (Energex)

Subject: 7.30am Update

Morning again

We have done another update for media/social media (below)

Key change in the past hour or so is we are now asking people still without power to call us direct so that we can ensure we have their details. This is due to the possibility that individual customers may be still off even though their street is back on (ie a problem between the property boundary and the power supply). We do tend to pick up a few additional properties where the service line is damaged. There are also a smallish number of underground faults which have been masked by the larger interruptions (these appear to have been due to trees landing on pillar boxes or the connections at property boundaries).

Graham

>>>>

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Fast Facts @ 7.30am Saturday

29 November 2014

Please see below for the latest power update for South East Queensland:

Power update

- Total affected customers by power outages since 3pm, 27 November – approx. 108,000
- Total number of customers restored – 105,000
- Customers currently without power – approx. 2800
- Suburbs with the most amount of power out: St Lucia, Indooroopilly, Taringa, Toowong.
- Overnight 10,000-plus customers had power reconnected (6.30pm – 14,000 customers; 5.30am – 3,200 customers without power)
- **We are now asking customers without power to contact us on 13 62 62 so we can talk about individual restoration processes and safety.**

Fallen powerlines

- Total number of fallen powerlines – 642. The majority of wires down are in Brisbane's Central West (294). Our crews have repaired more than 614 fallen powerlines and will continue to attend 26 fallen powerlines today as a priority.
- Keep yourself and others well away from fallen powerlines and call us immediately on 13 19 62.
- Please take care cleaning up around homes and businesses. Before starting, check for fallen powerlines as they may be hidden in debris. Always assume any fallen powerlines are still live.

- A small number of underground power cables have been damaged by water and fallen trees on pillar boxes.

Restoration and our crews

- Safety around powerlines remains a key priority for crews and the community.
- Yesterday afternoon we had more than 200 crews in the field from across the region including teams from the Sunshine and Gold Coasts, plus Ergon Energy crews from Toowoomba, to assist with making areas safe and restoring power.
- Overnight – 140 crews in the early evening, more than 40 between midnight and dawn, with 90-plus crews expected to be in operation during today.

Safety

- If any electrical appliance has been in contact with water it MUST be checked by a licensed electrician before use, or thrown away. Remember: your safety is a priority - if in doubt, throw it out.
- If you have any water damaged appliances, flooding or water in switchboards we urge you to engage the services of a licensed electrician to ensure the property/appliance is safe.
- To find a qualified tradesperson, call Master Electricians on 1300 889 198 or visit www.masterelectricians.com.au
- Fire safety - Please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored, especially if you aren't home or asleep.
- Please visit the Queensland Health website to see whether your food is still safe to eat. This information can be found at <http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

Thanks for your patience during this severe weather. We'll have power restored as soon as it is safe to do so.

For power restoration updates, visit energex.com.au or follow us on Twitter and Facebook.

Energex media enquiries: Office hours (07) 3664 4420 or after 5pm (07) 3664 5191

From: METCALF Graham (Energex)
Sent: Saturday, 29 November 2014 5:53 AM
To: Deferred Information EFFENEY Terry (Energex); helen.smart@dews.qld.gov.au
Cc: WATSON Ron (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex); WEST Karen (Energex); LEE Susan (Energex) (susanlee@energex.com.au); KERNICK Cloe (Energex); Deferred Information DONALD Danny (Energex)
Subject: RE: Latest info

Pls find below FYI the information I have just issued to media which may be of interest.

Restored power to more than 10,000 overnight. Drove past several Energex trucks on the way in so still crews in the field in the middle of the night. More out there again today.

We will start getting some local specific details in key areas today. What is clear though from the structural damage (roofs off, walls down etc) is that there will be some properties that will be unsafe for power to be reconnected to at all.

Regards

Media release

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Fast Facts @ 5.30am Saturday

29 November 2014

Please see below for the latest power and safety update for South East Queensland following the massive storms on 27 November:

Power update

- Total affected customers by power outages since 3pm, 27 November – approx. 108,000
- Total number of customers restored – 105,000
- Customers currently without power – approx. 3,200
- The worst hit areas include Inala, Archerfield, Taringa, Moorooka, St Lucia and Sherwood.
- Overnight 10,000-plus customers had power reconnected (6,30pm – 14,000 customers; 5.30am – 3,200 customers without power)

Fallen powerlines

- Total number of fallen powerlines – 642. The majority of wires down are in Brisbane's Central West (294).
- Our crews have repaired more than 614 fallen powerlines and will continue to attend 28 fallen powerlines today as a priority.
- Keep yourself and others well away from fallen powerlines and call us immediately on 13 19 62.
- Please take care cleaning up around homes and businesses. Before starting, check for fallen powerlines as they may be hidden in debris. Always assume any fallen powerlines are still live.

Restoration and our crews

- Safety around powerlines remains a key priority for crews and the community.
- Yesterday afternoon we had more than 200 crews in the field from across the region including teams from the Sunshine and Gold Coasts, plus Ergon Energy crews from Toowoomba, to assist with making areas safe and restoring power.
- In some regions our crews will be not only repairing, but rebuilding the network. These issues are around Inala and surrounding areas.
- Overnight – 140 crews in the early evening, more than 40 between midnight and dawn, with 90-plus crews expected to be in operation during today.

Safety

- If any electrical appliance has been in contact with water it MUST be checked by a licensed electrician before use, or thrown

away. Remember: your safety is a priority - if in doubt, throw it out.

- If you have any water damaged appliances, flooding or water in switchboards we urge you to engage the services of a licensed electrician to ensure the property/appliance is safe.
- To find a qualified tradesperson, call Master Electricians on 1300 889 198 or visit www.masterelectricians.com.au
- Fire safety - Please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored, especially if you aren't home or asleep.
- Please visit the Queensland Health website to see whether your food is still safe to eat. This information can be found at <http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

Thanks for your patience during this severe weather. We'll have power restored as soon as it is safe to do so.

From: DONALD Danny (Energex)

Sent: Friday, 28 November 2014 8:06 PM

To: Deferred Information EFFENEY Terry (Energex); helen.smart@dews.qld.gov.au

Cc: WATSON Ron (Energex); METCALF Graham (Energex); WILLIAMS Amelia (Energex); MORAN Jae (Energex)

Subject: Latest info

HiDeferred Information

Here's our latest info...

Energex crews have now restored power to 95,000 homes and businesses.

They will continue to work on the final 10,000 without supply.

Currently we have 93 wires down from the original 642 last night. The majority of wires down are in Brisbane's central west (61).

Energex crews are again working through the night. More than 120 crews are in the field now and this will gradually decrease as crews reach their allowable hours of continuous work.

There will again be approximately 40 crews working between midnight and dawn when they will be replaced by approximately 90 fresh crews.

Hot spots for Energex tonight are St Lucia, Taringa, and Indooroopilly with restoration of power expected to be completed by lunchtime.

Other targeted areas tonight include Acacia Ridge, Archerfield, Willawong and Durack with power expected to be restored in those areas by mid-morning.

Most other areas are expected to have power restored by midnight.

Energex crews will work throughout the evening and at first light will work to restore power to the remaining customers.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising.
The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

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Energex
GPO Box 1461 Brisbane QLD Australia 4001
+61 7 3664 4000
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