

## LEGISLATIVE ASSEMBLY COMMITTEE ON ENVIRONMENT AND PLANNING

### Inquiry into the electricity outages affecting Far West NSW in October 2024

#### Questions Taken on Notice and Supplementary Questions

QToN due to Committee Tuesday 1 April 2025

Supplementary Question due to Committee 3 April 2025

#	Asked by	Question	Service NSW Answer
Page 16	Mrs Judy Hannan	<p><b>GREG WELLS:</b> In terms of our response, what we were tasked with as part of the arrangements was, were these financial assistance packages for individuals and businesses. I think in discussion across the response generally for government, that's probably a question that's maybe better directed to the Reconstruction Authority. That's someone that had overall policy ownership of this piece, so I probably am not best to comment on that. The piece that we were administering were the financial grants. That being said, wherever we could assist local businesses through the business grant, we made sure we did that. We have someone we call a business concierge on the ground in Broken Hill permanently who knows those businesses and assisted them with applications for grants and those sorts of things. That's some assistance we were able to provide, but in terms of vouchers for groceries and other things, that might be a broader question for the Reconstruction Authority.</p> <p><b>Mrs JUDY HANNAN:</b> What percentages of businesses do you believe claimed and what percentage of locals of the population do you believe claimed?</p>	<p>Businesses: <b>64.18%*</b></p> <p>Local population: <b>77.43%**</b></p> <p>* Eligible volumes are based off Business Primary registered address.</p> <p>**Individual grant – the forecast is based off 2021 Census data and doesn't include Fly-in-Fly-out volume estimates.</p>

#	Asked by	Question	Service NSW Answer
		<b>GREG WELLS:</b> I'll have to come back to you on notice with the percentages	
Page 17	Mr James Wallace	<p><b>Mr JAMES WALLACE:</b> Of the \$4 million envelope that you started with for these payments, how much money is left over?</p> <p><b>GREG WELLS:</b> I might take an exact figure on notice, but going off those figures, it's probably in the vicinity of around half a million left, I would say. Rather than give you that figure, I'll take on notice and get you an exact figure.</p>	<p>The power outage support grants for the Far West region closed on 31 March 2025.</p> <p>As at 1 April 2025, \$2,220,200 has been paid to applicants for the individual and business grants. A small number of grants are still to be processed and paid (total approximately \$75,000).</p> <p>The funding envelope for the grants was \$4.5M including costs to deliver the grant.</p> <p>Total costs to deliver the grant and any remaining money will be finalised following formal closure.</p>
Page 17	Ms Maryanne Stuart	<p>Ms MARYANNE STUART: That's helpful. Thank you. We've noticed there are people that rely on electricity for sleep apnoea machines, nebulisers and dialysis machines. Because Service NSW covers things like motor registration, do you know those vulnerable people?</p> <p>GREG WELLS: That's a really good question. I think we'd know to some extent. I don't think we would have a specific list of those customers directly, but we may have had interactions before where we do understand a customer's situation and how that works. I might have to come back to you on notice specifically on that detail.</p>	<p>The NSW Department of Climate Change, Energy, the Environment and Water administers the low-income household rebate, gas rebate, medical energy rebate, life support rebate and family energy rebate - with the support of Service NSW, which provides web page hosting and contact centre triage.</p> <p>Service NSW does not, therefore, have up to date specific customer information. There is also no information on customers who have <u>not</u> applied for a rebate.</p> <p>Customers who need power for medical equipment and machines are directed to register with Essential Energy or their electricity retailer.</p>

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	Supplementary Question from the Committee	<p><b>Service NSW</b></p> <p>Page 8 of the Government submission notes that Service NSW provided general services in the Recovery Access Point established during the outages. Can you outline what general services were provided at these RAPs?</p>	<p>General services provided by Service NSW at the Recovery Assistance Point included:</p> <ul style="list-style-type: none"> <li>• assisting customers to set up a MyServiceNSW account</li> <li>• download the Service NSW app</li> <li>• reset passwords.</li> </ul> <p>Assistance was also provided to customers to apply for replacement birth certificates or, for those who had never had one, apply for a new birth certificate.</p> <p>These general services ensured that individuals and businesses that were directly impacted by the power outage could access grants and other services.</p> <p>Service NSW staff also referred customers to other services and NGOs as required, including for legal aid, housing, mental health and domestic violence support.</p>