Question on Notice
No. 10
Asked on Tuesday, 13 February 2024

MR A PERRETT ASKED MINISTER FOR ENERGY AND CLEAN ECONOMY JOBS (HON M DE BRENNI)

With reference to the Minister's response of 6 February and outages from 1 December 2023 to 31 January 2024 in the Ergon Energy Network around the Curra region—

Will the Minister advise the dates, times and duration of each outage and identify the cause of each outage such as a planned outage, weather event, 'other weather impacts', load shedding or unknown cause?

ANSWER

Ergon Energy advised that in early 2023 it launched a $1.5 million electricity distribution network upgrade (the project) in the Curra region. The project is aimed at improving the electricity supply reliability in the Curra region by adding an alternative feeder to the area while increasing network capacity. The project is scheduled to be completed by mid-2024.

Between the 15 December 2023 and early 2024, there were a total of nine planned outages to install electricity poles, upgrade equipment and undertake additional works as outlined in the table below.

No.	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Purposes	No. Customers Notified	Date Notified (via letter)
1	15 Dec 2023	9:00 AM	11:50 AM	2:50	Upgrade street mains	4	24 Nov 2023
2	17 Jan 2024	8:00 AM	10:35 AM	2:35	Replace high voltage and low voltage poles	12	18 Dec 2023
3	24 Jan 2024	9:35 AM	10:03 AM	0:28	Single customer outage	1	19 Dec 2023
4	15 Feb 2024	8:30 AM	2:30 PM	6:00	*Installing poles and equipment*	455	3 Jan 2024
5		5:00 AM	5:30 AM	0:30	*Switching as part of the network upgrade*	644	9 Jan 2024
6		3:30 PM	4:30 PM	1:00			
7	21 Feb 2024	8:30 AM	2:30 PM	6:00	Installing poles and equipment	2	30 Nov 2023
8	22 Feb 2024	8:30 AM	2:30 PM	6:00	Installing poles and equipment	16	9 Jan 2024
9	29 Feb 2024	8:30 AM	2:30 PM	6:00	Installing poles and equipment	254	30 Jan 2024

Impacted residents were notified of the planned works occurring, including the details of the length of works and were provided Ergon Energy's contact details if they were to have any concerns.

During the same period, there were:

- 13 momentary outages that lasted around 10 seconds each, which were a result of industry standard line protection and safety devices operating as intended;
- six unplanned network outages, largely due to storm damage;
- 15 unplanned outages affecting individual transformers, 12 of which impacted a single customer only.

The below table outlines the cause of these outages, including their duration.

Type	Customers Impacted	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Reason
Momentary	1747	4 Dec 2023	1:41PM	1:41PM	0:0.1	Transient fault of unknown origin
Network	1746	15 Dec 2023	5:18 PM	6:59 PM	1:41	Lines emergency maintenance
Momentary	1164	16 Dec 2023	3:27PM	3:27PM	0:0.1	Transient fault of unknown origin
Momentary	1164	16 Dec 2023	3:43PM	3:43PM	0:0.1	Protective device operated
Network	1743	16 Dec 2023	6:05 PM	12:39 AM	17:53	Severe weather
Momentary	1746	17 Dec 2023	1:46PM	1:47PM	0:0.1	Transient fault of unknown origin
Network	1746	17 Dec 2023	3:54 PM	5:21 PM	1:27	Fallen power lines
Network	1746	19 Dec 2023	6:09 PM	7:48 PM	1:39	Fuse blown
Momentary	1162	28 Dec 2023	6:33PM	6:33PM	0:0.1	Transient fault of unknown origin
Momentary	1162	28 Dec 2023	6:48PM	6:48PM	0:0.1	Transient fault of unknown origin
Momentary	1162	28 Dec 2023	7:00PM	7:00PM	0:0.1	Transient fault of unknown origin
Momentary	1162	28 Dec 2023	7:16PM	7:16PM	0:0.1	Transient fault of unknown origin
Momentary	1163	29 Dec 2023	5:37PM	5:37PM	0:0.1	Transient fault of unknown origin
Momentary	1163	29 Dec 2023	5:51PM	5:51PM	0:0.1	Transient fault of unknown origin
Network	1163	30 Dec 2023	12:03 PM	2:49 PM	2:46	Severe weather
Network	1749	22 Jan 2024	6:55 PM	11:58 AM	17:53	Equipment Failure / Malfunction
Momentary	1161	27 Jan 2024	6:17PM	6:17PM	0:0.1	Transient fault of unknown origin
Momentary	1161	27 Jan 2024	6:34PM	6:34PM	0:0.1	Transient fault of unknown origin
Momentary	1749	29 Jan 2024	5:16PM	5:16PM	0:0.1	Transient fault of unknown origin
Transformer	1	3 Dec 2023	8:09 PM	10:27 PM	2:18	Fuse operated
Transformer	10	17 Dec 2023	6:34 AM	10:36 AM	4:02	Severe weather
Transformer	1	18 Dec 2023	12:20 PM	3:24 PM	3:04	Fuse operated

Type	Customers Impacted	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Reason
Transformer	1	27 Dec 2023	4:26 PM	7:02 PM	2:36	Cust. installation
Transformer	1	28 Dec 2023	6:39 PM	7:50 PM	1:11	Fuse operated
Transformer	1	31 Dec 2023	9:29 AM	10:45 AM	1:16	Lightning
Transformer	4	5 Jan 2024	6:04 AM	7:58 AM	1:54	Fuse operated
Transformer	1	5 Jan 2024	2:59 PM	6:05 PM	3:06	Wind borne object
Transformer	1	11 Jan 2024	4:05 PM	5:18 PM	1:13	Vegetation damage
Transformer	1	14 Jan 2024	4:32 PM	5:53 PM	1:21	Fuse blown
Transformer	1	19 Jan 2024	3:47 PM	5:23 PM	1:36	Service asset fault
Transformer	25	23 Jan 2024	11:58 AM	1:51 PM	1:53	Equipment Failure / Malfunction
Transformer	1	23 Jan 2024	3:59 PM	5:00 PM	1:01	Fuse operated
Transformer	1	23 Jan 2024	4:46 PM	5:32 PM	0:46	Fuse operated
Transformer	1	28 Jan 2024	6:02 PM	7:50 PM	1:48	Fuse blown

While the electricity supply reliability is expected to improve significantly after commissioning of the proposed project, in the interim, Ergon Energy crews will respond to any unplanned outages as early as practically possible to undertake the repair work and to restore the power supply in a safe manner. The safety of crews, customers and the community are the highest priority when responding to unplanned outages.

Energy Queensland continues to maintain Queensland's state-wide distribution network of powerlines, substations and easements through the energy transition ensuring the safe, secure, and reliable distribution of energy to Queensland consumers.