

**Question on Notice
No. 289
Asked on Wednesday, 20 March 2024**

MS A CAMM ASKED MINISTER FOR ENERGY AND CLEAN ECONOMY JOBS
(HON M DE BRENNI)

With reference to the power outages in the Midge Point/Bloomsbury area from 23 December 2023 through to and including 20 March 2024—

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

The Midge Point/Bloomsbury area is supplied by two 11kV feeders from the Laguna Quays Zone Substation. The area supplied by these feeders also includes Laguna Quays, Andromachie and Thoopara, with a total of approximately 900 customers.

Between 23 December 2023 and 20 March 2024, there were a total of nine planned outages to install and upgrade equipment and undertake additional works as outlined in the table below.

Energy Queensland continues to make significant investments in its electricity networks across the state, including in the Mackay/Whitsunday region, as a part of its record \$2.042 billion capital program in 2023-24. In order to safely complete these works to improve and reinforce the network, further planned outages will be required.

Type	Planned / Unplanned	Customer Outages	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Reason
Transformer	Planned	1	29 Dec 2023	1:22 PM	1:50 PM	0:28	Lines works
Network	Planned	84	3 Feb 2024	8:30 AM	4:50 PM	8:19	Coordinated Maintenance lines & substations
Network	Planned	34	3 Feb 2024	9:00 AM	11:27 AM	2:27	Lines works
Network	Planned	6	4 Feb 2024	8:00 AM	4:01 PM	8:01	Lines works
Network	Planned	8	4 Feb 2024	8:30 AM	4:29 PM	7:59	Coordinated Maintenance lines & substations
Network	Planned	792	4 Feb 2024	8:30 AM	3:23 PM	6:52	Coordinated Maintenance lines & substations
Network	Planned	146	10 Feb 2024	8:30 AM	2:01 PM	5:31	Lines works
Network	Planned	99	3 Mar 2024	8:37 AM	2:08 PM	5:31	Lines works
Network	Planned	98	16 Mar 2024	8:39 AM	2:46 PM	6:07	Lines works

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 had any concerns.

During the same period, there were 13 unplanned network outages, due to various reasons, including circumstances outside Ergon's control such as storms. There were also 13 outages affecting individual transformers. Eight of the transformer outages were single customer outages.

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

Type	Planned / Unplanned	Customer Outages	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Reason
Network	Unplanned	924	25 Dec 2023	10:22 AM	12:17 PM	1:54	Severe Weather
Network	Unplanned	924	27 Dec 2023	10:26 PM	12:29 AM	2:02	Protective Device Operated
Network	Unplanned	926	03 Jan 2024	9:54 PM	11:29 PM	1:34	Transient Fault of Unknown Origin (Storm)
Network	Unplanned	906	04 Jan 2024	5:39 PM	7:49 PM	2:09	Substation emergency maintenance
Network	Unplanned	225	09 Jan 2024	7:15 PM	7:37 PM	0:21	Severe Weather
Network	Unplanned	100	31 Jan 2024	5:22 PM	2:07 PM	20:44	Fallen Power Lines (Wet weather)
Network	Unplanned	927	1 Feb 2024	8:56 AM	9:25 AM	0:29	Public Safety Isolation
Network	Unplanned	225	1 Feb 2024	6:09 PM	6:17 PM	0:08	Lines Emergency Maintenance
Network	Unplanned	4	3 Feb 2024	3:22 PM	4:14 PM	0:51	Equipment Failure or Malfunction
Network	Unplanned	609	11 Feb 2024	7:37 PM	11:50 PM	4:13	Vehicle hit pole
Network	Unplanned	838	14 Feb 2024	3:24 AM	11:00 AM	7:36	Protective Device Operated
Network	Unplanned	925	9 Mar 2024	5:05 AM	10:50 AM	5:44	Transient Fault of Unknown Origin (Wet weather)
Network	Unplanned	926	20 Mar 2024	5:21 AM	8:58 AM	3:36	Natural Hazard e.g. trees, animal (Wet weather)
Transformer	Unplanned	1	26 Dec 2023	1:56 PM	6:41 PM	4:44	Service Fuse Blown
Transformer	Unplanned	1	27 Dec 2023	2:30 PM	4:50 PM	2:19	Overload
Transformer	Unplanned	1	29 Dec 2023	8:22 PM	11:23 PM	3:00	Overload
Transformer	Unplanned	1	17 Jan 2024	4:22 PM	6:59 PM	2:36	Fuse Operated

Type	Planned / Unplanned	Customer Outages	Outage Date	Outage Start	Outage End	Outage Length (Hrs/Mins)	Reason
Transformer	Unplanned	6	20 Jan 2024	7:23 PM	10:15 PM	2:51	Fuse blown
Transformer	Unplanned	1	26 Jan 2024	3:55 PM	6:57 PM	3:01	LV-Leakage / Pole top fire (Wet weather)
Transformer	Unplanned	1	7 Feb 2024	12:04 PM	2:06 PM	2:01	Fuse Blown
Transformer	Unplanned	1	10 Feb 2024	9:43 AM	12:25 PM	2:41	Conductor Connection Failure
Transformer	Unplanned	65	15 Feb 2024	6:09 AM	8:03 AM	1:53	Generation failure - Isolated
Transformer	Unplanned	65	15 Feb 2024	12:45 PM	12:57 PM	0:12	Generation failure - Isolated
Transformer	Unplanned	65	21 Feb 2024	11:07 AM	12:40 PM	1:33	Lines Emergency Maintenance
Transformer	Unplanned	65	28 Feb 2024	7:22 AM	10:30 AM	3:07	Equipment Failure or Malfunction
Transformer	Unplanned	1	29 Feb 2024	3:10 PM	5:30 PM	2:20	Service Asset Fault (Wet weather)

Ergon Energy Network is working to improve reliability in these areas after inheriting an ageing network that was designed and built by a private operator when the now-defunct Laguna Quays Resort was established in the early 1990s.

Ergon Energy Network representatives met with members of the community at the Midge Point Progress Association meeting in November 2023 to answer their questions and outline plans for the immediate and longer-term, including the replacement of an underground cable; improvements to the sub-transmission line into Laguna Quays; and a continued and thorough maintenance program.

While wet weather has delayed the repair of a faulty underground cable supplying some customers at Laguna Quays, Ergon Energy will continue to support those customers with generation until these complex repairs are completed and network supply can be safely restored.

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.