

MEDIA RELEASE

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Endeavour Energy apologises to lower Blue Mountains electricity customers

Endeavour Energy would like to apologise to lower Blue Mountains customers for the loss of power on two occasions last week, particularly given the extreme heat on Friday night.

"We very much appreciate everyone's patience and understanding under a set of very trying conditions," said Endeavour Energy's Steve Baker, Manager Transmission Mains. Steve led the team who completed repairs to the cable in Blaxland substation on Friday night.

"Fortunately, problems like this are quite rare events and for most of the year Blue Mountains residents enjoy a secure and reliable electricity supply, and our people take a lot of pride in delivering this service.

"In this instance, however, we know there are a lot of disappointed people and we've begun an investigation into the cause of both incidents so that we can secure supply and win back the confidence of customers.

"Our initial investigation suggests the likelihood of equipment failure last Wednesday, which caused a fire and damaged a cable. We were able to restore supply to all customers by spreading the load to nearby substations while we undertook repairs.

"The damage meant the network was running at a reduced capacity, so we brought in extra generators to add additional capacity to the network as people turned on their air conditioners to seek relief from the heat.

Under a normal set of circumstances, we expected to complete repairs and return all Blaxland customers to supply from the substation by the end of the week.

Our people had worked very hard to achieve this and were in the process of finalising repairs in the substation on Friday afternoon when they saw just how hot the equipment had become throughout the day. When one of the cables started to smoke, they called in the fire brigade to prevent greater damage to the network.

"Our crews worked in stifling heat in the basement of the substation on Friday night and I would like to acknowledge their tremendous effort in repairing the cable and restoring supply.

"We've completed repairs to the damaged equipment, and we'll monitor the substation closely over the next few days and weeks.

"Barring the unforeseen, customers in the lower Blue Mountains should feel confident that they will once again enjoy a safe and reliable power supply.

"Once again, I'd like to apologise for the inconvenience this caused to customers," he said.

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