

Media Release



13 October 2016

1630 UPDATE

FOR IMMEDIATE RELEASE

More customers back on electricity supply

Efforts are continuing to repair the outstanding damage caused by Sunday's wind storm, and restore the power supply to all affected customers.

We apologise for the extreme inconvenience being experienced by those customers who have been without power since Sunday. We wish to assure them that we are progressively restoring supply, and will reconnect all customers as quickly as possible.

As at 4:30pm today, there were about 2,200 customers remaining off supply in our central area, primarily in the Dandenong Ranges and Upper Yarra Valley. By this evening we expect this number to fall below 1,000. We anticipate that all remaining faults, most of which are single premise outages and fallen service lines affecting single customers, will be addressed by this Friday evening.

All registered life support customers residing in the fault areas have had electricity supply restored either through repair of the fault or are being provided with temporary supply through a generator this evening.

This is the most damaging storm event to hit AusNet Services' network for more than eight years:-

- There have been more than 1,650 separate incidents on the AusNet Services network, each requiring repair;
- We have had more than 250 lineworkers in the field each day since Sunday. All available crews from around our own network, together with employees from other organisations have been assisting with the repair work, with many more providing support in our depots and offices; and
- We have sent more than 150,000 text messages providing advice to customers, and received more than 250,000 visits to our website.

Access to faults in some of our more remote areas remains challenging, with many fallen trees across small roads and bush tracks.

It remains difficult to provide accurate forecasts of when individual customers will have their electricity supply restored. Our current best estimates of restoration time appear on the AusNet Services Outage Tracker page on our website (www.ausnetservices.com.au), and we are regularly updating this as more information comes to hand from our field crews.

New faults are also still emerging:- as we repair one fault we find others further down the network. If anyone identifies lines or other assets that may still be unsafe, please call our electricity faults line on 13 17 99.

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Customers seeking compensation for costs incurred through this event are advised to contact their insurer first.

AusNet Services is working closely with the State Emergency Service and other relevant authorities to coordinate our emergency response and minimise the impact on the community.

We understand that there are some customers without power who may be feeling vulnerable, or who may be unable to get the information they need to manage their situation. We encourage those who know people without power, whether they be family, friends or neighbours, to keep in contact to ensure their welfare. Local authorities are also providing support services for those in need (www.yarraranges.vic.gov.au and www.cardinia.vic.gov.au).

We sincerely apologise for the inconvenience which we know being without power presents, and we thank customers for their patience and cooperation while we work as fast and as safely as we can to restore their electricity supply.

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