

POWER RESTORATION WORKS FACT SHEET



22 June 2016

Introduction

Significant damage was caused to Powercor assets during the fires, including damage to high voltage and low voltage assets and to distribution substations within Wye River and Separation Creek.

Restoration works have commenced in the area, kicking off in Karingal Drive this week. Once works are complete, supply will be available and residents will be able to reconnect their properties to electricity again.

Powercor will waive the standard connection and reconnection fees for the properties affected by the fires. It is important to note that the standard connection fee does not include costs for the installation of a new underground service to the property boundary, where an overhead service was previously connected.

This fact sheet is designed to help local residents understand the reconnection process.

Reconnecting an existing property

- Houses that are still standing will be resupplied via the existing means, to their existing Point of Supply.
- Once supply is available, customers should get in touch with their **retailer** to provide Powercor with a **Turn-On request**.
- A Powercor service truck will attend in order to complete the request.
- A Licensed Electrical Inspector will need to be on site when the truck arrives to confirm that there is no damage to the point of attachment.
- Supply can then be connected but will be left off at the main switch if the customer is not present.
- If the customer is not present at the time of connection, then they will need to turn the supply on at the main switch when they return.
- Powercor will not charge any additional fees to reconnect to the Point of Supply.

Please contact Ian Williams, Customer Projects Manager, Powercor Australia at 0409 799 981 during business hours if you have any queries about reconnecting an existing property.