

From: HATCH Lorelle [lorelle.hatch@dews.qld.gov.au]

Sent: Friday, 28 November 2014 5:05 AM

To: KEHL Kevin (Energex)

CC: Deferred Information LEGGATE Shaun; SCHNEIDER Darren; BARR Benn

Subject: Re: Identified Problem with Energex SITREP Reporting

Dear Kevin

Thanks for this advice and figures.

Regards

Lorelle Hatch
Manager
GOC & Emergency Response
Regulation
Department of Energy and Water Supply
M49-Sch4 - Personal Information
E: lorelle.hatch@dews.qld.gov.au
W: www.dews.qld.gov.au

Sent from iPhone

On 27 Nov 2014, at 11:28 pm, "KEHL Kevin (Energex)" <kevinkehl@energex.com.au> wrote:

Since 8.30pm this evening Energex has experienced problems with the automatically generated SITREP Reports. The problem is being investigated with the aim of restoring normal functionality as quickly as possible.

Our apologies for the delay in reporting.

At this stage (23:20) we have 78 400 customers without supply, 598 wires down and 64 feeder lockouts. We currently have 123 crews in the field, however staffing will reduce quickly over the coming hours as staff come to the end of their allowed work cycle and require a break.

We are seeking to resume normal SITREP Reporting as soon as possible.

When at Work and at Play, be SAFE every day.

Kevin Kehl

EGM Strategy, Regulation and Governance

ENERGEX Limited

Phone: (07) 3664 4006

M49-Sch4 - Personal Information

Email: kevinkehl@energex.com.au

Internet: energex.com.au

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<http://www.energex.com.au>

Energex policy is to not send unsolicited electronic messages. Suspected breaches of this policy can be reported by replying to this message including the original message and the word "UNSUBSCRIBE" in the subject.

RTI DL RELEASE - DEWS

From: HATCH Lorelle [loreille.hatch@dews.qld.gov.au]
Sent: Friday, 28 November 2014 5:16 AM
To: Deferred Information
CC: LEGGATE Shaun; SCHNEIDER Darren; BARR Benn
Subject: Fwd: Severe Thunderstorm Brief - Update 10
Attachments: Critical Incident Brief 10.pdf; ATT00001.htm

Good morning

More recent energy figures and general storm information are included in the State Disaster Coordination Centre SitRep enclosed.

Note, this SitRep is not for forwarding externally and provided for information only.

Regards

Lorelle Hatch
Manager
GOC & Emergency Response
Regulation
Department of Energy and Water Supply
4MSch4 - Personal Information
E: loreille.hatch@dews.qld.gov.au
W: www.dews.qld.gov.au

Sent from iPhone

Begin forwarded message:

From: State Disaster Coordination Centre <sdcc@qfes.qld.gov.au>
Date: 28 November 2014 4:05:10 am AEST
To: <loreille.hatch@dews.qld.gov.au>
Subject: Severe Thunderstorm Brief - Update 10

Dear Mrs Lorelle Hatch,

Please see attached Critical Incident Brief issued for Severe Thunderstorm - Critical Incident - Update 10.

If you require further information, please contact the Watch Desk as undersigned.

Regards,

State Disaster Coordination Centre
Disaster Management Branch | Queensland Fire and Emergency Services
Level 2, DMC, Queensland Emergency Operations Centre, Kedron
GPO Box 1425 Brisbane QLD 4001
P: 07 3635 2387 (24hrs) | 4MSch4 - Personal Information
F: 07 3357 4682 | E: sdcc@qfes.qld.gov.au

**STATE DISASTER COORDINATION CENTRE
WATCH DESK
CRITICAL INCIDENT BRIEF**

INCIDENT DETAILS

Incident Type:	Severe Thunderstorm	Time of Incident:	27/11/2014 01:56 AM
Notification:	Critical Incident - Update	Report Time:	28/11/2014 04:00 AM
Event Name:	EMS0309 Severe Thunderstorm Brisbane City 27 Nov 14	Report No:	10
Authority:	QFES	Next Report:	

AREA OF OPERATIONS

QFES Regions:	Brisbane ROC, North Coast ROC, South Eastern ROC
DDMG:	Brisbane DDMG, Gold Coast DDMG, Ipswich DDMG, Logan DDMG, Redcliffe DDMG, Sunshine Coast DDMG
LDMG:	Redland LDMG, Gold Coast LDMG, Ipswich LDMG, Somerset LDMG, Logan LDMG, Scenic Rim LDMG, Moreton Bay LDMG, Sunshine Coast LDMG, Noosa LDMG, Brisbane LDMG
Incident Location:	Brisbane Queensland

INCIDENT SUMMARY

Situation:	<p>UPDATE</p> <p>Weather:</p> <p>17 Severe thunderstorms warnings were issued by the BoM for this storm event. As at 2020 hours 27 November, severe thunderstorms are no longer occurring in Queensland</p> <p>Rainfall since 9am</p> <ul style="list-style-type: none"> ● Archerfield 72mm ● Bracken Ridge 58mm ● Beachmere 54mm ● Corinda 54mm ● Beaudesert 52mm
-------------------	--

- Caboolture 50mm

Hail

- Golf ball size hail reported at Lutwyche

Forecast for Brisbane for today:

- Cloudy. Medium (60%) chance of showers, most likely in the morning and afternoon. Winds southeasterly 25 to 35 km/h becoming light in the late evening.

Activations:

- Brisbane LDCC Stood Up
- Brisbane DDCC Stood Up

Critical Issues:

Personnel:

- 230 SES volunteers activated for storm damage requests for assistance.
 - IMT and SES have stood down at 0130hrs. The IMT will stand up again at 0600hrs with the intent to have SES crews in the field at 0700hrs.
 - As at 0359hrs approximately 1,336 requests for SES assistance have been reported via the 132500 call line.
- 223 Urban staff and 60 Rural Fire Service Queensland volunteers responded to the weather event.
 - 57 Urban and 17 RFSA resources deployed for this event.
- 6 teams of 2 personnel at Annerley, 2 teams of 2 personnel at Fairfield, 4 teams of 2 personnel at Moorooka currently undertaking Rapid Damage Assessments. It is expected additional personnel will be tasked for the next operational period.
 - 994 RDAs collect
 - RDA suburbs included are Annerley, Moorooka and Fairfield. The teams

will expanding from these areas through Friday.

- 45 additional Queensland Police personnel assisting with this event.
- Australia Defence Force assistance (ADF):
 - Brisbane Local Disaster Coordination Centre submitted 2 x requests for ADF assistance (RFAs) at 0202hrs Nov 14 as follows:
 - To render safe a fallen tree in Durack; and
 - Main arterial feeder route clearance tasks in the vicinity of Moorooka, Fairfield, Yeronga, and Annerley.
 - The RFAs were passed to HQ 7 Brigade for approval and execution. 7 Brigade deployed from Gallipoli Barracks 0230hrs Nov 14 to undertake the tasks specified in the RFAs.

Power:

Energex advise as at 0345hrs approximately 68,390 households are without power across south east Queensland.

Translink - Public transport delays due to extreme weather - as at 0327hrs

Due to Thursday's extreme weather, the following changes will be affecting travel on our network this morning.

Trains - All trains lines have resumed normal operations with the following exception:

- Ipswich, Springfield and Rosewood line trains will have buses replacing trains in both directions between Corinda and Roma Street stations.

Buses

- The King George Square station is currently closed. Customers are advised to make their way to either Roma Street Busway station or the Cultural Centre Busway station where they can rejoin their affected bus service.

Ferries

- Guyatt Park ferry terminal has been temporarily closed due to needing urgent

repairs. A maxi taxi shuttle service will be available to transfer customers between Guyatt Park and UQ terminals. Customers can also catch a route 412 bus service from Sir Fred Schonell Dr at St Lucia through to the city.

COMMUNITY IMPACT

Human:	Unknown
Economic:	Unknown
Environment:	Unknown

RESPONSE OPERATIONS

Agency:	Response Activities:
Multiple agencies	see above for detailed information

COMMAND & CONTROL

Control Name:	QFES Brisbane ROC	Level:	
Incident Controller:	John Cawcutt		
Command Point:			
Staging Area:			

MEDIA

Type	Source	Details
Internet	Sunshine Coast Daily	Brisbane's 'biggest storm since 1985': premier. QUEENSLAND Premier Campbell Newman has called in the Australian Defence Force to help clean up after Thursday's storm which is he says is the biggest to hit Brisbane since 1985.
Internet	Brisbane Times	Brisbane storm catches city by surprise. It came with plenty of warning, but the sheer ferocity of Thursday's storm caught most of Brisbane by surprise.
Internet	The Australian	Storm upturns, inundates and smashes Brisbane. BRISBANE was in chaos last night after the biggest storm in several years hit the city in peak hour, trapping commuters in trains, overturning light aircraft, and creating flash floods that carried away cars.
Internet	NineMSN	Clean up starts in storm-hit Brisbane. A massive clean-up effort is set to begin in Brisbane after it was smashed by hailstones the size of golf balls and destructive gusts up to 140km/h.

APPROVAL

Prepared By:	Jane Morris	Approved By:	
Position:	State Duty Supervisor	Position:	
Date / Time:	28/11/2014 02:48 AM	Date / Time:	

RTI DL RELEASE - DEWS

From: HATCH Lorelle [loreille.hatch@dews.qld.gov.au]

Sent: Friday, 28 November 2014 10:09 AM

To: 'DUMARESQ Rhonda (NQ)'

Subject: RE: Update on Ergon Energy support for Energex - Brisbane storm cell Thursday, 27 November

Thanks very much Rhonda.

Regards

Lorelle Hatch

Manager | GOC & Emergency Response
Regulation

Department of Energy and Water Supply

T 07 3199 4941 4942 4 - Personal Information

E loreille.hatch@dews.qld.gov.au | **W** www.dews.qld.gov.au

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PO Box 15456 | City East Qld 4002

13 QGOV (13 74 68)

Values Banner - White



From: DUMARESQ Rhonda (NQ) [mailto:rhonda.dumaresq@ergon.com.au]

Sent: Friday, 28 November 2014 8:57 AM

To: HATCH Lorelle; NAIK Shruthi; 'shaun.leggate@dews.qld.gov.au'; METCALFE Rob

Cc: Government Liaison

Subject: Update on Ergon Energy support for Energex - Brisbane storm cell Thursday, 27 November

Good morning again

Just a quick update on Ergon Energy's support of our Energex colleagues after last night's severe weather in the south east corner.

This morning, we have sent 22 crew and a few trucks from our Toowoomba depot. They are undertaking conducting work in the Kelvin Grove area.

I hope that our DEWS colleagues and their loved ones have stayed safe overnight and not suffered injury or damage to their homes and cars.

Thanks and kind regards

R

Rhonda Dumaresq

Government Advisor

Ergon Energy

Level 5 - 420 Flinders Street Townsville QLD 4810

PO Box 1090 Townsville QLD 4810

P 07 4432 8772 F 07 4432 8051 49 Sch4 - Personal Information

E rhonda.dumaresq@ergon.com.au

ergon.com.au



From: DUMARESQ Rhonda (NQ)

Sent: Friday, 28 November 2014 8:32 AM

To: kumar.thambar@dews.qld.gov.au; Naik Shruthi (Shruthi.Naik@dews.qld.gov.au); 'shaun.leggate@dews.qld.gov.au';

Rob.Metcalf@dews.qld.gov.au

Cc: Government Liaison (Government.Liaison@ergon.com.au)

Subject: Brisbane storm cell - Ergon Energy impact, support

Good morning

Following the storm cell that moved through south east Queensland late yesterday afternoon, understandably there is great interest in the customer impact, aftermath and response.

As of this morning, Ergon Energy does not have any customers off supply as a result of unplanned outages due to the severe weather system.

We are looking at supporting our Energex colleagues and sending crews to the impact areas to assist with the recovery efforts. We will keep you updated on this decision.

Please let me know if you have any queries, or require further information.

Thanks and kind regards

R

Rhonda Dumaresq
Government Advisor
Ergon Energy

Level 5 - 420 Flinders Street Townsville QLD 4810

PO Box 1090 Townsville QLD 4810

P 07 4432 8772 F 07 4432 8051 49 Sch4 - Personal Information

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Ergon Energy Corporation Limited ABN 50 087 646 062

RTI DL RELEASE - DEWS

From: HATCH Lorelle [loreille.hatch@dews.qld.gov.au]
Sent: Friday, 28 November 2014 2:33 PM
To: SMART Helen
Subject: FW: Media release
Attachments: 141128 Safety first as Brisbane powers back up after storm.doc

Can you come around when free please?

From: PARDEY Trent
Sent: Friday, 28 November 2014 2:32 PM
To: HATCH Lorelle; Media DNRM
Cc: BOWERMAN Melissa; LEGGATE Shaun
Subject: RE: Media release

Hi Lorelle,

I've re-jigged a little as attached. If this is expected to go out today I do think we need to emphasise that people need to think 'safety first' given so many people are still without power and there are lines on the ground etc.

Can you please track any required changes?

Trent Pardey
Principal Media Officer
Natural Resources and Mines | Energy and Water Supply
3199 82529 | Sch4 - Personal Information
trent.pardey@dnrm.qld.gov.au | media@dnrm.qld.gov.au

From: HATCH Lorelle
Sent: Friday, 28 November 2014 1:48 PM
To: Media DNRM
Cc: BOWERMAN Melissa; PARDEY Trent; LEGGATE Shaun
Subject: FW: Media release
Importance: High

Good afternoon

Please find enclosed the draft Media release as requested about the storm. It is requested that the 'Get Ready' campaign also has some whole of government messages that may also be included.

Please return version to me to seek approval before forwarding to Minister's Office.

Thank you for your assistance with this matter.

Regards

Lorelle Hatch
Manager | GOC & Emergency Response
Regulation
Department of Energy and Water Supply
T 07 3199 4941 | Sch4 - Personal Information
E loreille.hatch@dews.qld.gov.au | **W** www.dews.qld.gov.au

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PO Box 15456 | City East Qld 4002



From: SMART Helen
Sent: Friday, 28 November 2014 1:40 PM
To: HATCH Lorelle
Cc: LEGGATE Shaun
Subject: Media release
Importance: High

Hi Lorelle,

Draft media release is attached. If you are ok with this, I will send over to media team for sprucing up.

Regards

Helen Smart
Project Officer
GOC and Emergency Response
Department of Energy and Water Supply
07 3199 4952
Helen.Smart@dews.qld.gov.au

Level 3, 41 George St, Brisbane QLD 4000
PO Box 15456, City East QLD 4002

RTI DL RELEASE - DEWS

DRAFT MEDIA RELEASE INTERNAL USE ONLY

Deadline	Briefing officer Lorelle Hatch
Media Unit contact Trent Pardey	Phone 3199 4941
Media Unit phone 3199 8252	
Approved by	Phone

28 November 2014

Safety first as Brisbane powers back up after storm

Storm-affected Queenslanders are encouraged to put safety first after more than 90,000 homes and business lost power over night following one of the worst storms to hit Brisbane in decades.

Minister for Energy and Water Supply Mark McArdle said more than 200 Energex and Ergon crews were working to restore power after winds in excess of 140 kilometres an hour hit Brisbane on Thursday night, along with 6,000 lightning strikes amid hail and torrential rain.

“This was an astonishing display of power from Mother Nature that brought down more than 600 power lines,” Mr McArdle said.

“In addition to the fantastic work of Energex workers, 22 crews and vehicles have been brought in from Ergon’s Toowoomba depot to assist their fellow Queenslanders.

“I’d like to personally thank these staff who are working tirelessly to restore power to homes and businesses, and repair significant damage to power lines.

“Energex set themselves a target of restoring power to 50 per cent of affected customers by lunch time today and I’m proud to say they have successfully met that mark.”

Mr McArdle said crews were continuing to work hard to restore supply to homes and business still without power.

“Significant damage was suffered in some areas, particularly around Inala, and certain sections of the electricity network will have to be rebuilt,” Mr McArdle.

“Energex has a community support van located at Kev Hooper Memorial Park in Inala to provide advice and support to local customers.

“A significant number of large trees will also have to be removed from areas such as Taringa, Toowong and St Lucia before power can be restored.

"I strongly encourage all residents affected by the storms to make safety an absolute priority – keep away from fallen power lines and call Energex on 13 19 62 if you see any wires on the ground.

"For those still without power, please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored to your home or business.

"If your fridge has been without power for a considerable amount of time, please visit the Queensland Health website to see whether your food is still safe to eat."

This information can be found at

<http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

"If your home or business has been damaged or inundated by water, please call a licensed electrician to inspect it before turning the power back on."

Mr McArdle said families across Queensland should start by preparing an emergency plan.

"It is too late to start planning when a disaster is at your doorstep," he said.

"Make sure you have an emergency kit with enough food, water, and supplies to last at least three days.

"Also think about where you would go and who you would contact if you had to evacuate."

More information can be found on the RACQ Get Ready website

www.getready.qld.gov.au

ENDS

From: HATCH Lorelle [loreille.hatch@dews.qld.gov.au]
Sent: Friday, 28 November 2014 2:43 PM
To: PARDEY Trent; Media DNRM; LEGGATE Shaun
CC: BOWERMAN Melissa; SMART Helen
Subject: RE: Media release
Attachments: 141128 Safety first as Brisbane powers back up after storm.doc

Hi Shaun

Draft media release is enclosed for your comments/ approval.

Regards

Lorelle Hatch

Manager | GOC & Emergency Response
Regulation

Department of Energy and Water Supply

T 07 3199 4941 4941 Sch4 - Personal Information

E loreille.hatch@dews.qld.gov.au | W www.dews.qld.gov.au

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13 QGOV (13 74 68)

Values Banner - White



From: PARDEY Trent
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Can you please track any required changes?

Trent Pardey

Principal Media Officer

Natural Resources and Mines | Energy and Water Supply

3199 8252 Sch4 - Personal Information

trent.pardey@dnrm.qld.gov.au | media@dnrm.qld.gov.au

From: HATCH Lorelle

Sent: Friday, 28 November 2014 1:48 PM
To: Media DNRM
Cc: BOWERMAN Melissa; PARDEY Trent; LEGGATE Shaun
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Importance: High

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Please find enclosed the draft Media release as requested about the storm. It is requested that the 'Get Ready' campaign also has some whole of government messages that may also be included.

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Thank you for your assistance with this matter.

Regards

Lorelle Hatch
Manager | GOC & Emergency Response
Regulation
Department of Energy and Water Supply
T 07 3199 4941 | M 07 3199 4941 | E lorelle.hatch@dews.qld.gov.au | W www.dews.qld.gov.au
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Values Banner - White



RTI DL RELEASE - DEWS

From: SMART Helen
Sent: Friday, 28 November 2014 1:40 PM
To: HATCH Lorelle
Cc: LEGGATE Shaun
Subject: Media release
Importance: High

Hi Lorelle,

Draft media release is attached. If you are ok with this, I will send over to media team for sprucing up.

Regards

Helen Smart
Project Officer

GOC and Emergency Response
Department of Energy and Water Supply
07 3199 4952
Helen.Smart@dews.qld.gov.au

Level 3, 41 George St, Brisbane QLD 4000
PO Box 15456, City East QLD 4002

RTI DL RELEASE - DEWS

DRAFT MEDIA RELEASE INTERNAL USE ONLY

Deadline	Briefing officer Lorelle Hatch
Media Unit contact Trent Pardey	Phone 3199 4941
Media Unit phone 3199 8252	
Approved by	Phone

28 November 2014

Thank you to workers who Safety first as Brisbane bring powers back after up-after storm

Comment [HL1]: The main focus of the story is saying thank you and a good news story

Storm-affected Queenslanders are encouraged to put safety first after more than 90,000 homes and business lost power over night following one of the worst storms to hit Brisbane in decades.

Minister for Energy and Water Supply Mark McArdle said more than 200 Energex and Ergon Energy crews were working to restore power after winds in excess of 140 kilometres an hour hit Brisbane on Thursday night, along with 6,000 lightning strikes amid hail and torrential rain.

"This was an astonishing display of power from Mother Nature that brought down more than 600 power lines," Mr McArdle said.

"In addition to the fantastic work of Energex workers, 22 crews and vehicles have been brought in from Ergon Energy's Toowoomba depot to assist their fellow Queenslanders.

"I'd like to personally thank these staff who are working tirelessly to restore power to homes and businesses, and repair significant damage to power lines.

"Energex set themselves a target of restoring power to 50 per cent of affected customers by lunch time today and I'm proud to say they have successfully met that mark."

Mr McArdle said crews were continuing to work hard to restore supply to homes and business still without power.

"Significant damage was suffered in some areas, particularly around Inala, and certain sections of the electricity network will have to be rebuilt," Mr McArdle.

"Energex has a community support van located at Kev Hooper Memorial Park in Inala to provide advice and support to local customers.

"A significant number of large trees will also have to be removed from areas such as Taringa, Toowong and St Lucia before power can be restored.

"I strongly encourage all residents affected by the storms to make safety an absolute priority – keep away from fallen power lines and call Energex on 13 19 62 if you see any wires on the ground.

"For those still without power, please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored to your home or business.

"If your fridge has been without power for a considerable amount of time, please visit the Queensland Health website to see whether your food is still safe to eat."

This information can be found at

<http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

"If your home or business has been damaged or inundated by water, please call a licensed electrician to inspect it before turning the power back on."

Mr McArdle said families across Queensland should ~~start by preparing~~ prepare an emergency plan to deal with weather events such as this.

"It is too late to start planning when a disaster is at your doorstep," he said.

"Make sure you have an emergency kit with enough food, water, and supplies to last at least three days.

"Also think about where you would go and who you would contact if you had to evacuate."

More information can be found on the RACQ Get Ready website www.getready.qld.gov.au

ENDS

RTI DL RELEASE - DEVS

From: HATCH Lorelle [loreille.hatch@dews.qld.gov.au]
Sent: Friday, 28 November 2014 4:12 PM
To: SMART Helen
Subject: Re: Energex update

Thanks Helen.

Regards

Lorelle Hatch
Manager
GOC & Emergency Response
Regulation
Department of Energy and Water Supply
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E: loreille.hatch@dews.qld.gov.au
W: www.dews.qld.gov.au

Sent from iPhone

On 28 Nov 2014, at 4:10 pm, "SMART Helen" <Helen.Smart@dews.qld.gov.au> wrote:

FYI

Helen Smart

Project Officer
GOC and Emergency Response
Department of Energy and Water Supply
07 3199 4952

From: DONALD Danny (Energex) [<mailto:dannydonald@energex.com.au>]
Sent: Friday, 28 November 2014 4:04 PM
To: Deferred Information EFFENEY Terry (Energex)
Cc: SMART Helen
Subject: info

Hi Deferred Information

Here's our latest info as of 4pm...

Energex crews have now restored power to 79,000 homes and businesses so more than three quarters are up and running.

They will continue to work on the final 26,000 without supply.

We still plan to get the customer numbers down to around 15,000 to 20,000 by 6pm.

Currently we have 271 wires down from an original 642 last night. The majority of wires down are in Brisbane's

central west (201).

There are currently more than 200 crews in the field including 22 Ergon crews from Toowoomba.

The Ergon crews are working in Brisbane's worst affected areas around Oxley and surrounds.

Areas that will be without supply this evening include pockets of Moorooka, St Lucia, Taringa, Inala and Sherwood and this is where some of the worst damage is including massive trees across infrastructure, damage so severe that parts of the network is being reconstructed and the like.

The union has been tweeting wildly inaccurate information trying to muster negative community sentiment such as claiming Energex had just six crews working between minding and 4:30 this morning when this figure was actually 42. Minimal media interest about this.

Safety messages still include:

If anyone's house has been damaged or inundated by water please call a licensed electrician to inspect it before re-energising. The Master Electricians can be phoned on 1300 889 198

If you're without power check to ensure your stove and oven dials are turned off so they will not power up when supply is restored to your home.

Keep away from fallen powerlines and call Energex on 13 19 62 if you see a wire down.

If your fridge has been without power for a considerable amount of time visit the Queensland Health website RE food safety during disasters and emergencies information.

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<http://www.energex.com.au>

Energex policy is to not send unsolicited electronic messages. Suspected breaches of this policy can be reported by replying to this message including the original message and the word "UNSUBSCRIBE" in the subject.

From: HATCH Lorelle [lorelle.hatch@dews.qld.gov.au]
Sent: Friday, 28 November 2014 6:48 PM
To: BOWERMAN Melissa; Trent Pardey; SMART Helen
Subject: Fwd: Energex and Ergon workers power storm repairs

From me too!

Regards

Lorelle Hatch
Manager
GOC & Emergency Response
Regulation
Department of Energy and Water Supply
M: 08-394-4444
E: lorelle.hatch@dews.qld.gov.au
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Sent from iPhone

Begin forwarded message:

From: LEGGATE Shaun <Shaun.Leggate@dews.qld.gov.au>
Date: 28 November 2014 6:04:02 pm AEST
To: HATCH Lorelle <lorelle.hatch@dews.qld.gov.au>, SMART Helen <Helen.Smart@dews.qld.gov.au>, PARDEY Trent <Trent.Pardey@dnrm.qld.gov.au>, BOWERMAN Melissa <Melissa.Bowerman@dnrm.qld.gov.au>
Cc: THOMPSON Judith <Judith.Thompson@dews.qld.gov.au>
Subject: Fwd: Energex and Ergon workers power storm repairs

Great job with this today guys!

Thank you.

Regards

Shaun

Begin forwarded message:

From: Media Statements QLD <statements@qld.gov.au>
Date: 28 November 2014 5:55:33 pm AEST
To: <shaun.leggate@dews.qld.gov.au>
Subject: Energex and Ergon workers power storm repairs

RTI DL REQUEST - DEWS



Minister for Energy and Water Supply
The Honourable Mark McArdle



Energex and Ergon workers power storm repairs

Storm-affected Queenslanders are encouraged to put safety first after more than 90,000 homes and business lost power overnight following one of the worst storms to hit Brisbane in decades.

Minister for Energy and Water Supply Mark McArdle said more than 200 Energex and Ergon Energy crews were working to restore power after 6,000 lightning strikes, winds in excess of 140 kilometres an hour, hail and torrential rain devastated Brisbane.

"This was an astonishing display of power from Mother Nature that brought down more than 600 power lines," Mr McArdle said.

"In addition to the fantastic work of Energex workers, 22 crews and vehicles were brought in from Ergon Energy's Toowoomba depot to help."

Mr McArdle said Energex and Ergon crews worked tirelessly to restore power to homes and businesses, and repair significant damage to power lines.

"Energex set themselves a target of restoring power to 50 per cent of affected customers by lunch time Friday - and they have successfully met that mark," he said.

Mr McArdle said crews were continuing to work hard to restore supply to homes and business still without power.

"Significant damage was suffered in some areas, particularly around Inala, and certain sections of the electricity network will have to be rebuilt," he said.

Energex has a community support van located at Kev Hooper Memorial Park in Inala to provide advice and support to local customers.

"A significant number of large trees will need to be removed from areas such as Taringa, Toowong and St Lucia before power can be restored," Mr McArdle said.

"I strongly encourage all residents affected by the storms to make safety an absolute priority - keep away from fallen power lines and call Energex on 13 19 62 if you see any wires on the ground."

"For those still without power, please check that your stove and oven dials are turned off so they will not automatically power up when supply is restored to your home or business," he said.

"If your fridge has been without power for a considerable amount of time, please visit the Queensland Health website to see whether your food is still safe to eat."

This information can be found at <http://www.health.qld.gov.au/disaster/storms/food-safety.asp>

Mr McArdle said that if your home or business was damaged or inundated by water, it was necessary to call a licensed electrician to inspect it before turning the power back on.

[ENDS] 28 November 2014

Media Contact: Deferred Information

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Deadline	Briefing officer Lorelle Hatch
Media Unit contact Trent Pardey	Phone 3199 4941
Media Unit phone 3199 8252	
Approved by	Phone

28 November 2014

Thank you to workers who Safety first as Brisbane bring powers back after up-after storm

Comment [HL1]: The main focus of the story is saying thank you and a good news story

Storm-affected Queenslanders are encouraged to put safety first after more than 90,000 homes and business lost power over night following one of the worst storms to hit Brisbane in decades.

Minister for Energy and Water Supply Mark McArdle said more than 200 Energex and Ergon Energy crews were working to restore power after winds in excess of 140 kilometres an hour hit Brisbane on Thursday night, along with 6,000 lightning strikes amid hail and torrential rain.

"This was an astonishing display of power from Mother Nature that brought down more than 600 power lines," Mr McArdle said.

"In addition to the fantastic work of Energex workers, 22 crews and vehicles have been brought in from Ergon Energy's Toowoomba depot to assist their fellow Queenslanders.

"I'd like to personally thank these staff who are working tirelessly to restore power to homes and businesses, and repair significant damage to power lines.

"Energex set themselves a target of restoring power to 50 per cent of affected customers by lunch time today and I'm proud to say they have successfully met that mark."

Mr McArdle said crews were continuing to work hard to restore supply to homes and business still without power.

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"If your home or business has been damaged or inundated by water, please call a licensed electrician to inspect it before turning the power back on."

Mr McArdle said families across Queensland should ~~start by preparing~~ prepare an emergency plan to deal with weather events such as this.

"It is too late to start planning when a disaster is at your doorstep," he said.

"Make sure you have an emergency kit with enough food, water, and supplies to last at least three days.

"Also think about where you would go and who you would contact if you had to evacuate."

More information can be found on the RACQ Get Ready website www.getready.qld.gov.au

ENDS

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28 November 2014

Safety first as Brisbane powers back up after storm

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Mr McArdle said families across Queensland should start by preparing an emergency plan.

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ENDS