

Media statement

22 January 2020



Media statement can be attributed to Essential Energy Operations manager, Ian Armstrong.

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Essential Energy is asking customers who remain without power as a result of the recent devastating bushfires across the South Coast, Snowy Valley and Riverina areas, to contact them to discuss their ongoing power needs as repairs to the network and power restoration work continues.

Over the past week Essential Energy has attempted to contact all customers without power to discuss their current power arrangements and estimated power restoration dates, however there remains a number of customers that haven't been reached after multiple attempts, and it's these customers that are being encouraged to contact Essential Energy on 13 23 91

Essential Energy is also sending text messages to these customers, urging them to contact us.

Essential Energy is offering small portable loan generators and fuel vouchers to all customers without power across the bushfire affected area. To date more than 60 customers have taken up the generator offer, and several hundred fuel vouchers have been supplied.

If people know their neighbour or other members of the community are away, possibly staying with friends or family, or in need of assistance with a generator we ask them to reach out and have them call Essential Energy.

As of this morning, Wednesday 22 January, approximately 1000 customers remain without power across the South Coast, Snowy Valleys and Riverina areas, with some areas to remain without power until mid-February. Essential Energy crews have restored power to more than 36,000 customers since New Year's Eve.

Bush fire affected families and businesses can also now access all available assistance being offered by local councils, the State Government and Federal Government, through the NSW Government's new Bush fire Customer Care program. To connect with a Customer Care specialist call Service NSW between 7am and 7pm on 13 77 88.

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