



POWER POLES MOVED FROM ACCIDENT BLACK SPOTS

Minister for Energy Chris Hartcher and Local Member Bryan Doyle unveiled Endeavour Energy's \$10 million Black Spots Power Pole program on 12 August at Chester Road, Ingleburn.

Over five years the program will move or remove more than 100 power poles at traffic accident 'black spots' in Western Sydney.

"The program aims to improve driver safety and reduce the trauma associated with vehicle impacts involving power poles," Minister Hartcher said.

Endeavour Energy trialled the Black Spot Power Pole program in 2009 after a detailed analysis of a decade of RTA crash data revealed 3,972 casualty crashes across NSW involving utility poles.

The analysis also revealed that black spot sites often involved changes to road design – through widening or the addition of roundabouts – without due consideration to the location of existing and adjacent power poles. Endeavour Energy's Chief Executive Officer Vince Graham said Endeavour Energy had worked with the Roads and Traffic Authority to identify the poles to be moved; replaced by underground services; or protected by barriers.

"As well as its ongoing program to move or remove poles where appropriate, Endeavour Energy is also working with local councils and other NSW Government agencies to make future power

pole placement as safe as possible," Mr Graham said.

For our Black Spots Program we have identified a priority list of projects based on RTA and Police crash data in our network area. Endeavour Energy's Project Manager Central Region Ernest Estacio is responsible for the projects in Central Region.

"One black spot area was at a roundabout in Chester Road Ingleburn. Knowing how a road accident had happened there from Police reports, helped us to come up with a solution to reduce the risk of future collisions with two of our power poles," he said.

The design involved gaining input from Project Officer Glen Sullivan and Operations Manager Charlie Brown to ensure it was feasible. The final solution involved moving two poles back from the edge of the kerb (one photographed below). As the cross-arms of both poles would have encroached on the adjacent private properties, the bare conductors were replaced with aerial bundled conductors (ABC).

With the Black Spots Program work Ernest said it was crucial to consider the right spot to place our assets to avoid being hit, while minimising the cost and at the same time making sure the solution was practical. The project also involved consulting the affected property owners.

"Once we explained to the customers why we needed to



The Minister for Energy Chris Hartcher (right) and Local Member Bryan Doyle (second from left) unveiled Endeavour Energy's program to move or remove more than 100 power poles at traffic accident 'black spots' in Western Sydney, with Endeavour Energy's Public Safety Manager Catherine Greenaune and Project Manager Central Region Ernest Estacio.

move the pole closer to their properties they were very cooperative. People that live there witnessed the situation and were very happy that we were moving the poles," he said.

"Our main business purpose is to provide electricity to customers. With the Black Spots Program we're going one step further. We're doing more than is expected."

Before and after photographs (opposite), show a power pole we moved at an Ingleburn roundabout to reduce the risk of a collision. In Chester Road, Ingleburn we moved two poles between Cumberland Road and Treelands Avenue at a cost of \$250,000.



Tree across power lines on The Avenue outside the Old School at Mount Wilson. Photo courtesy of the Mount Wilson Progress Association.

WE MEET THE CHALLENGE TO RESTORE POWER TO 100,000 CUSTOMERS

More than 100,000 customers were affected by a windstorm in July that devastated communities in the Blue Mountains, Southern Highlands and South Coast.

Our network was hit with winds of up to 140 kph which uprooted massive trees, snapped poles and brought down power lines.

In some cases our crews could not access damaged areas for 48 hours as the winds created hazardous working conditions.

"While we have had many weather events that have caused extensive damage to our network over the past

few years, responding to this event was particularly difficult given the prolonged periods of gale force winds," said Deputy Chief Executive Officer Network Rod Howard.

"The storm was also different to other events in that we sustained significant damage in three separate locations across our franchise area," he said.

"The repair bill for this storm was more than \$2 million in one week."

See the special feature inside showing our commitment to customers and communities to safely and quickly restore power.

SPECIAL FEATURE

Read about our efforts battling severe weather conditions to restore power to over 100,000 customers left without power after the July windstorm.

SPECIAL FEATURE:

July 2011 windstorm

STAFF NEWSPAPER SEPTEMBER 2011

Thank you for your efforts



SPECIAL FEATURE:

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Thank you for your efforts



Crews safely restoring supply to customers in Wombat Street, Blackheath.

THANKS FOR A JOB WELL DONE

Endeavour Energy had not experienced a wintry Tuesday quite like 5 July. Although key staff had received weather reports forecasting strong winds, the ferocity and damage caused by 138 km per hour gale force winds by late evening surprised even our most experienced staff.

Fortunately, Endeavour Energy is an ‘incident aware’ organisation. We have a well structured and tested incident management plan and an experienced incident management team. *Everyday Endeavours* spoke to key members of the incident management team about our response and the lessons learned.

“I want to thank all our staff who have responded so well to the needs of our community during the recent windstorms. Our focus on safety, our efforts to keep our community and customers informed and the cooperation we have received from Ausgrid, Essential Energy and ASPs has been remarkable.

Special thanks to our regional staff, storm centres, control rooms, call centres and our safety, customer service, communication and IT teams.

Safe and effective response to major network incidents requires great teamwork within our Incident Management framework. Thank you also to all who have led and supported our incident management teams.”

Vince Graham
Chief Executive Officer

“This response effort was quite different compared to previous in that we implemented a number of firsts for us. These included participation in a community information centre, operating three emergency response centres, implementing a comprehensive customer call back program and providing storm updates via our website and Twitter.

I feel the success of our response was due to the great teamwork exhibited by the multiple teams involved. For this I give you my personal thanks and congratulations.”

Rod Howard
Deputy Chief Executive Officer Network

“This storm was unusual with respect to the time of year. Being in the middle of winter both our customers and staff really felt the cold weather.

As incident manager I was very impressed with the high level of cooperation and teamwork demonstrated by everyone that responded to the storm. I was particularly impressed by the willingness of all involved to look beyond their patch and see the bigger picture, which contributed to our ability to recover from the storm as quickly as we did.”

Peter Langdon
General Manager Network Operations

“We have experienced storms in the past, but this event was unique for me in two ways. Firstly, the storm itself lasted for 48 hours, which meant our usual ability to start our response effort was held back by the ongoing winds, especially in the upper Blue Mountains. Secondly, the fact the storm hit on three large fronts – the South Coast, the Southern Highlands and the upper Blue Mountains – made the response effort a particular challenge.

The response our staff provided was amazing. The way we were able to mobilise so many people from all over the organisation, as well as from contractors and from other organisations Ausgrid and Essential Energy to help in the field recovery was very impressive to see. We have some good lessons to come out of the response with areas we can improve for next time, but overall I think all involved deserve thanks for a job well done.”

Ty Christopher
General Manager Network Development

“Once again Endeavour Energy crews proved their worth and dedication in responding to the network and customer needs without faltering. In the coldest, windiest and darkest conditions they persevered to ensure roads and tracks were cleared and the network was reestablished safely and securely. They do this time and time again and when the next big storm hits you can be sure they will do it all again.”

Frank Zammit
Distribution Manager Shoalhaven

“A particular concern was for the wellbeing of customers who had been without supply for three days. Many of these customers were in remote areas and it is to the credit of our devoted crews that they worked diligently to ensure supply was restored in the most difficult of circumstances and terrain.”

Bill Watts
Regional Manager – South

“I was very proud of the way the Northern Region responded to the event, working under difficult, cold conditions, away from their family and friends, in the spirit of restoring supply to our customers.

Exploring the work sites, I was struck by the significant damage that made the recovery job very difficult, but also struck by the support our customers gave us as we worked hard to restore their power. Residents with many years experience in the mountains told me that they had never seen anything like it.

Electricity is a resource that is often taken for granted. If ever we needed evidence of how critically important electricity is to our way of life, this was it.”

Scott Ryan
Regional Manager – North

“An overwhelming number of jobs came in on the Tuesday night, with the wind absolutely howling outside.

The dedication of our staff meant they immediately swung into action to support their neighbours at Moss Vale – from the time the storm hit on Tuesday afternoon until the last service was back up after dark on Saturday evening.

I recall the calm, controlled way our people just got on with the job. Guys wading across swamps and bashing through rainforest to get to damaged poles.”

Anthony Baerwinkel
Distribution Manager Narellan

“A good experience was the Community Centre representation. Actually having not just a Network technical representative (Graeme Browne), but a ‘customer service rep’ (Stephen Dooley), really highlighted the importance of customer support and management in these situations. It was also good to work closely at the Community Centre with key agencies and community welfare organisations.

A key learning that evolved was our interaction with Origin during such an event. We had to be vigilant with regard to our ‘dual role’ as TSA provider and network distributor, and needed to ensure that Origin were treated as any other retailer during the event.”

Danielle Manley
Manager Customer Service

“When natural disasters strike, it is not so much the incident, but our response to it, that defines our reputation. And this disaster demanded that our crews respond safely and quickly to repair damage in three regions – despite two days of unrelenting gale force winds and freezing conditions. It’s a great credit to our people and our safety systems that no one was seriously hurt, as flying debris and falling trees damaged nine Endeavour Energy vehicles.

This disaster tested our ability to get information to customers, especially in the first 48 hours. It was a big TV, radio, newspaper and on-line news story, but social media networks were active too. We tweeted storm updates and public safety tips for the first time and, as usual, phoned radio stations, councils and MP offices with updates, and stayed close to emergency services media. Staffing local community centres proved popular, as did the customer service team’s customer call back program.

This storm reminded us that when we focus on customers’ needs, we achieve great things.”

Kate McCue
Manager Corporate and Government Affairs



Crews clearing trees in Jacks Corner Road Kangaroo Valley.



Responding to customer issues at the Blackheath Community Centre were Endeavour Energy's Graeme Browne (centre) and Stephen Dooley (second from right).



Strong winds saw many large trees uprooted, such as here at Clanwilliam and Hargraves Streets, Blackheath.



Trees cleared at Clarence Street, Blackheath.



Evans Lookout Road, Blackheath was one of the hundreds of cases of wires down due to the damaging winds.

INNOVATION BUILDS CUSTOMER COMMITMENT

In a first for Endeavour Energy, a small team of committed staff made proactive calls to customers who remained without power into their third day.

The call back program was well received. Peter George, one of the customer service staff involved in calling customers, was proud to be a part of the program.

“Having called a lot of people in the Blackheath area on Saturday, the feedback given by the customers was overwhelming gratitude to Endeavour Energy in calling them to see if their power had been restored. It was a really nice personal touch and I was proud to be part of it,” he said.

THANKS, TECHNICIANS

On Wednesday the winds blew down an electricity line connected to my house.

I know it is more common to complain than commend, but the technicians from Integral, or whatever their present name is, reconnected the line in vicious, cold and probably dangerous conditions.

They were polite, efficient and deserve commendation.

John Carvan, Austinmer.
Illawarra Mercury, 11 July 2011

Calls to CIC

“I called yesterday to report a tree across the powerlines a couple of doors down – the response was amazing, the fire department was closing off the road within 10 minutes and power was restored two hours later. I was very impressed.”

Nathalie Cooke, Employee Mobility, Endeavour Energy

Mrs C of Lawson called to advise how happy she is that she now has power. She has never been so happy to use a light or have electricity. She wishes to send her thanks to the many people who have worked to restore the power in her area.

Mrs H of Leura emailed: “My young family and I would like to say a massive thank you to the people at Endeavour who have worked on this cold and windy night to bring power to everyone here. Going without services today has made us appreciate how fortunate we are to have this resource. Thank you again.”

Anthony of Portland called to compliment the workers for restoring his power way ahead of the advised time: “Please pass on my thanks to the great workers,” he said.



The combination of soft ground due to recent rain and the strong winds lead to the damage from uprooted trees such as this one at Frelander Avenue, Katoomba.



In many areas aerial survey was the only means for determining the damage. Helicopter pilot Peter Alexander, and from the Nowra FSC Morrie Blewer and Rod Austin at Bendella Pumping Station picnic ground, Barrengarry.



The coordination of crews on the ground with information from aerial surveys was vital in the restoration effort (l to r): Luke Stinson, Phil Vaughan, Darren McCloy, Tim McCloughan, Fred Tubaro, Ryan Brown, James Craig, Morrie Blewer and Rod Austin at Bendella Pumping Station picnic ground, Barrengarry.



A tangle of wires at Tourist Road, Bellawongarah. The network had to be rebuilt in many locations before power could be restored to customers.



Portland Road, Medlow Bath. The conditions meant crews in the field had to be especially careful as damaging winds continued for 48 hours.



Crews restored supply at Jacks Corner Road, Kangaroo Valley as debris was cleared from the surrounding area.



At the Great Western Highway, Leura one of the hundreds of branches needing to be removed from overhead mains to restore supply to customers.



Portland Road, Medlow Bath. Access was a challenge in many locations with extensive tree clearing required before repairs could be undertaken.



The full force of the damaging winds meant many hours of repair work. First Street, Blackheath.



Crews had to cut their way into Mount Wilson to undertake repairs. Photo courtesy of the Mount Wilson Progress Association.



Crews working in Wombat Street Blackheath.



Pictured above and below are more examples of the extensive damage to our network at Portland Road, Medlow Bath.



Mt Wilson/Mt Irvine Rural Fire Brigade
Rural Fire Brigade 1314
The Avenue
MT WILSON NSW 2786

Telephone: (02) 4756 2040 Facsimile: (02) 4756 2090
ABN: 86 198 697 088



22nd August 2011

Mr Vince Graham
Chief Executive Officer
Endeavour Energy
PO Box 6366
Blacktown 2148

Dear Mr Graham,

The villages of Mt Wilson and Mt Irvine were devastated by extreme winds on the afternoon and evening of Tuesday July 5th. Hundreds of trees were blown over, many of which were very large, the roads through the villages became impassable, power lines were down and we were without power until Saturday evening.

The cleanup has been enormous. It has been a joint venture by the Mt Wilson/Mt Irvine Rural Fire Brigade, Mt Tomah Fire Brigade, Katoomba/Leura Fire Brigade, Endeavour Energy and CMCC.

From the very beginning until power was restored Endeavour Energy workers have been in Mt Wilson, working long hours in very cold weather dealing with, in what we understand, difficult technical problems. There were trees down across power lines in nearly every street in the village and we are very appreciative of the work your staff undertook. We really appreciate both this immediate response and sustained effort to restore order after what was an unexpected and extreme event.

Thank you

Yours truly,

David Howell
President



Crews working in Portland Road, Medlow Bath.



Mount Wilson was one of the worst affected areas. The replacement of a concrete pole shows the force of the damaging winds. Photo courtesy of the Mount Wilson Progress Association.