

# PUBLIC ELECTRICAL SAFETY AWARENESS PLAN 2018-19





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# INTRODUCTION

As one of Australia's largest distribution network providers and a key enabler of economic activity throughout regional, rural and remote New South Wales and parts of southern Queensland, Essential Energy delivers electricity to more than 855,000 consumers across our vast and diverse geographical footprint.

In real terms, our footprint covers 737,000 square kilometres of landmass and contains over 183,612 km of overhead powerlines and 1.38 million poles. Managing a network that size in a high-risk industry that deals with electricity every day means we are serious about every aspect of our safety responsibilities.

Each year we review our plans to promote safety to ensure our employees, contractors and members of the community can benefit from the energy we deliver to homes, businesses, hospitals, schools, and civic and community infrastructure.

Essential Energy's Public Electrical Safety Awareness Plan is our safety commitment to the 1,500 communities in which we operate. The Plan outlines the programs and activities that we initiate or continue to perform in order to promote public safety awareness and education to all groups.

We have actively sought input and feedback from our Customer Advocacy Group in the creation of public safety activities that are relevant and effective in the community. We also seek the Group's help to promote public safety messages to the customer segments and industries they represent. To find out more about our Customer Advocacy Group visit

**[essentialenergy.com.au/CAG](http://essentialenergy.com.au/CAG).**

By reading through this Plan, encouraging others to do so and discussing what the safety initiatives mean to you, you are helping everyone enjoy an empowered community and stay safe around Essential Energy's network.



**John Cleland**

Chief Executive Officer



L to R, Bryce Dyer and John Cleland

With a focus on continuous improvement in our approach to safety, we regularly identify the most effective actions that can be taken to deliver high standards of safety and risk awareness. We developed the activities in this 2018-19 Public Electrical Safety Awareness Plan by drawing insights from the previous 12-month reporting period. This information was used to inform monthly reviews and associated public messages, aimed at ensuring our communications efforts are directed in the most effective ways.

The Public Electrical Safety Awareness Plan aims to directly raise awareness around electricity safety in six at-risk groups across our regional, rural and remote network area: general public, agribusiness, aviation, building, transport, emergency services and public authorities. We undertake key activities tailored to each group, including an active presence at events such as AgQuip and Henty Field Days, working with key stakeholder groups including the NSW Farmers Association, the NSW Rural Fire Service and councils to promote the Look Up and Live campaign during high seasonal activities.

Reaching school-aged students has been an important part of our communications, realised through an annual primary school safety program that culminates in Electricity Safety Week each September. The 2018 program delivered a high level of engagement, with 879 schools registering, representing 96 per cent of all primary schools across the network and reaching over 90,000 students. Teacher feedback indicated that 91 per cent believed the Electricity Safety Week activities helped students be more aware and behave more safely around electricity.

This Public Electrical Safety Awareness Plan is a demonstration of our commitment to safety knowledge and education. We welcome your feedback, which helps us ensure that we have progressive and effective public safety plans and activities. Feedback can be provided by emailing us at **[public.safety@essentialenergy.com.au](mailto:public.safety@essentialenergy.com.au)**

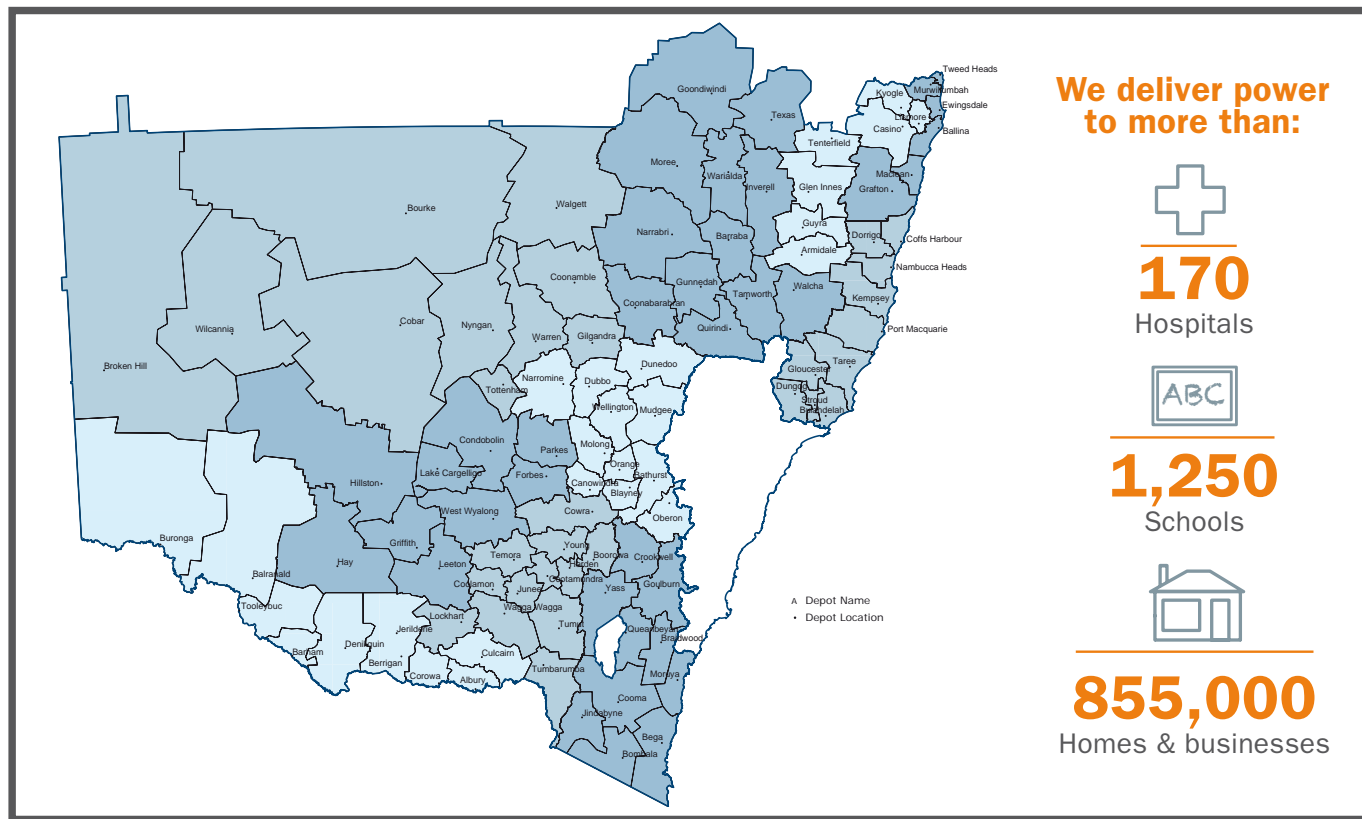


**Bryce Dyer**

Chief Human Resources Officer, Head of People and Safety



# ABOUT ESSENTIAL ENERGY



## We build, operate and maintain the electricity network to empower communities.

At Essential Energy we look after the poles and wires that deliver electricity to 95 per cent of New South Wales and parts of Southern Queensland.

The electricity we deliver powers the homes, hospitals, schools, businesses and services that form your community. Our team is on call 24/7 to fix power outages, maintain the poles and wires and look at innovative and cost-effective ways to provide our services.

We aim to continuously improve safety performance for employees, contractors and the community, and the reliability, security and cost efficiency of the network, while striving to maintain downward pressure on the network component of customers' electricity bills.

Safety is at the forefront of everything that we do. Our Vision, Purpose and Values highlights *Make safety your own* as the key focus for our employees and is integrated into our culture.

In addition, safety is reflected in our business objectives which are:

- continuous improvements in safety culture and performance
- operate at industry best practice for efficiency, delivering best value for customers
- deliver real reductions in customers' distribution network charges
- deliver a satisfactory Return on Capital Employed.

The Public Electrical Safety Awareness Plan (PESAP) outlines the key initiatives and campaigns we are undertaking throughout 2018-19 to raise electrical safety awareness in our communities and across key industry sectors.

# OUR COMMITMENT

Essential Energy's Customer Commitment Statement was developed using global research and in consultation with employees and customer representatives.

## Customer commitment statement



We will listen to and respect our customers, safely deliver on our promises and place customers at the centre of everything we do.

Our job, as a poles and wires business, is to deliver electricity safely, reliably and efficiently.

### Our commitment to customers is that we will:

#### Listen

- To understand their needs
- To act on and address their feedback
- To provide service that is courteous, fair and professional

#### Respect

- Their safety and well-being
- Their diversity and the communities in which they live
- Their property and privacy



#### Deliver

- On our promises
- Information that is clear and timely
- Our services efficiently and be easy to deal with

#### More information

Go to Essentialnet and type 'Customer Care Essentials' into the search bar for more customer care information.

[essentialenergy.com](http://essentialenergy.com)

# PESAP

This **Public Electrical Safety Awareness Plan (PESAP)** outlines the key initiatives and campaigns Essential Energy is undertaking to raise electrical safety awareness in our communities and across key industry sectors.

## Our key objectives are to:

- raise awareness and improve understanding in the general community and in priority industry sectors about safety hazards associated with the electrical distribution network.
- foster positive, proactive association with our communities to increase awareness about electrical safety.
- identify areas of risk and implement strategies to prevent incidents resulting from interaction with the network.
- demonstrate Essential Energy's commitment to the safety of everyone interacting with our network.

The **PESAP** is regularly updated to reflect our latest incident analysis, ensuring our electrical safety awareness programs target those groups most at risk of incidents involving the electricity network.



# OUR SAFETY REPORTING OBLIGATIONS

## New South Wales

For public safety incidents in New South Wales, we report notifiable events including Serious Electricity Works Accidents (SEWA) to the Independent Pricing and Regulatory Tribunal (IPART) in accordance with the Electricity Networks Reporting Manual, May 2017.

### Notifiable events

A notifiable event occurs whenever:

- electricity works are involved such as electricity powerlines or associated equipment, or electricity structures that form part of a transmission or distribution system (known in the industry as electrical mains and apparatus)
- incidents or near misses involving network operator employees or contractors relating to bushfire risk management work within private electrical installations.

### SEWA

A subset of notifiable events, a SEWA is defined in the *Electricity Supply Act 1995 (NSW) (ES Act)* as:

- an accident in which electricity works are involved, as a consequence of which a person: dies, suffers permanent disability, is hospitalised, receives treatment from a health care professional or is unable to attend work for any period of time.

SafeWork NSW grants us permission to disturb the site of a SEWA on behalf of IPART.

## Queensland

For public safety incidents in Queensland, we report serious electrical incidents and dangerous electrical events to the Queensland Electrical Safety Office, in accordance with the requirements of the *Queensland Electrical Safety Act 2002*.

### Serious electrical incidents

A serious electrical incident is an incident involving electrical equipment where a person:

- is killed by electricity
- receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor
- receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.

### Dangerous electrical events

A dangerous electrical event is an incident when:

- a person, for any reason, is electrically unsafe around high voltage electrical equipment, even if the person does not receive an electric shock or injury
- significant property damage is caused by electricity or something originating from electricity (e.g. electrical fire)
- unlicensed or unsafe electrical work is carried out
- electrical equipment is unsafe, or does not have electrical equipment safety system (EESS) approval markings.

## The role of TotalSAFE




**TotalSAFE** is Essential Energy's information management system for data related to health, safety and the environment. It can be accessed by all Essential Energy employees. Publicly reported data is logged in **TotalSAFE** via **13 20 80**.

**TotalSAFE** captures injuries and near misses and helps us to identify safety hazards across our network. We analyse the reported information to highlight improvement opportunities and operational deficiencies, and to guide the development of measures that maximise the safety of our employees, customers and the communities we serve.

Public safety incident data is also captured in **TotalSAFE**. We analyse each incident according to its industry grouping, approximate geographic location, type of asset and the object involved. Through this analysis, we develop targeted programs and campaigns that increase public awareness of the risks associated with Essential Energy's network, with the aim of reducing these incidents.



**This PESAP outlines the key initiatives and campaigns that will be undertaken to address the top six at-risk groups identified through our public safety incident data analysis. These at-risk groups are:**

|  |  |   |   |
|--|--|---|---|
| <b>GENERAL PUBLIC:</b><br>Vehicle use, property maintenance, and vegetation management |   | <b>AGRIBUSINESS:</b><br>Agricultural related and farm activities  |   |
| <b>AVIATION:</b><br>Recreational and agricultural applications                         |   | <b>BUILDING:</b><br>Construction and demolition activities, including roadworks   |   |
| <b>TRANSPORT:</b><br>Commercial and public transport                                   |  | <b>EMERGENCY SERVICES &amp; PUBLIC AUTHORITIES:</b><br>Police, Fire and Rescue, Ambulance, Rural Fire Service, and Councils |  |

**We will continue to invest in improving our data analysis capabilities so we can:**

- identify trends, patterns and anomalies in safety performance
- determine and predict emerging issues or risks
- understand effectiveness of preventative and corrective actions
- utilise the outcomes of data analysis to inform decision making, resource allocation and development of targeted programs.

## Glossary

**GIS:** Geographic Information System – software that maps our electricity network.

**Overhead powerline:** powerline cables and wires, usually strung along a series of pole structures to distribute electricity at various voltages. We operate and maintain 183,612 km of overhead powerlines.

**Padmount:** packaged ground mounted distribution substation, generally painted green and approximately the size of a small car.

**Pillar:** pillars are small above-ground boxes that serve as a junction point for underground low voltage cables.

**Pole:** structure used to carry overhead powerlines. Most poles used across our distribution territory are wood, but concrete, steel and other materials are used on some sections of the network.

**Stay:** high-strength, tensioned wire anchored into the ground or to another pole to assist the structural integrity of power poles.

**Underground powerline:** electricity cable/wires, installed directly, buried underground or within conduits to distribute electricity at various voltages. Most new urban land subdivisions have underground electricity distribution and Essential Energy also has underground distribution on other sections of its network such as central business districts.



# Total public safety electrical incidents on Essential Energy's network

Over the past financial year, Essential Energy has invested time and resources in improving safety incident reporting and analysis, so we can obtain deeper insights into trends and at-risk groups.

This is the second year of data following the implementation of **IPART's** new safety incident reporting manual (October 2016) that increased the scope and definition of safety incident reporting requirements. Essential Energy is continuing to embed this framework in the organisation.

The criteria for inclusion in the PESAP include:

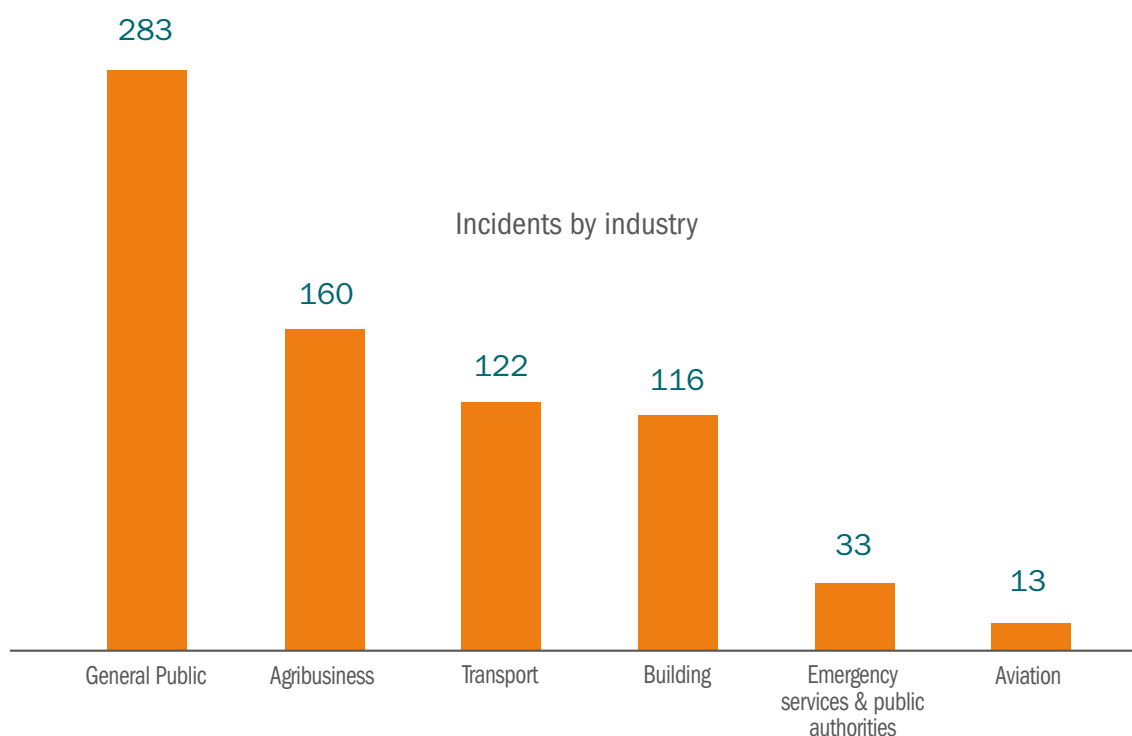
- an incident involving the general public or public worker impacting Essential Energy assets resulting in a functional failure of the asset
- Essential Energy assets result in exposure of the public to a safety issue
- risk-based approach in determining if there was potential exposure to injury
- categorisation by at-risk category where public safety campaigns are most likely to prevent or mitigate the risk of future incidents.

In 2017-18 there were 727 public safety incidents involving Essential Energy's network assets. Essential Energy is continuing to improve the timeliness and accuracy of safety incident reporting.

iPads, iPhones and roam devices allow our workers to be more agile and report safety matters at the time of the incident rather than when returning to the depot for their next shift. This in turn allows Essential Energy to respond to and escalate issues effectively and work with other public authorities such as emergency services to make sites safe and help the parties involved.

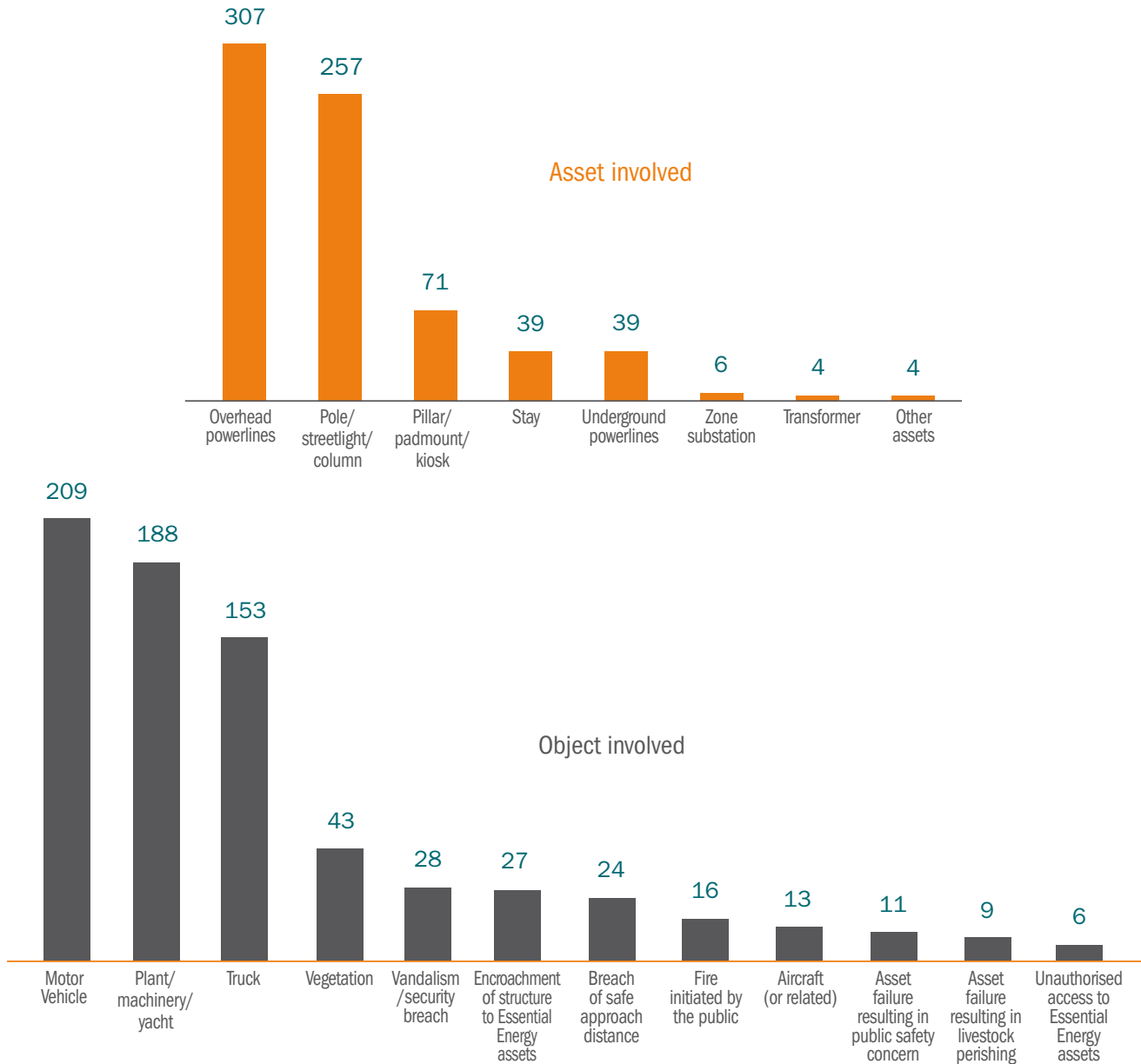
## High level trends and results for 2017-18

- The higher number of public safety incidents reflect the nature of Essential Energy's rural based network across NSW. General public and agribusiness represent a combined total of 443 or 61 per cent of overall public safety incidents (727).
- In terms of key objects involved in public safety incidents, 550 or 76 per cent involve third parties operating motor vehicles, trucks or plant and machinery.
- A higher number of public safety incidents happened in November (78), April (68) and October (67).



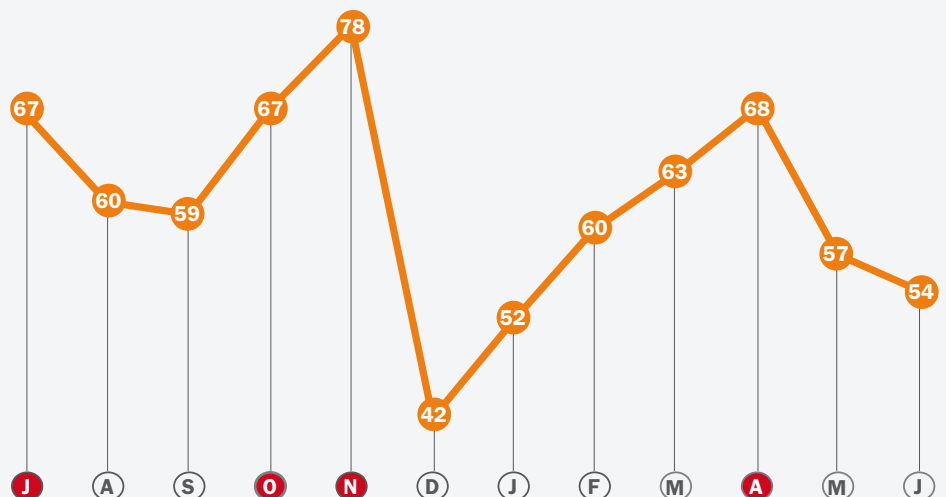
# Total public safety electrical incidents on Essential Energy's network

Essential Energy's priority when attending a safety incident is to make the site safe and work with emergency services to help the community in any way we can.



## Seasonal trends

Seasonal trends point to November (78), April (68) and October (67) as the peak times of safety incidents across all public safety incidents.





# General public

The general public at-risk group covers public safety incidents involving renovations, do-it-yourself (DIY), vehicles and vandalism. This group also includes public workers.

## Incidents involving general public

**39%**

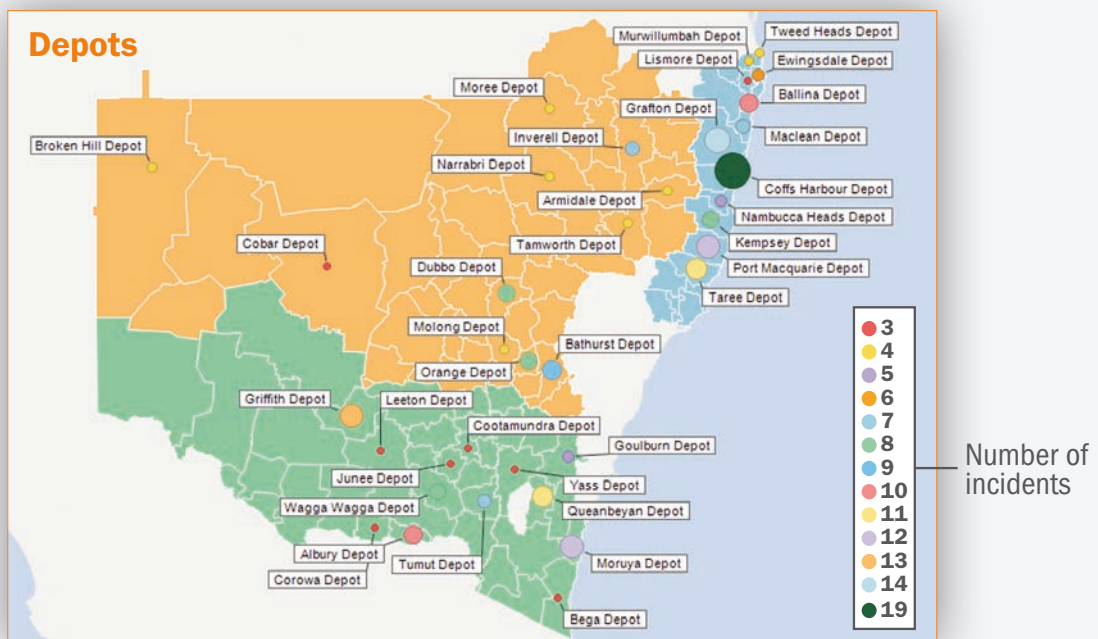
of all public safety incidents in  
**2017-18**

**283**

public safety incidents recorded for this group, the majority involving motor vehicles contacting overhead assets such as powerlines and poles.

## Incident clusters

Geographic cluster analysis provided us with insights into risk areas that have experienced high incident rates, which we then used to develop safety communications targeting these locations. There were 283 public safety incidents involving the general public over the 2017-18 reporting period. The highest number of incidents in 2017-18 occurred around Coffs Harbour (19), Griffith and Grafton (13) and Port Macquarie (12), possibly due to higher populations in these centres when compared to others across Essential Energy's footprint.



211

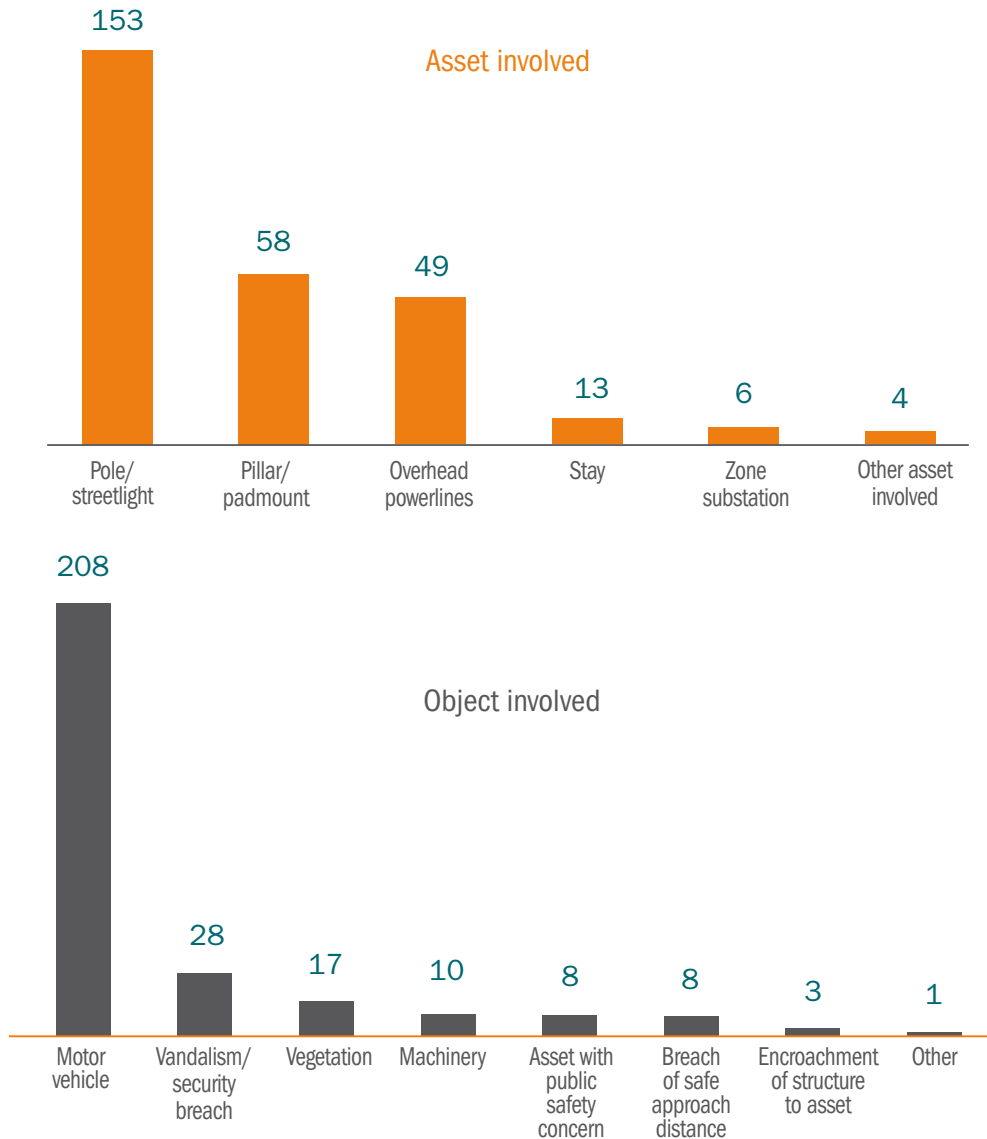


# General public

The general public at-risk group covers public safety incidents involving renovations, do-it-yourself (DIY), vehicles and vandalism. This group also includes public workers.

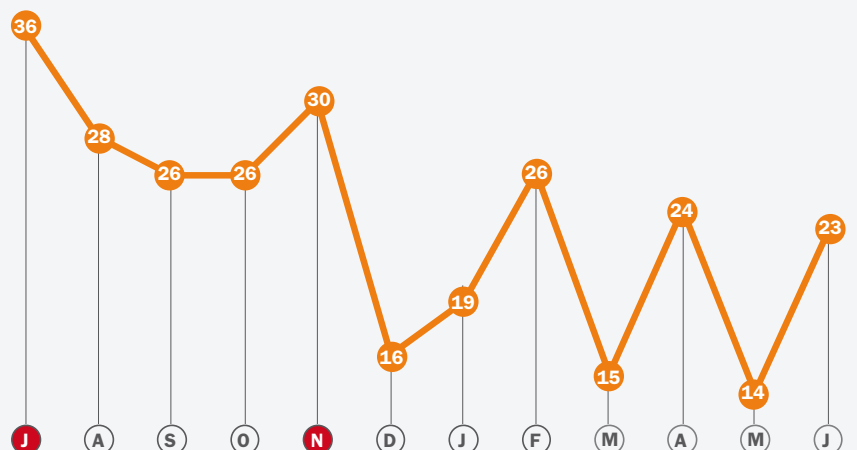
## Incident analysis

The typical general public incident involves a motor vehicle contacting a power pole or streetlight column.



## Seasonal trends

Seasonal trends point to July and November as the peak times of safety incidents for this at-risk industry, and therefore targeted programs in the months preceding these times will best direct our resources. December appears as one of the lowest months for general public incidents which corresponds with end of year holidays and an increased police presence on our roads.





## Public programs

### Progress to date

Educating drivers, home-owners, farmers, builders and other members of the public about electricity safety remained a priority.

Essential Energy's School Safety Program continued to be a keystone activity for engaging and teaching the next generation. It has the continued support of the Department of Education and was aligned with the national curriculum to ensure it was easy for teachers to implement.

Our 2017-18 program reached more than 80,000 students across 879 primary schools, accounting for 96 per cent of schools within our footprint. Now in its third year, our poster competition engaged more school students than ever with 1510 posters received in 2017-2018, almost double the year prior (888) and significantly higher than the 252 received in 2015-16.

In addition, we deployed public safety messages during the storm season and ran bushfire risk mitigation campaigns through social media and media releases. We also utilised our on-hold messaging service to inform customers on the importance of reporting shocks and tingles.



School safety poster

Poster competition winners



### 2018-19 Strategies

#### Engage

- Continue to engage Essential Energy's Customer Advocacy Group to provide insight into planned public safety activities for all at-risk groups.

- Continue partnership opportunities with SafeWork NSW, including awareness programs relating to work, health and safety compliance for public workers.
- Engage the Roads and Maritime Service to investigate 'Black Spot' poles identified through incident analysis.
- Attend the AgQuip and Henty Field Days to promote safety messages and engage with the community on public safety matters.

#### Educate

- Deliver and continue to improve the School Safety Program, including Electricity Safety Week in September each year. For further information about the Program, visit our website: [essentialenergy.com.au/education](https://essentialenergy.com.au/education)
- Actively partake in the Aurora College Pilot class, educating gifted and talented students from rural and remote New South Wales on electrical safety.
- Promote the bushfire risk mitigation activities that we undertake through our Vegetation Management Plan, communicating the importance of clearance zones.
- Direct members of the community to [essentialenergy.com.au/trees](https://essentialenergy.com.au/trees) for our Plan Before You Plant guidelines for planting around powerlines and the tree-trimming distances required to reduce the risk of bushfires.
- During the storm season (October to March), promote safety messages about what to do before, during and after severe weather events. These include:
  - always stay at least eight metres away from fallen powerlines and avoid contact with them
  - look out for indicators of damage to the electricity network
  - after a flood, always have a qualified electrician inspect all wiring before turning electricity supply back on.
- To address the high incident rate of vehicles contacting the electricity network in Coffs Harbour, Griffith, Grafton and Port Macquarie, a local media release reminding the public to look out for electricity infrastructure will be delivered.

#### Enable

- Continue to engage with the general public through our online engagement platform, **Essential Engagement**. This enables our customers to provide feedback and engage in discussion around important issues, such as vegetation management, in an easy to use, real-time environment.

The engagement approach also facilitates direct contact between Essential Energy and our Customer Advocacy Group. To have your say, visit our website:

[engage.essentialenergy.com.au](https://engage.essentialenergy.com.au)



# Agribusiness

The agribusiness at-risk group covers public safety incidents involving farming-related activities.

## Incidents involving agribusiness

**22%**

of all public safety incidents in  
**2017-18**

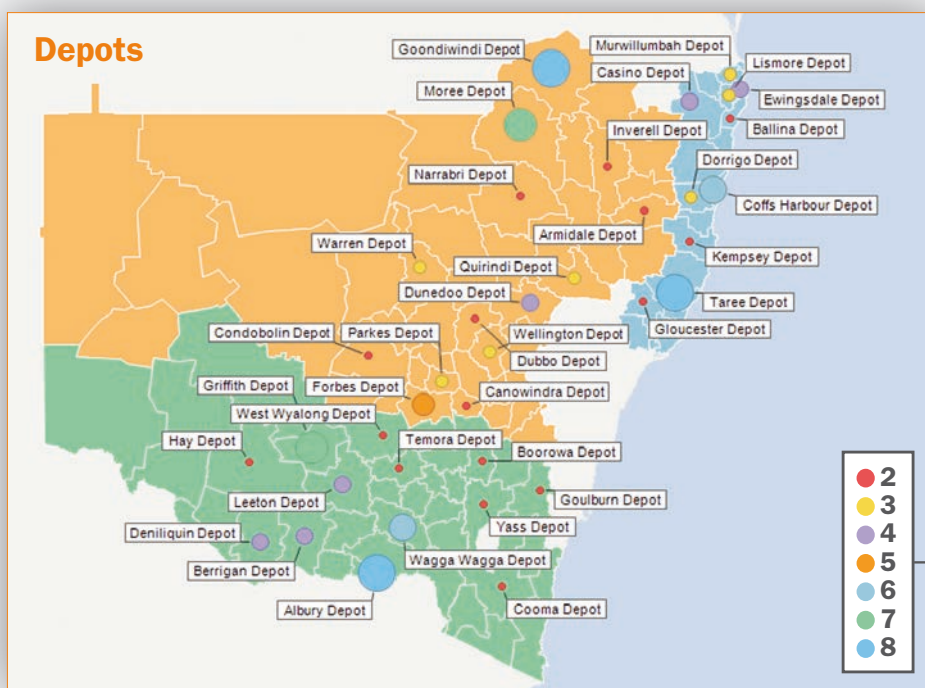
**160**

public safety incidents recorded for this group, the majority involving mixed or unspecified farming activities.

## Incident clusters

There were 160 public safety incidents for agribusiness in 2017-18. The highest number of incidents occurred around Goondiwindi (10), Wagga Wagga (9), Taree (8) and Albury (8).

### Depots



110

### Incident by sector



\*Where the type of agricultural activity is diversified or not known by the Essential Energy worker attending the incident

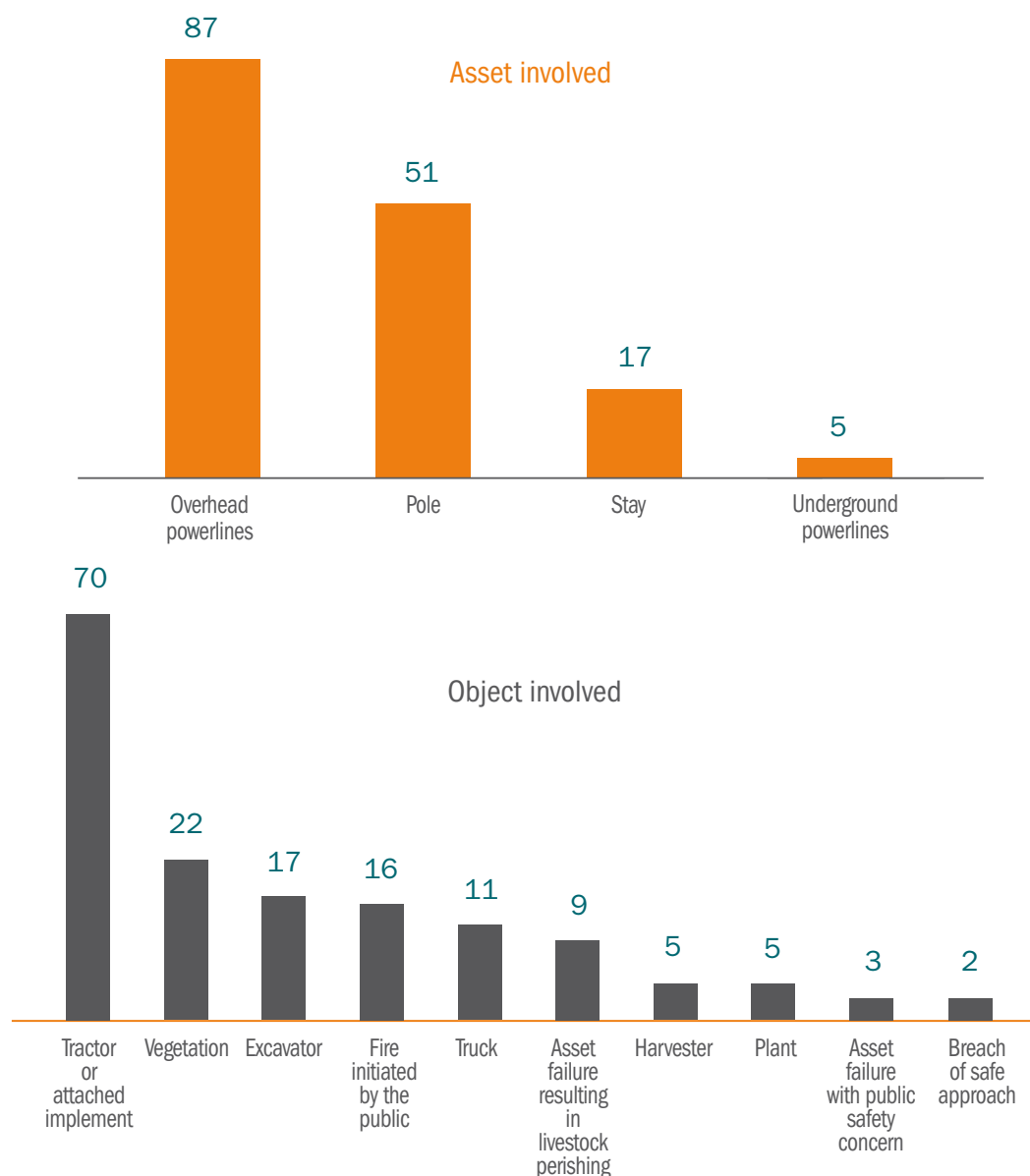


# Agribusiness

The agribusiness at-risk group covers public safety incidents involving farming-related activities.

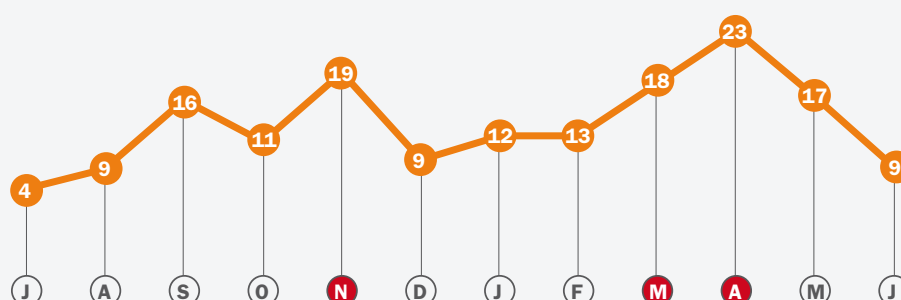
## Incident analysis

The typical agribusiness incident in 2017-18 involved mixed or unspecified farmers using tractors and/or attached implements including boom spray, grain augers or similar farm equipment contacting overhead assets such as powerlines and poles.



## Seasonal trends

Seasonal trends point to November and March/April as the peak times of safety incidents for this at-risk industry, and therefore targeted programs in the months preceding these periods are expected to have the greatest effect.



## Agribusiness programs

### Progress to date

When it comes to potential dangers for members of the Agribusiness Industry working around powerlines and other network infrastructure, Essential Energy advocates the four key safety messages called **LAND** as outlined below:

- **Look up and live.** Identify overhead powerlines and mark them at ground level. Essential Energy can provide electrical network maps showing the location of overhead powerlines on your property.
- **Always be aware.** Before accessing paddocks and work areas, check the location and condition of poles and wires. Conditions can change without notice and heat can affect powerline height.
- **Need to know.** Know the height of farm machinery in both the raised and lowered positions so you can maintain the required safety clearance distances. Powerlines can be as low as 5.5m so always lower machinery fully before moving off and check and observe clearances when working under or around powerlines.
- **Don't disembark.** If your machinery contacts overhead powerlines, stay in the vehicle (if it is safe to do so) and call Essential Energy immediately on **13 20 80**.



AgQuip



Stubble burn-off



NSW Farmers conference

### 2018-19 Strategies

#### Engage

- Continue to engage with NSW Farmers' Association and relevant representative bodies on important safety messages for their members.
- Facilitate ongoing dialogue with agricultural groups through their membership of the Customer Advocacy Group.
- Attend Field Days such as AgQuip and Henty to promote agribusiness safety messages.
- After an incident, make direct contact with members of the relevant agribusiness sector to provide additional safety information.
- Continue to engage with the cotton industry to share safety messaging with members.

#### Educate

- Implement seasonal harvest safety campaigns for grain, cotton and sugarcane industries.
- Continue to promote storm safety messaging that advises landowners to look for indicators of potential network damage e.g. burnt areas in paddocks, injured or downed livestock, smoke or fallen trees.
- Safety messages will also be deployed during sowing season.
- Continue to promote vigilance during stubble burn-off.

#### Enable

- Through the Essential Energy website, provide land-owners with free safety stickers, gate signs, DVDs and posters to assist with communicating safety messages on their properties. There are also fact sheets covering many agribusiness topics. Visit: [essentialenergy.com.au/safety](https://essentialenergy.com.au/safety)
- Provide maps of the overhead electricity network through our website to assist with identifying potential risks. Visit: [essentialenergy.com.au/overhead](https://essentialenergy.com.au/overhead)
- Through our website, facilitate landowner enquiries about powerline markers, requests for overhead electricity network maps and download our farm hazard assessment form: [essentialenergy.com.au/overhead](https://essentialenergy.com.au/overhead)
- Review results and feedback on our new, improved powerline marker and modify it as required.





# Aviation

The aviation at-risk group covers public safety incidents involving the use of aircraft, including recreational aircraft and commercial aerial spraying operations.

## Incidents involving aviation

2%

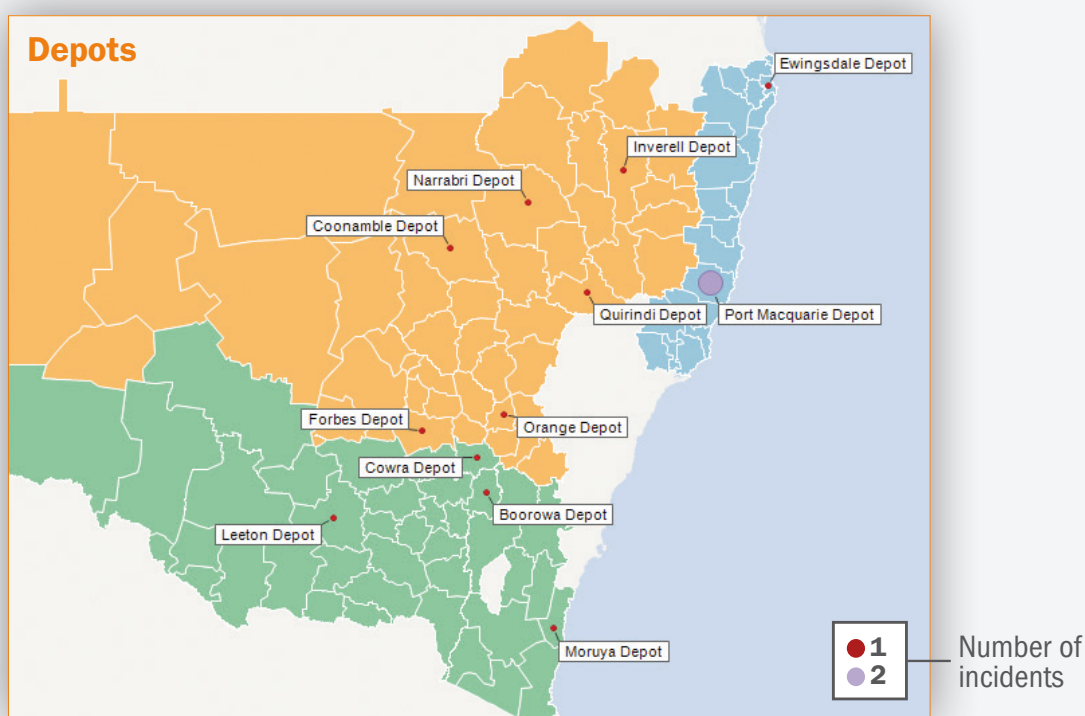
of all public safety incidents in  
**2017-18**

13

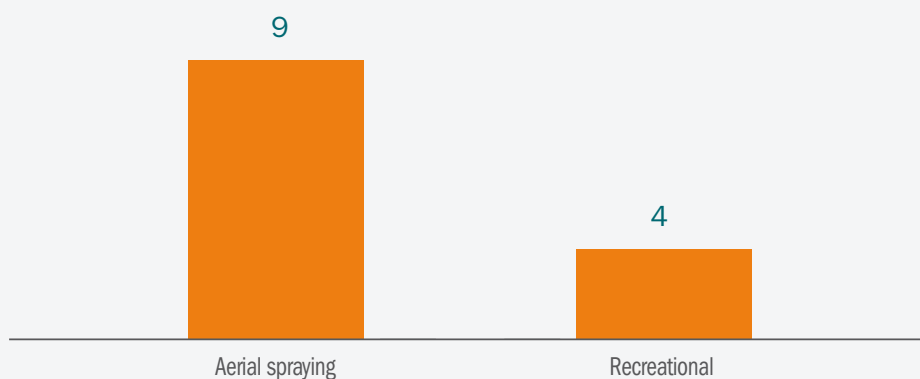
public safety incidents recorded in  
2017-18 for aviation.

## Incident clusters

There were 13 public safety incidents for aviation in 2017-18. There were two cluster events around Port Macquarie with the remainder representing isolated events across regional NSW.



## Incident by sector

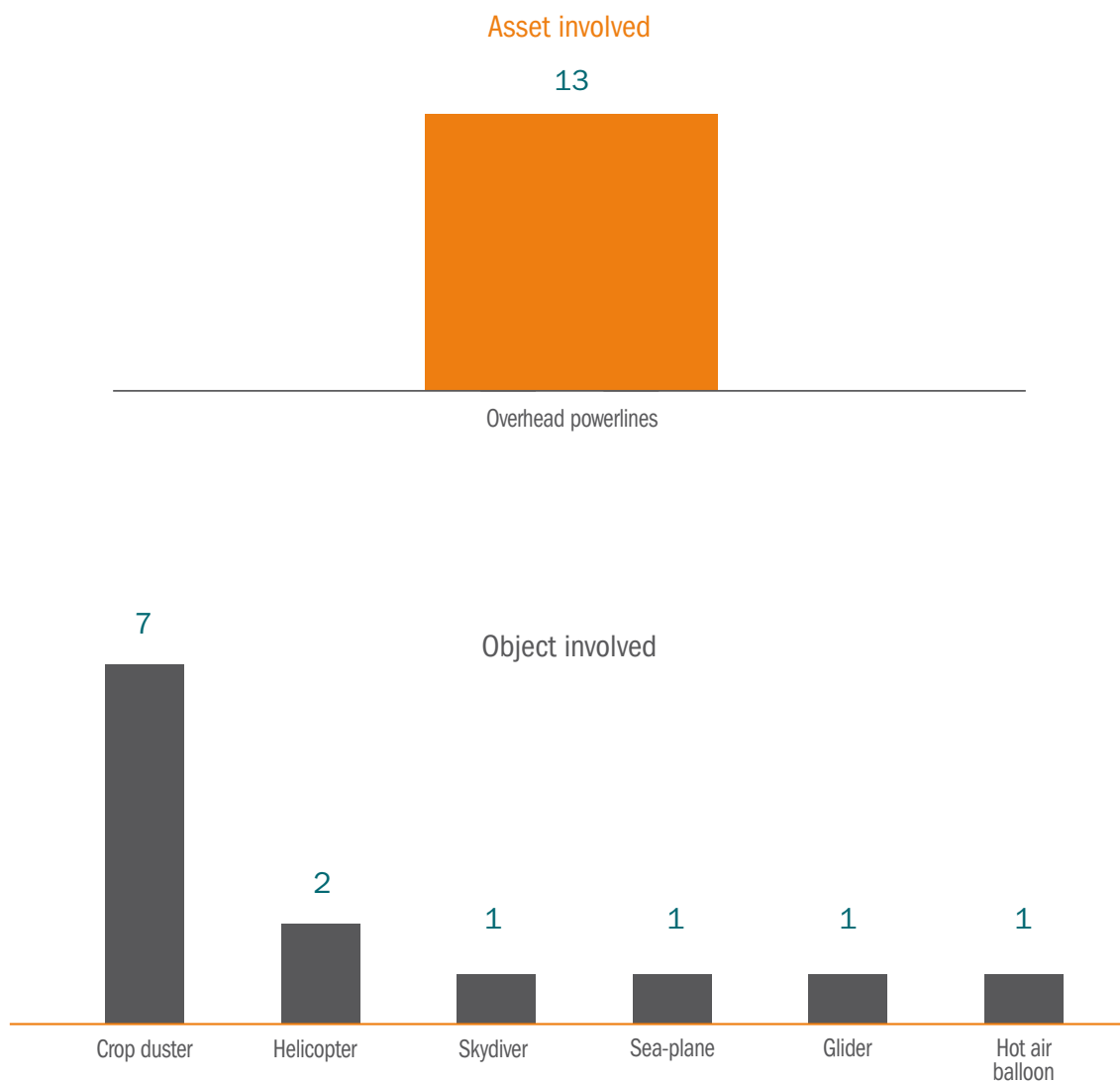


# Aviation

The aviation at-risk group covers public safety incidents involving the use of aircraft, including recreational aircraft and commercial aerial spraying operations.

## Incident analysis

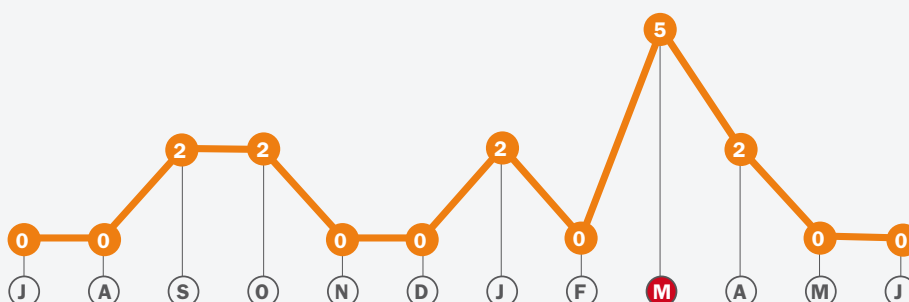
The typical aviation incident in 2017-18 involved crop dusters and helicopters contacting overhead powerlines. The majority of these incidents involved agricultural aerial application.



## Seasonal trends

Seasonal trends point to March as the peak times of safety incidents for this at-risk industry, and therefore targeted programs in the months preceding these times are expected to have the greatest effect.

Incidents in the aviation sector are consistent with trends in the agribusiness sector.



## Aviation programs

### Progress to date

Essential Energy has continued work on the powerline marker, which received an award from the Aerial Application Association of Australia (AAAA) for Innovation in 2017. Overseas distributors expressed interest in the product, having recognised that the design is affordable, lightweight, easy to install and highly visible.

Our communications with the aviation industry in 2017-18 focused on promoting the marker and the availability of overhead electrical network maps during peak aerial application season (coinciding with the lead-up to cotton harvest).



Powerline marker in the field

### 2018-19 Strategies

#### Engage

- Continue to work closely with the AAAA as a Foundation Safety Partner to increase network safety knowledge and minimise the risk of electrical incidents.

#### Educate

- Target communications to the incident cluster event area of Port Macquarie. Aviation safety messaging to be communicated as relevant to address incidents in regional areas.
- Target landowners with a marketing campaign focused on the availability of powerline markers and overhead electrical network maps.
- Promote the improved farm hazard assessment form, which helps landowners discuss electrical safety hazards with employees and contractors before any work begins on their property.
- Seek to engage recreational pilot associations on safety around our network.

#### Enable

- Enable landowners to enquire about powerline markers, request overhead electricity network maps and download the new farm hazard assessment form at: **[essentialenergy.com.au/overhead](https://essentialenergy.com.au/overhead)**
- Constantly review results and feedback on our new powerline marker and modify it as required.



Overhead network maps



# Building - construction and demolition

The building at-risk industry group covers public safety incidents involving construction and demolition work involving excavation, underboring/trenching and domestic/industrial construction activities.

## Incidents involving building

# 16%

of all public safety incidents in  
**2017-18**

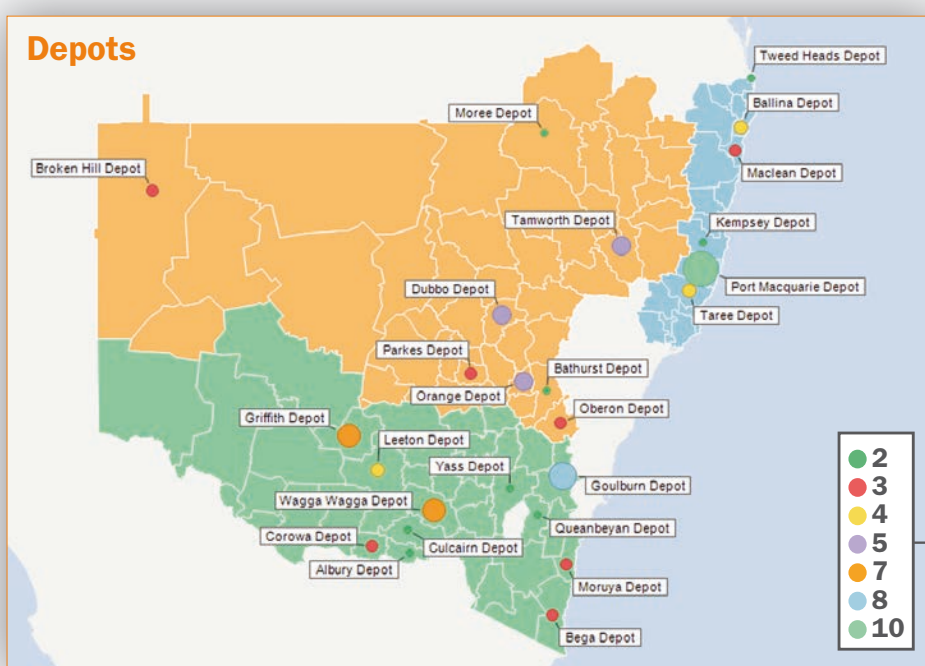
# 116

public safety incidents recorded for 2017-18, the majority involving earthmoving activities.

## Incident clusters

There were 116 public safety incidents in the building industry in 2017-18. The highest number of incidents occurred in Port Macquarie (10), Goulburn (8) and Griffith (7) and Wagga (7), all of which are centres experiencing strong commercial and residential development.

## Depots



## Incident by sector

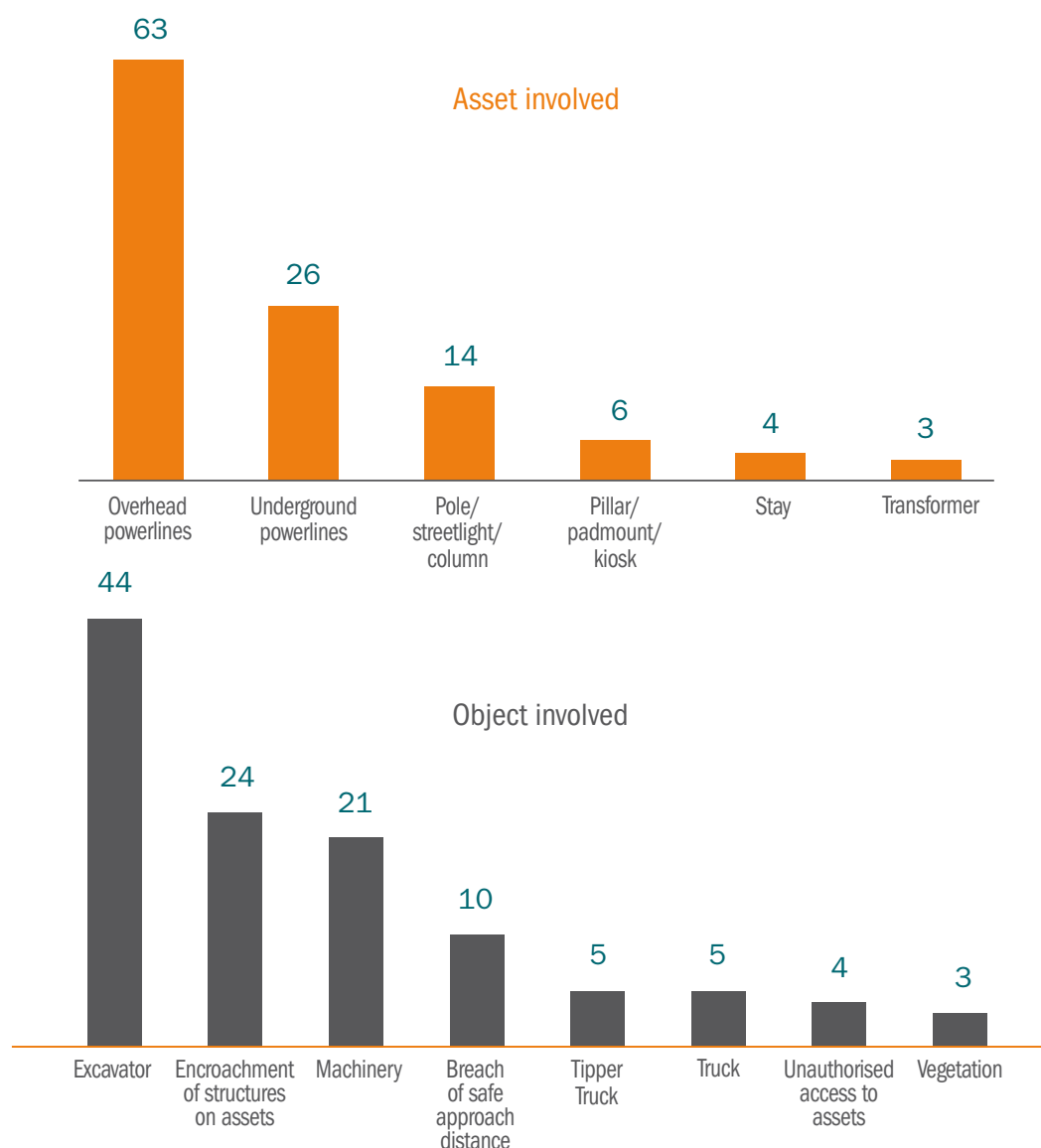


# Building - construction and demolition

The building at-risk industry group covers public safety incidents involving construction and demolition work involving excavation, underboring/trenching and domestic/industrial construction activities.

## Incident analysis

The typical building incident in 2017-18 involved excavators completing earthmoving activities and contacting overhead and underground assets. Encroachment of structures on Essential Energy assets included scaffolding and structures erected within safe distances to overhead assets such as poles and conductors.



## Seasonal trends

Seasonal trends point to May to July as the peak times of safety incidents for this at-risk industry, and therefore targeted programs in the months preceding these times are expected to have the greatest impact.



## Building (construction and demolition) programs

### Progress to date

Essential Energy continued to promote the 'If you don't know, then don't dig' video to customers. This video was created in conjunction with SafeWork NSW, Endeavour Energy and Ausgrid to promote safety around underground powerlines.

Fact sheets promoting specific safety messages for construction and scaffolding activities are also available on Essential Energy's website to support the message. View these fact sheets at:

[essentialenergy.com.au/construction-safety](http://essentialenergy.com.au/construction-safety)

### 2018-19 Strategies

#### Engage

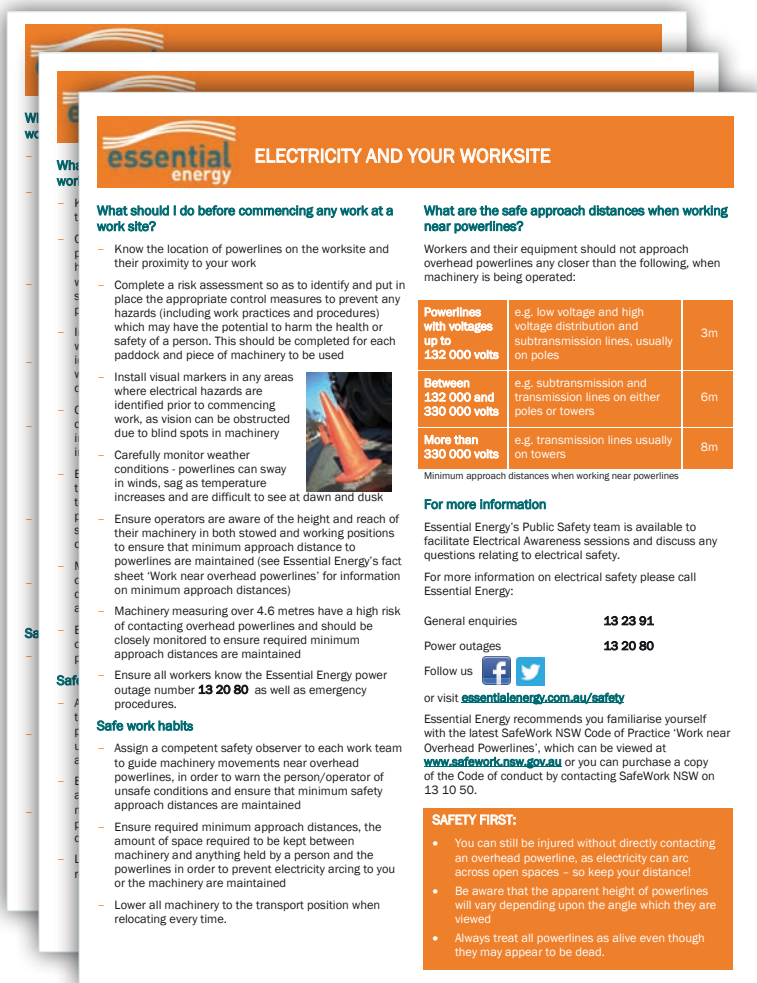
- Investigate providing construction industry associations with information on working safely around construction sites.
- Participate in the Dial Before You Dig (DBYD) program, which is important for construction-related activities operating within Essential Energy's footprint. We email a fact sheet to everyone within our footprint who requests one through DBYD.
- Actively seek partnership opportunities with SafeWork NSW on construction-related initiatives.
- Engage key stakeholders and associations to promote public safety around the electrical network.

#### Educate

- Target high-incidence locations by distributing local media releases to Goulburn, Wagga Wagga and Griffith.
- Provide copies of the new Underground Powerline Safety and Awareness video to operators of construction machinery at events such as Field Days.

#### Enable

- Provide construction-related fact sheets and DVDs that address electrical hazard awareness. These are available at no cost and can be ordered or downloaded from: [essentialenergy.com.au/safety](http://essentialenergy.com.au/safety)
- Promote the availability of overhead electricity network maps so operators of construction machinery can identify potential overhead risks at sites. Visit: [essentialenergy.com.au/overhead](http://essentialenergy.com.au/overhead)
- Encourage requests for powerline markers for construction sites — call **13 20 80**.



Essential Energy factsheets





# Transport

The transport at-risk group covers public safety incidents involving operators of commercial or public transport such as trucks and other high-load vehicles.

## Incidents involving transport

**17%**

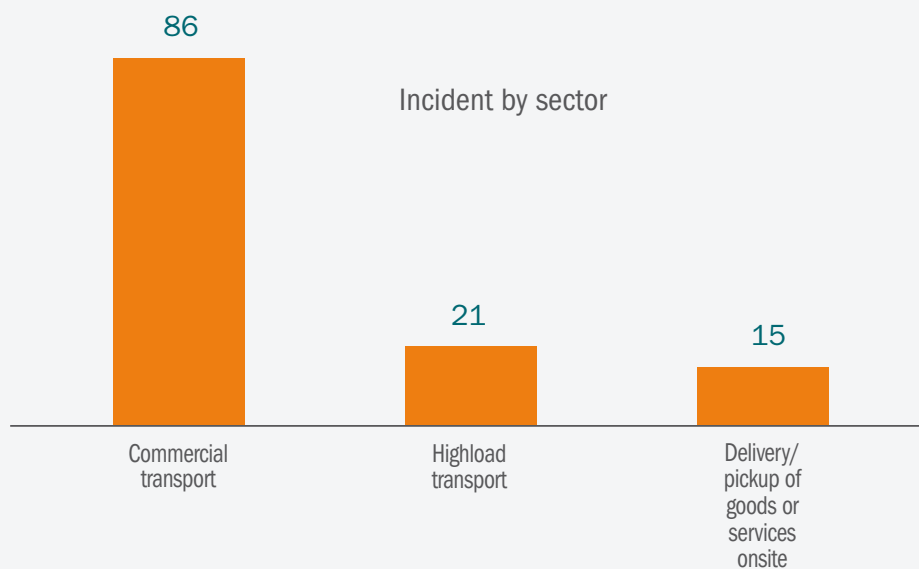
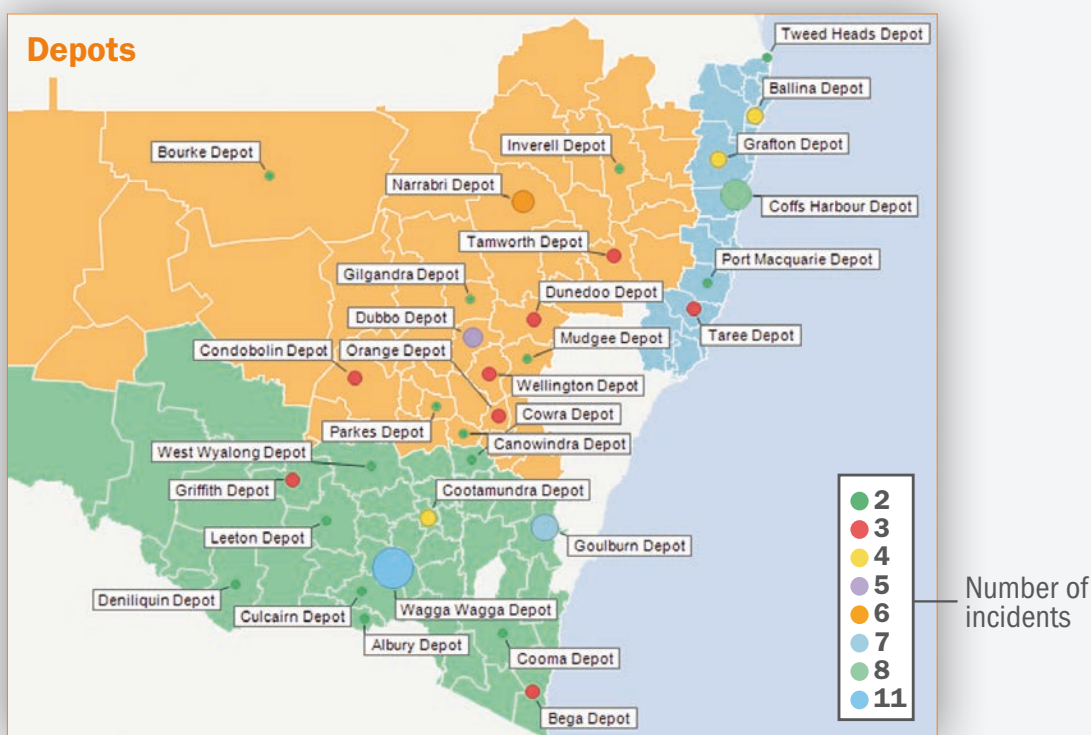
of all public safety incidents in  
**2017-18**

**122**

public safety incidents recorded for this group, the majority involving work performed by commercial transportation.

## Incident clusters

There were 122 public safety incidents for transportation in 2017-18. The highest number of incidents occurred around Wagga (11), Coffs Harbour (8) and Goulburn (7). Transport of equipment and materials to these rural and far North Coast locations are essential for businesses.

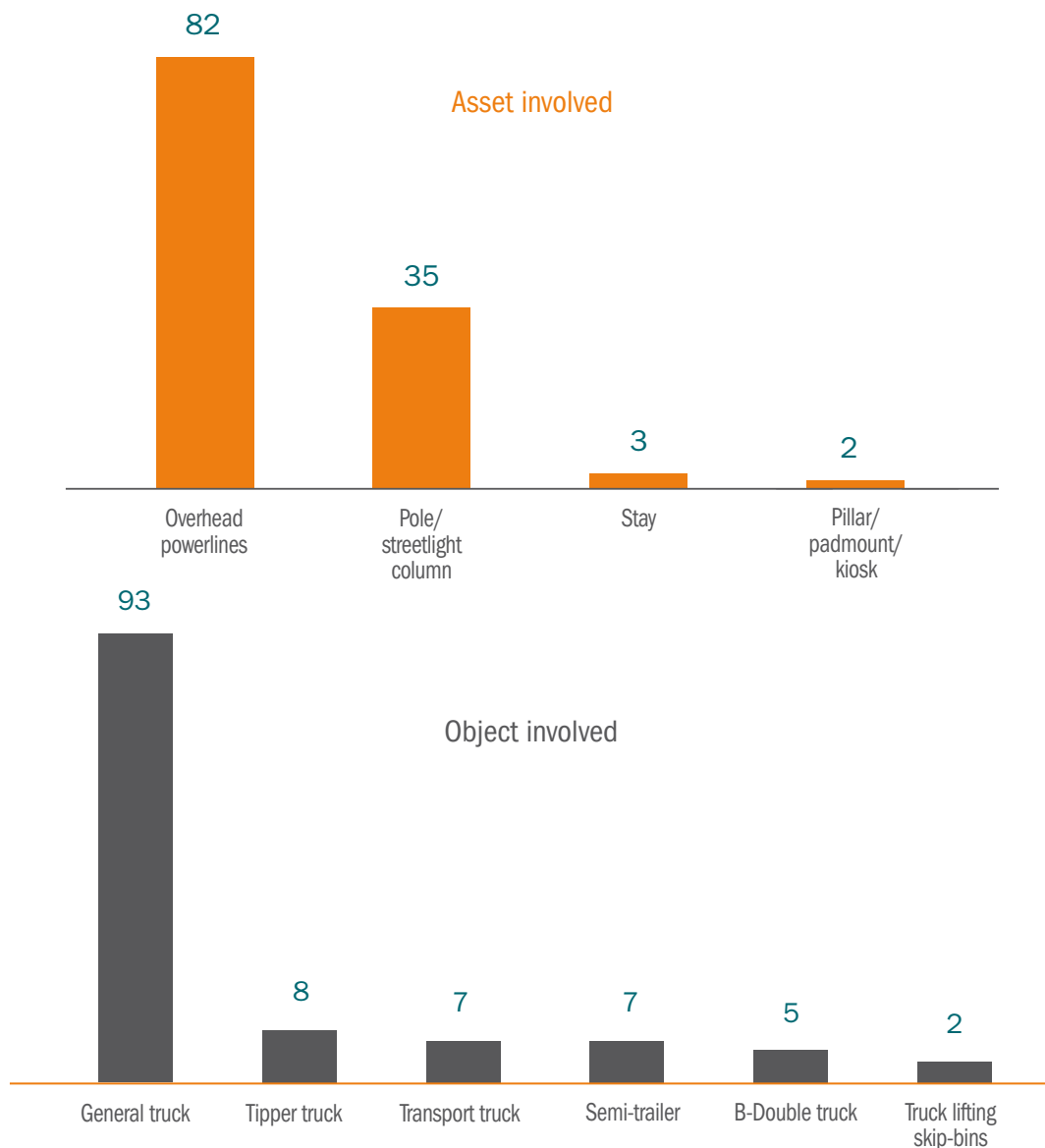


# Transport

The transport at-risk group covers public safety incidents involving operators of commercial or public transport such as trucks and other high-load vehicles.

## Incident analysis

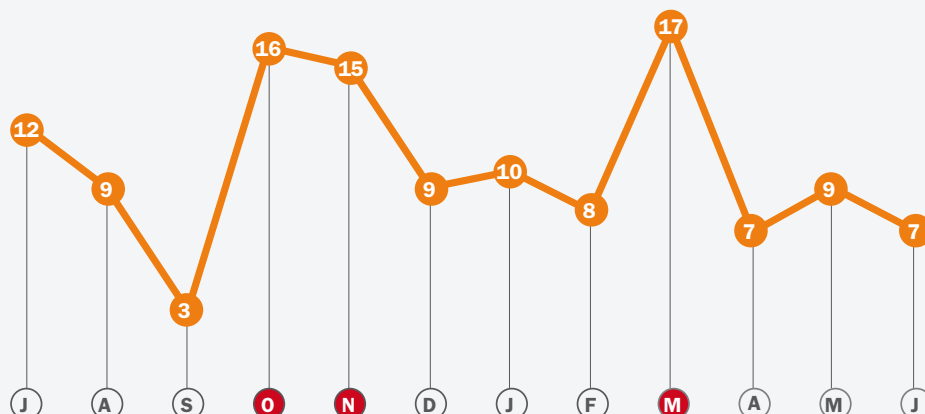
The typical transport incident in 2017-18 involved trucks transporting equipment and materials (many with high loads) contacting overhead assets such as powerlines and poles/streetlights.



## Seasonal trends

Transport incidents peak in October/November and March. Targeted safety campaigns in the months preceding this period are expected to be the most effective time to communicate safety awareness messages.

The incident trending aligns with the at-risk group of agribusiness.



## Transport programs

### Progress to date

Essential Energy continued to promote campaigns reminding drivers of high machinery to be aware of overhead powerlines.

We distributed media releases to regional publications and supported the safety messages with social media posts.

Our 'Look Up and Live' campaign was a customer-facing campaign focus and we promoted double-sided cabin stickers for operators of high machinery to act as a reminder.

## WHEN OPERATING HIGH LOADS, BE AWARE OF OVERHEAD POWERLINES.



**Look up  
and live**

For farm safety advice on operating heavy machinery near overhead powerlines, please visit [essentialenergy.com.au/safety](https://essentialenergy.com.au/safety) or call **13 23 91**.



### 2018-19 Strategies

#### Engage

- Hand out safety packs to machinery dealers at Field Days. The packs include copies of safety stickers, fact sheets and DVDs that can be passed onto customers.

#### Educate

- Promote the Look Up and Live campaign to this group during high seasonal activities such as grain and cotton harvesting.
- Promote high-load awareness information through media releases and relevant publications.
- After an incident, contact this group to provide advice, safety information and educational collateral.
- Engage key stakeholders and associations to promote public safety around the electrical network.

#### Enable

- Provide a targeted video, fact sheets and free stickers addressing risks associated with high loads through: [essentialenergy.com.au/safety](https://essentialenergy.com.au/safety)

**DANGER**

| THE STOWED HEIGHT OF THIS MACHINERY IS:                       | m | THE EXTENDED HEIGHT OF THIS MACHINERY IS:   | m |
|---|---|---|---|
| <b>3m</b><br>CLEARANCE ZONE UP TO AND INCLUDING 132,000 VOLTS |   | <b>6m</b><br>CLEARANCE ZONE ABOVE 132,000 VOLTS UP TO AND INCLUDING 330,000 VOLTS |   |
|   |   |   |   |
|   |   | <b>8m</b><br>CLEARANCE ZONE ABOVE 330,000 VOLTS                                   |   |
|   |   |   |   |

A PERMIT IS REQUIRED IF THE TRANSIT HEIGHT ON A ROADWAY EXCEEDS **4.6m**

## LOOK UP AND LIVE

**KEEP WELL CLEAR OF OVERHEAD POWERLINES**

For safety tips visit [essentialenergy.com.au/safety](https://essentialenergy.com.au/safety) or call **13 23 91**. In an emergency call **13 20 80**

Look Up and Live sticker





# Emergency services and public authorities

The emergency services and public authorities at-risk industry group incorporates Police, Fire and Rescue, Rural Fire Service, Ambulance as well as customers who are registered for life support status.

## Incidents involving emergency services and public authorities

**5%**

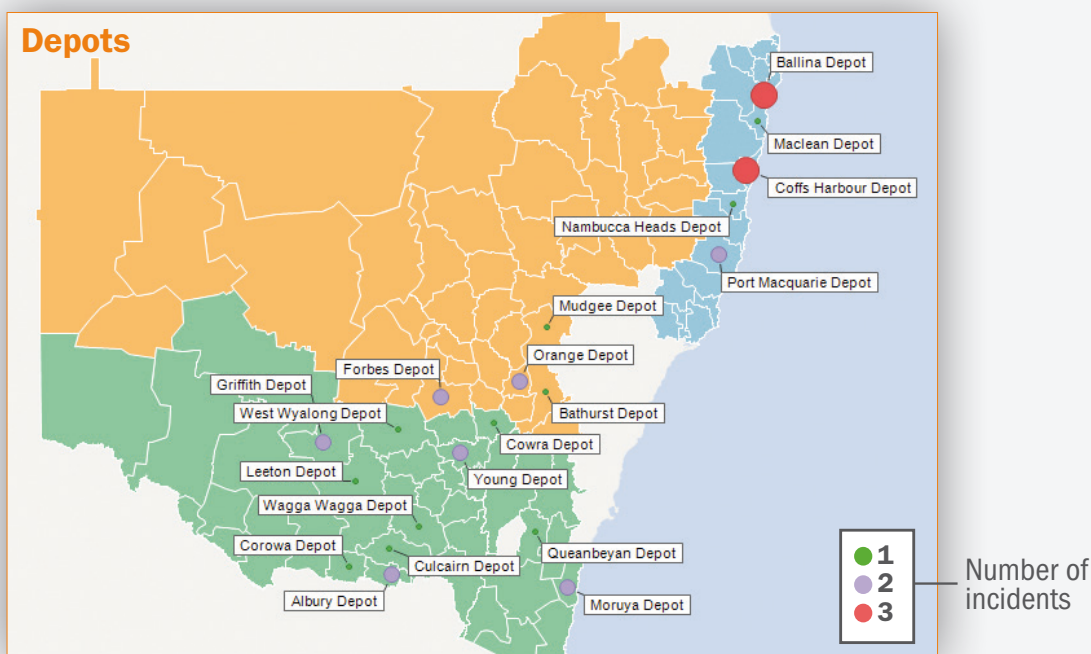
of all public safety incidents in  
**2017-18**

**33**

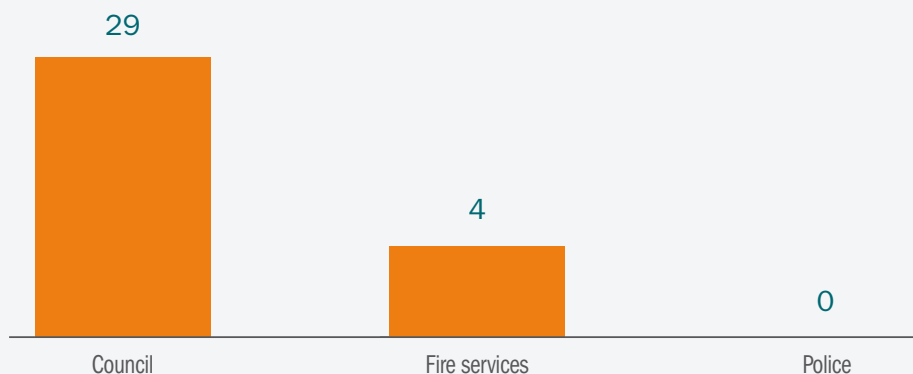
public safety incidents recorded in 2017-18, the majority involving work performed by councils.

## Incident clusters

There were 33 public safety incidents for emergency services and public authorities, which is one incident higher than last year. The highest number of incidents occurred around Ballina (3) and Coffs Harbour (3).



## Incident by sector

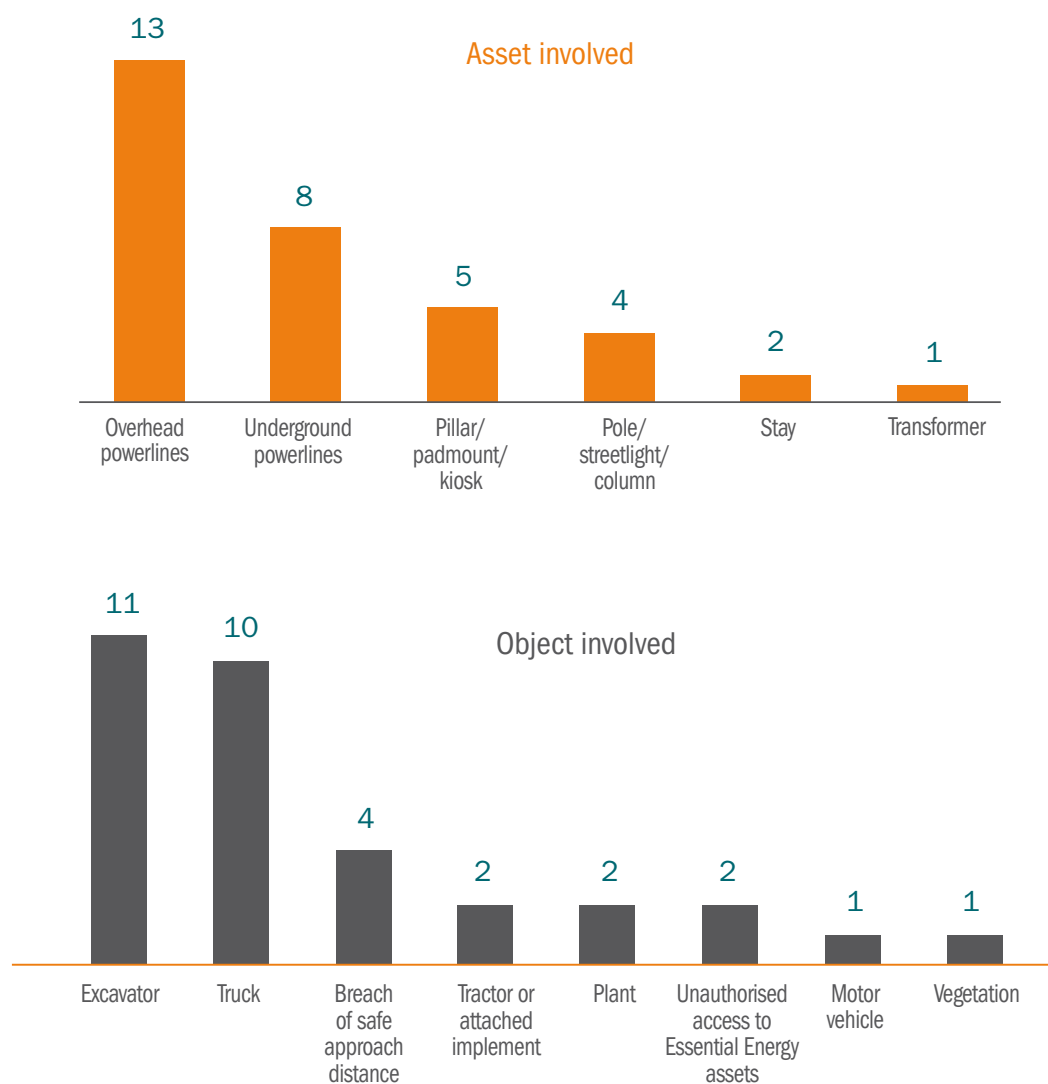


# Emergency services and public authorities

The emergency services and public authorities at-risk industry group incorporates Police, Fire and Rescue, Rural Fire Service, Ambulance as well as customers who are registered for life support status.

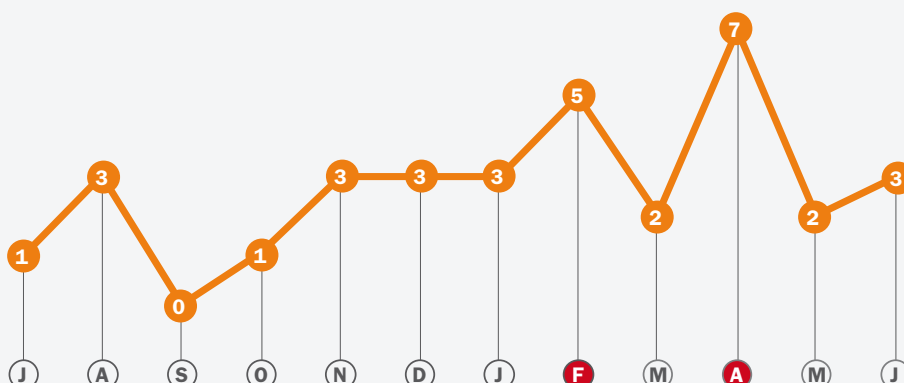
## Incident analysis

The typical emergency services and public authorities incident in 2017-18 involved councils operating an excavator or truck and contacting overhead and underground assets.



## Seasonal trends

Seasonally, the highest number of safety incidents occur in February and April. Targeted safety campaigns in the months preceding this period are expected to have the greatest impact.



## Emergency services and public authorities programs

### Progress to date

Essential Energy's SMS and text-to-voice service continued to be monitored and enhanced to provide fast, informative communication with life support customers, ensuring they received priority notification of power supply outages. We utilised social media to remind customers to keep their contact details up to date.

A DVD specifically developed to educate emergency services on safety around the electricity network was available for groups such as the SES and Rural Fire Service.

### Life support contacts

|                               |                     |
|-------------------------------|---------------------|
| Life Support Emergency/Faults | <b>1800 062 060</b> |
| Power Interruptions           | <b>13 20 80</b>     |
| General Enquiries             | <b>13 23 91</b>     |
| Telephone Interpreter Service | <b>13 14 50</b>     |

#### Your doctor or medical advisor

Name

Number

#### Your nearest hospital

Name

Number

#### Your neighbour or support person

Name

Number

#### Local taxi or transport

Number

#### National Meter Identifier

NMI number

National Meter Identifier (NMI) allows us to quickly identify your premises and is printed on your electricity bill. Please also record it here.

### Advise us of any changes

Your safety and well being is always a priority for us. It is important you keep Essential Energy and your retailer informed of any changes to your circumstances. This includes any changes to your phone number and postal address.

**Please contact us on 13 23 91 should your contact details or circumstances change.**

 Like us or  follow us for information during power outages.



### 2018-19 Strategies

#### Engage

- Engage key stakeholders such as councils and associations to promote public safety around the electricity network.
- Continue to engage with electricity retailers to ensure timely and efficient notification of new life support status customers.
- Continue to offer safety sessions for emergency services and to actively work with the NSW Rural Fire Service.
- Engage with the NSW Rural Fire Service over how communications and network maps could help them deal with bushfires.
- Engage with major garbage truck operators/contractors regarding the hazard of overhead powerlines – particularly service lines and their operations.

#### Educate

- Life support customers with a pack including:
  - an information brochure about our commitment to them as a customer with life support status
  - a fridge magnet with emergency phone numbers in case of an outage
  - advice on having a back-up plan for planned and unplanned outages.
- Provide a free Electrical Hazard Awareness for Emergency Services DVD, which can be viewed or ordered at: [essentialenergy.com.au/safety](http://essentialenergy.com.au/safety)
- After an incident, contact this group to provide advice, safety information and collateral.

#### Enable

- Prioritise communication with life support customers, including SMS messaging, during outages.
- Continue to offer training to emergency services.



Life support contacts magnet



# ESSENTIAL ENERGY'S NETWORK



**1.38m**

power poles - which  
equates to 1.6 power poles  
for every customer



**40 million km**

travelled by the  
Essential Energy fleet yearly



**4.6**

customers per km of powerline  
- the lowest density in the  
National Electricity Market



**1,905 km**

length of our longest powerline  
- services 335 customers



**163,417 km**

of powerlines in designated  
bushfire zones



**> 855,000**

customers



**737,000**

square kilometres of regional rural  
and remote New South Wales and  
parts of southern Queensland



**95%**

of New South Wales  
and parts of southern  
Queensland



**3,000**

Essential Energy  
employees



**36 years**

average age of network assets



**183,612 km**

of overhead powerlines -  
equivalent to driving around  
Australia 13 times



**377**

zone substations and  
140,000 distribution  
substations



**1,495**

powerlines with 10 longer  
than 1,000km



**64**

apprentices - 40 appointed in  
2017-2018



General enquiries 13 23 91    Power outages 13 20 80    [essentialenergy.com.au](http://essentialenergy.com.au)

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