

Power outage to your premises



RECEIVED 13 JUL 2018

The Occupier

PO BOX 175
OXENFORD QLD 4210

Dear Customer,

Energex plans to carry out important work to upgrade and/or maintain the safety and capability of the electricity network in your neighbourhood. This work is scheduled to take place on the date below (weather and/or emergency work permitting). **For safety reasons, electricity will not be available to your home / premises during the times stated. When work is completed, our representative may be required to access your switchboard and main switch to conduct necessary safety tests prior to restoring your electricity supply.** We thank you in advance for your understanding and support for this important work.

Proposed electricity outage

Expected date(s) of outage	Wednesday 18th July 2018
Work expected to occur between	9:00 AM - 1:00 PM
Expected duration of outage	4 Hours
Premises/suburb affected	GRACEMERE GARDENS CCT, HOPE ISLAND, QLD, 4212 (visit www.energex.com.au and search 'planned outages')

What you need to do

Access required to your switchboard and main switch Yes (*Refer access requirements below*) No

Access requirements: If 'Yes' has been ticked in the box above, Energex requires clear access to your switchboard and main switch. Please contact your Energex representative on page 2 of this notice if special arrangements are required in order to gain access. Making this prior arrangement will help us restore your power without any delays.

Special conditions (refer page over for more information)

Traffic control on site Yes No

Other relevant information Maintaining electrical transformer located in Calton Drive, Hope Island.

Cancellation of work or extended completion time

Planned work may run over the expected completion time when unforeseen circumstances occur.

Sometimes, planned work may also be cancelled at short notice due to unforeseen circumstances, including weather and/or emergency work. We may not be able to notify you if this work is cancelled, however, we will notify you when the work is rescheduled. To check whether your planned outage has been cancelled, search for your suburb at energex.com.au.

Additional information to help you prepare

- If you are reliant on **life support** equipment, please ensure you have alternative arrangements in place, if required. To register as a life support customer, please contact Energex or your electricity retailer, where you will be advised of the process you must follow. It is also important that you have a plan of action in case of emergency power outages. For further information, please contact us on 13 12 53.
- Your safety remains our highest priority. In certain circumstances during planned work, **traffic control** may be required to safely direct vehicle and pedestrian traffic around the work site. See page 1 of this form to confirm if traffic control is required in your area.
- It is not necessary to turn off switches at the main switchboard. However, turn off and **unplug all electrical and heating appliances** (with the exception of refrigerators and freezers) prior to the outage notification time. Try to avoid opening your refrigerator and freezer during the outage.
- If your **water supply uses an electric pump**, store enough water for your needs during the outage.
- Electric garage doors and gates may not operate during the outage. Ensure you have arranged **alternative access to your property**, for example key access.
- If you have **solar supply**, you will still be affected by this planned outage. Solar photovoltaic (PV) installations will not be able to feed into the grid during the planned outage because inverters are designed to only operate when mains supply is available. Inverters will automatically disconnect from the grid during the outage and reconnect when mains supply is restored. Please refer to your Network Connection Agreement clause 7.4 or New Connection Contract Letter for further information.
- If it is essential to keep **power supplied to certain appliances**, for example, if you work from home and rely on electricity for your small business, you may need to seek alternative sources of supply during the outage. A licensed electrical contractor will be able to provide advice on the best solution for you (including advice on generator hire) and they can be found via Yellow Pages (yellowpages.com.au).

For further information

Enquiries regarding this service during business hours should be directed to the representative nominated below:

Contact	D. King (Distribution Field Delivery Gold Coast)	Phone	13 12 53
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Organisation	<input checked="" type="checkbox"/> Energex	<input type="checkbox"/> Authorised Contractor
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After hours enquiries should be directed to Energex on 13 12 53 or visit energex.com.au

Energex use only

Reference AS1877351 - QB13963481

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