

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

Questions taken on notice at the Broken Hill hearing

	Question	Draft Response
1.	<p><b>Mr JAMES WALLACE:</b> Essential Energy mentioned earlier they'd reduced some of their charges that they passed through to retailers. Has Transgrid taken efforts to reduce its charges that it passes through in relation to the service it provides to those affected customers in the Far West? For example, the location charge?</p> <p><b>MARIE JORDAN:</b> Can I take that on notice? I'm not familiar with any accounting treatment of that.</p>	<p>There are four key components of Transgrid's tariffs: entry prices, exit prices, common transmission service prices and Transmission use of system (TUOS) prices. The latter includes a locational and non-locational component. The setting of these prices is governed by the National Electricity Rules (<b>NER</b>). These principles provide that:</p> <ul style="list-style-type: none"><li>• Entry prices and exit prices must be a fixed annual amount that is based on the attributable connection point cost share for entry / exit services provided at that connection point. That is, based on the costs of the assets at that connection point against the cost of assets at all connection points across the network Accordingly, entry and exit prices for Broken Hill cannot be reduced to take the outage into account – they must be based on the costs of the assets at Broken Hill.</li><li>• Common transmission service and the non-locational prices of TUOS are postage stamp prices that apply at each connection point in the NSW/ACT market region. The common service and non-locational charges at each connection point are then calculated based on the actual historical annual maximum demand and the postage stamp prices.</li><li>• The overall amount to be recovered by the locational component of TUOS is allocated to individual connection points based on each connection point's proportionate use of the relevant transmission system assets (with prices at each connection point then being set to recover the amount allocated to that connection point). Again, this allocation methodology means that Transgrid cannot simply reduce the locational TUOS prices at Broken Hill.</li></ul> <p>Notwithstanding this, the transmission component of electricity bills is a significantly smaller compared to generation, distribution and retail costs. Transgrid's contribution of \$1.5 million to the NSW Government's emergency response package provided emergency cash grants to households and businesses affected by the outages.</p> <p>We also committed \$500,000 in new funding through our Community Partnerships Program, to grants for community organisations in areas impacted by the outages. Of the \$500,000, \$296,461 has been paid to charities and not-for-profit organisations as of the end of February 2025 with another round of grants to be announced 31 March 2025.</p>

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		<p>Essential Energy is recovering costs from Transgrid for the operational and generation support provided in response to the Broken Hill outages, as well as ongoing costs.</p>
2.	<p><b>MARIE JORDAN:</b> We gave them \$1.5 million for distribution to the community.</p> <p><b>Mrs JUDY HANNAN:</b> Do you know when that happened?</p> <p><b>MARIE JORDAN:</b> I don't know the exact date. I'll take that on notice, but I believe we were still in the event when that occurred.</p>	<p>The \$4 million public support package, including Transgrid's \$1.5 million contribution, was announced on 24 October 2024.</p> <p>The NSW Government advised that Service NSW, with their infrastructure, was best placed to manage applications and distributions via its systems.</p> <p>The media release can be found <a href="#">here</a>.</p>
3.	<p><b>Mrs SALLY QUINNELL:</b> You've explained you're not the interface with customers. If those companies that are the interface with customers have a large number of customers seeking compensation, do you foresee them seeking compensation from</p>	<p>Essential Energy is recovering costs from Transgrid for the operational and generation support provided in response to the Broken Hill outages, as well as ongoing costs.</p> <p>The AER and IPART are currently investigating whether Transgrid has breached its regulatory obligations. It may be that following these investigations findings that Transgrid may receive claims for compensation, which will be dealt with in accordance with the relevant laws.</p> <p>As part of our emergency response, we contributed \$1.5 million to the NSW Government's community support package, which provided emergency cash grants to residents and businesses affected by the outages.</p> <p>Transgrid also committed \$500,000 in new funding through its Community Partnerships Program, in the form of grants for community organisations in areas impacted by the outages; Of the \$500,000, \$296,461 has been paid to charities and not-for-profit organisations as of the end of February 2025 with another round of grants to be announced shortly.</p>

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	<p>you for this period of time?</p> <p><b>MARIE JORDAN:</b> I wish I could answer to that regulation, but I don't know. We're so tightly regulated. But happy to take that question on notice, just as before, because I don't know that process. So I apologise.</p>	<p>The Australian Government also announced a Disaster Recovery Allowance. This allowance provides up to 13 weeks of income support for workers and sole traders who have experienced loss of income as a result of the storms in the Far West.</p>
4.	<p><b>The CHAIR:</b> All of the means by which were available at the time. When did you first go to ABC Radio and talk to them and talk to the community about the incident that had happened and the fact that you only had half of your backup capacity?</p> <p><b>DAVID O'HARA:</b> So in relation to when we first communicated with ABC, I'll need to take that on notice. I'll be able to provide an answer.</p>	<p>Transgrid was on ABC Broken Hill at 6:54am on 17 October 2024. After this, Transgrid regularly provided updates on ABC Broken Hill. This included:</p> <ul style="list-style-type: none"> <li>• 18 October 7:42am,</li> <li>• 21 October 7:42am,</li> <li>• 22 October 6:16am,</li> <li>• 29 October from 9.14am and</li> <li>• 7 November at 8.36am.</li> </ul> <p>Transgrid CEO Brett Redman was on the ground in Broken Hill on 22 October to meet with community, local stakeholders and media. This included meeting with NSW Member for Barwon's office, Federal Member for Parkes office and the members. He also met with the General Manager and Mayor of Broken Hill Council and was interviewed by ABC TV.</p> <p>Transgrid's Head of Far West Operational Response, Sam Pickering, participated in the daily NSW Government-led press conference which commenced in Broken Hill on 26 October.</p>

	Question	Draft Response
		A summary of all Transgrid’s media and communications activities is provided at <b>Attachment A</b> .

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

## Supplementary Questions on Notice

	Committee question	Recommendation and draft answer
1	<p>Has Transgrid reviewed weather conditions on the night of 16 October to determine the wind speeds in the area between Broken Hill and Buronga which caused the X2 line outage?</p> <p>If so, please provide an overview of the weather conditions.</p>	<p>In response to an email from Transgrid requesting information on the storm that occurred the night of 16 October 2024, the Bureau of Meteorology responded in an email dated 17 October 2024 as follows:</p> <p><i>The Bureau of Meteorology issued a severe thunderstorm warning in the vicinity of Broken Hill mid-evening Wednesday 16 October, advising of potential damaging winds and large hail.</i></p> <p><i>The damage to infrastructure that occurred south of Broken Hill is consistent with such damaging winds, and the possible presence of a tornado.</i></p> <p><i>Australia experiences 30 to 80 tornadoes each year, but it is possible that many more tornadoes occur in remote, unpopulated parts of Australia and therefore go unreported.</i></p> <p><i>Most strong tornadoes are associated with so-called supercell thunderstorms.</i></p> <p><i>Tornadoes may last from less than a minute to more than an hour. They can range in size from just a few tens of metres to more than a kilometre wide.</i></p> <p><i>In Australia, supercell related tornadoes are most common in:</i></p> <ul style="list-style-type: none"><li>- central and eastern parts of New South Wales</li><li>- south-east Queensland</li><li>- north-east Victoria.</li></ul> <p><i>They are most likely in late spring and early summer, when conditions are most conducive to intense thunderstorms.</i></p>

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2	<p>Does Transgrid have experience or expertise in operating and maintaining diesel generators?</p> <p>a. Does Transgrid have diesel generators (other than at Broken Hill) which it operates and maintains?</p> <p>b. Does Transgrid outsource the operation and maintenance of its diesel generators to a third party? If so, please provide an overview of this outsourcing arrangement.</p>	<p>As a preliminary matter, Transgrid notes that the relevant turbines at Broken Hill are referred to as “gas turbines” or “GTs”. These GTs are also able to operate using diesel fuel.</p> <p>Transgrid has experience in operating the GTs since mid-2022. In addition, Transgrid does own and operate diesel generators which are smaller than the GTs at Broken hill and are used for different purposes.</p> <p>In response to subparagraphs (a) and (b):</p> <ul style="list-style-type: none"> <li>a. Transgrid does not own or operate other GTs in its network which are equivalent to the size and scale of those at Broken Hill.</li> <li>b. Transgrid operates the Broken Hill GTs with appropriately qualified staff.</li> <li>c. Transgrid has outsourced the maintenance and refurbishment of the Broken Hill GTs to third-party experts, including: <ul style="list-style-type: none"> <li>i. ATMS for mechanical maintenance and repairs;</li> <li>ii. PANTAC for control systems work, electrical maintenance, instrumentation maintenance and repairs;</li> <li>iii. APMS for fuel tank inspections; and</li> <li>iv. Vertex, as a local first response contractor.</li> </ul> </li> </ul>
3	<p>Submission 26 by AGL notes that, on 19 October 2024, AGL had determined that it was in a position to operate the nearby AGL battery to provide power supply to the Far</p>	<p>Integrating the AGL BESS was a complex engineering challenge – it was critical that Transgrid and AGL got the connection and supply of energy to the region right as failing to do so could have presented catastrophic risks for the islanded energy network and people’s homes and appliances. It was a novel solution which also required regulator and government support to vary regulatory requirements.</p> <p>Transgrid commenced discussions with AGL on 17 October 2024 shortly after the severe storm event. While AGL indicated that it would be possible to operate the battery in islanded mode, there were significant technical and regulatory challenges that needed to be fully understood and addressed before the battery could be connected to, and commence supply of energy to, the local grid. In particular, Transgrid was required to consider the following regulatory and technical requirements associated with connecting the battery to the transmission network to ensure the safe supply of energy to the region:</p>

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	<p>West. We understand that Transgrid did not request the AGL battery to go online until 26 October 2024.</p> <p>Please provide an overview of the reason for the delay between these two dates, including any commentary on the timeline in the AGL submission.</p>	<ul style="list-style-type: none"> <li>• Technical: Engineering studies were required to be undertaken, to prepare an operating protocol for the safe and secure operation of the battery energy storage system. This included a reduction in the number of inverters online, implementation of temporary protection arrangements and development of a bespoke operating protocol.</li> <li>• Regulatory: The requirements of the local supply arrangements necessitated changes to be made to the operation of the BESS that were not in accordance with the previously agreed performance standards for the facility.</li> <li>• Regulatory: The parties identified that AGL would be required to operate the battery in a way that may have been non-compliant with the National Electricity Law (<b>NEL</b>) and/or the National Electricity Rules (<b>NER</b>) including in relation to the requirement to follow AEMO's dispatch instructions (NER clause 4.9) and the requirement to meet the Generator Performance Standards for the Broken Hill battery (NER clause 4.15). Transgrid and AGL discussed this issue with the AER. The AER confirmed that, on a limited basis, it did not intend to take action against Transgrid and/or AGL while they were providing a temporary solution to respond to the emergency situation described above.</li> </ul> <p>These technical and regulatory challenges were understood, worked through and overcome in a very short timeframe thanks to the close collaboration between Transgrid and AGL, in consultation with other relevant stakeholders (including AEMO, AER and DCCEE).</p> <p>Transgrid and AGL executed a commercial agreement on 25 October 2024, and once the final engineering checks were complete, the battery commenced operations on 26 October 2024.</p> <p>Transgrid commends AGL and the team that supported the immense efforts to bring the battery online to support the local supply arrangements.</p> <p>In relation to the future operation of the BESS, and as a result of the process outlined above, Transgrid now has a protocol to safely operate the BESS and Transgrid is working with AGL to attain formal Generator Performance Standards (<b>GPS</b>) approval to enable use of the battery to provide future backup supply in the event of another outage of the X2 transmission line.</p>
4	<p>Has Hydrostor provided Transgrid any commitment in relation to the expected date that the A-CAES facility will be operational in Broken Hill?</p>	<p>The <a href="#">Project Assessment Conclusion Report</a> for the Regulatory Investment Test – Maintaining Reliable Supply to Broken Hill, published in May 2022, indicated an operational timeframe of 2025/26 for the Hydrostor Silver City project.</p> <p>In November 2023, Hydrostor provided commitment to Transgrid of a target completion date for the facility in June 2027.</p> <p>In December 2024, Hydrostor provided a revised project schedule to Transgrid indicating two potential revised target completion dates of December 2028 or December 2029. Transgrid has not agreed to this extension as at the date of this response.</p> <p>In January 2025, Hydrostor's made a <a href="#">submission</a> in relation to the AEMC Rule Change Draft Determination regarding Improving cost recovery arrangements for non-network options in which it indicated that the Silver City project will be operational in Q4 2028.</p>

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5	<p>A Broken Hill resident's submission 37 to the Committee states that: 'at the time of the November 2023 outage, Transgrid's executive network manager, Marie Jordan, was quoted on the ABC Broken Hill Breakfast Show as saying, "Power supplier would work alongside the wind farm to ensure it would be able to assist in future power outages" (Conner 2023)'. Can Transgrid provide further details of any such plans?</p>	<p>The intermittent nature of renewable generation, both wind and solar, presents challenges to the local supply arrangements at present when operating the existing gas turbines at Broken Hill. As such, the performance standards for the local wind farm and solar farm requires them to disconnect and not operate when there is a transmission outage affecting the region.</p> <p>The <a href="#">Project Assessment Conclusion Report for the Regulatory Investment Test</a> – Maintaining Reliable Supply to Broken Hill, published in May 2022, identified the preferred long-term solution for reliability of supply to the Broken Hill region as being the Hydrostor Silver City A-CAES facility operating in conjunction with other renewable generation in the region to form a localised mini-grid during an outage of the X2 transmission line.</p> <p>It is under these future arrangements that the wind farm and solar farm would be configured to assist in the event of future transmission outages. This is currently being considered as a follow on to the May 2022 RIT-T.</p>
6	<p>Has Transgrid discounted or varied any of its charges for</p>	<p>There are four key components of Transgrid's tariffs: entry prices, exit prices, common transmission service prices and Transmission use of system (TUOS) prices. The latter includes a locational and non-locational component. The setting of these prices is governed by the NER. These principles provide that:</p>



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	<p>services in the Far West as a result of the outages in October and November 2024 (e.g. the Locational Charges, Non- Locational Charges, Common Service Charges, Exit Charges, Entry Charges)?</p> <p>If so, please provide an overview of the discounts or variations made.</p>	<ul style="list-style-type: none"> <li>• Entry prices and exit prices must be a fixed annual amount that is based on the attributable connection point cost share for entry / exit services provided at that connection point. That is, based on the costs of the assets at that connection point against the cost of assets at all connection points across the network. Accordingly, entry and exit prices for Broken Hill cannot be reduced to take the outage into account – they must be based on the costs of the assets at Broken Hill.</li> <li>• Common transmission service and the non-locational prices of TUOS are postage stamp prices that apply at each connection point in the NSW/ACT market region. The common service and non-locational charges at each connection point are then calculated based on the actual historical annual maximum demand and the postage stamp prices. This allocation methodology means that Transgrid cannot unilaterally reduce the common transmission and non-locational TUOS prices at Broken Hill.</li> <li>• The overall amount to be recovered by the locational component of TUOS is allocated to individual connection points based on each connection point's proportionate use of the relevant transmission system assets (with prices at each connection point then being set to recover the amount allocated to that connection point). Again, this allocation methodology means that Transgrid cannot simply reduce the locational TUOS prices at Broken Hill.</li> </ul> <p>Notwithstanding this, the transmission component of electricity bills is a significantly smaller compared to generation, distribution and retail costs. Transgrid's contribution of \$1.5 million to the NSW Government's emergency response package provided emergency cash grants to households and businesses affected by the outages.</p> <p>Transgrid also committed \$500,000 in new funding through our Community Partnerships Program, to grants for community organisations in areas impacted by the outages. Of the \$500,000, \$296,461 has been paid to charities and not-for-profit organisations as of the end of February 2025 with another round of grants to be announced on 31 March 2025.</p>

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7	<p>Has Transgrid received any claims for compensation from affected end users in the Far West as a result of the outage?</p> <p>If so, please provide an overview of how these compensation claims have been dealt with.</p>	<p>Transgrid has not received claims for compensation from affected end users in relation to the outage. Customers claim compensation through their local distributor, not the transmission provider. Also, a compensation claim to the distributor is not normally successful when the cause is outside of the network owners' control, such as a severe weather event like the Broken Hill emergency.</p> <p>Essential Energy has recovered its costs from Transgrid for the operational and generation support provided in response to the Broken Hill outages, as well as ongoing costs.</p>
8	<p>The kWh monthly Locational Charges for Broken Hill connection points appears to be significantly higher (98% higher) than the average Locational Charges for other rural connection points. What is the reason for this?</p>	<p>The Broken Hill locational price (\$/kW/month) is calculated consistently with all other locational prices in the NSW/ACT market region. The locational price is reflective of the optimised replacement costs of the transmission network in transporting power to these connection points.</p> <p>For Broken Hill, there are two connection points, one at 22kV for the township and one at 220kV for the mine. Historically these prices have always been high due to the long transmission lines and supporting primary plant that are installed to service these remote loads. Apart from a power flow from Buronga to Red Cliffs in Victoria, the Broken Hill loads are the only other loads at the end of a long 220kV transmission system.</p> <p>As such, a large portion of the transmission costs from transmission lines X5, X3 and X2 are allocated for collection from the Broken Hill 22kV and 220kV connection points. Other regional connection points are more highly meshed with a greater sharing of costs between different connection points.</p> <p>The load at Broken Hill has been relatively stable compared to the rest of the NSW/ACT market region where the load has been progressively increasing. This means that over time, the revenue allocated for collection from the Broken Hill customers has been reducing relative to the revenue recovered from other NSW/ACT load customers via the locational charge. The AER sets the limit on the maximum allowable revenue Transgrid can receive each year.</p>

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		Locational prices are calculated subject to a side constraint, where the locational price at a connection point cannot move (year-to-year) more than +/-2% around the average regional price movement. This means a customer's locational price can have a 50-year trajectory to normalise to any network cost changes to prevent price shocks. Should the trend mentioned above continue over time, Broken Hill's locational price will progressively reduce (assuming no other network or regulatory changes).
9	During the hearing, we heard that GT1, although out-of-service, was used to help avoid further outages during the emergency period. Can you clarify how GT1 was used exactly, and how it could be used given the potential catastrophic fault identified that was the reason for it being offline?	During the emergency period there was a requirement to take a planned outage of GT2 to add oil and coolant to the machine. Prior to undertaking the planned outage of GT2, staff at site were able to perform a 'practice run' on the out-of-service GT1. They also modified a part they were able to remove from GT1 and fit that part to GT2 while the planned outage was underway. The practice run meant they were faster and more efficient when it came to performing the actual work during the planned outage of GT2. Also, replacing the modified part taken off GT1 meant that GT2 did not require another planned outage for additional oil top ups.
10	Transgrid's evidence at the hearing refers to regulatory prohibitions against Transgrid contacting downstream consumers that	As a transmission network service provider, Transgrid is required to deliver electricity to each connection point with the relevant distribution network. For the Broken Hill connection point, Transgrid's customer is Essential Energy. Two practical matters arise in relation to this question: <ul style="list-style-type: none"> <li>• first, by reason of the above, Transgrid does not have a direct relationship with customers of Essential Energy or relevant downstream retailers and Transgrid does not have, or have any means of obtaining, contact details of those customers, to contact them; and</li> </ul>

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	<p>were customers of Essential Energy, not Transgrid.</p> <p>Can you identify the exact provisions, in either federal or state regulatory frameworks or laws, which prohibited Transgrid from contacting those customers during the emergency?</p>	<ul style="list-style-type: none"> <li>secondly, even if Transgrid was able to obtain those customer details, there is a question about what it could have communicated to have a practical impact on those impacted by reliability of supply issues (discussed further in response to question 11, below).</li> </ul> <p>Further, the provision of customer details by retailers and/or Essential Energy to Transgrid would likely be prohibited by the <i>Privacy Act 1988</i> (Cth) (including s13, s13G and APP6) and the NER (including clause 8.6.1).</p> <p>Transgrid communicated extensively with the public generally via press conferences, radio and other communication methods, during the event.</p>
11	<p>Communication and information has been problematic, many residents and business owners have advised us of this.</p> <p>How do you think you could have improved your communication and information to residents, especially the most vulnerable like</p>	<p>Transgrid is a member of the NSW Electricity Supply Emergency Sub Plan, the Energy and Utility Services Functional Area Coordinator (EUSFAC), which once activated, was responsible for coordinating all public information relating to the outage. Through this protocol, Transgrid worked closely with all key stakeholders to maintain public communications across various channels.</p> <p>A summary of Transgrid's media and communications activities is provided at <b>Attachment A</b>.</p> <p>At all times, Transgrid sought to ensure that the updates it provided to the public were as accurate and informative as possible in the circumstances, including with its community engagement representatives on the ground. Notwithstanding this, since the emergency our teams have been on the ground speaking with residents and businesses to better understand how we can improve our communications. We have also spoken with Essential Energy about how together we can improve communications generally.</p>

	Committee question	Recommendation and draft answer
	those needing medical attention?	
12	<p>You have spoken to many witnesses after they gave evidence to the Committee for the inquiry.</p> <p>Why did you not make yourself available in person, prior to this period, to meet with residents and businesses?</p>	<p>Transgrid met with residents, businesses, community groups and local stakeholders in person before the hearing in Broken Hill. Following the outage on 21 October 2024, Transgrid CEO Brett Redman travelled to Broken Hill to meet with the Mayor, General Manager of Council, local State and Federal MPs, community members and field crews. He also spoke with local ABC News and provided an apology on ABC local television news..</p> <p>Transgrid's Head of Far West Operational Response participated in the daily NSW Government-led press conferences and meetings with local stakeholders. During that time Transgrid also had community engagement staff on the ground.</p> <p>Transgrid community engagement staff were in Broken Hill from the 12 - 15 November and from 3 - 6 December to speak to the local community and organisations. They also staffed information stalls at local shopping centres to inform the community about how they could apply for Transgrid's \$500,000 in community grants. This included Transgrid reaching out to over 100 organisations in the Far West either in person or via phone.</p>
13	<p>Transgrid's submission referred to a communications protocol that is in place, which guided your stakeholder engagement during the outages.</p> <p>Can you outline what is set out in the protocol?</p> <p>How did this protocol inform your approach to</p>	<p>At all times, and particularly when responding to the impacts of extreme weather events on its network, Transgrid's communication plans seek to prioritise the community, consumers and broader stakeholders. Throughout the response, Transgrid proactively engaged with the community and stakeholders, providing frequent updates via various face-to-face, broadcast and digital communication channels.</p> <p>As mentioned in our submission, Transgrid worked closely with Essential Energy and the NSW Government to coordinate all public communications and Essential Energy undertook direct communications with its individual customers in accordance with its obligations. After the NSW Government activated the NSW Electricity Supply Emergency Sub Plan, the Energy and Utility Services Functional Area Coordinator (EUSFAC) took control for managing the provision of information relating to the outage. Through this protocol, Transgrid worked closely with all key stakeholders to maintain public communications across various channels, as outlined below:</p> <p><b>Media:</b> Transgrid participated in joint daily media conferences in Broken Hill to provide status updates and answer questions. Transgrid also provided 52 unique responses to media enquiries between 17 October and 1 November 2024.</p> <p><b>Social media:</b> Transgrid frequently posted updates to its Facebook page, with 17 posts made between 17 October and 1 November 2024. Transgrid also responded to questions from the community that were made on these Facebook posts.</p>

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	<p>stakeholder engagement?</p> <p>What aspects of your engagement with stakeholders were not effective?</p>	<p><b>Dedicated webpage:</b> Transgrid launched a dedicated page on its website with prominent access from the homepage's top navigation, ensuring residents could easily find essential updates. This page provided updates on the restoration of power in affected areas, information about community support packages and links to access further information. There were 16 updates published between 22 October and 1 November 2024, with the page removed from Transgrid's website on 7 November 2024 after the primary power supply was restored.</p> <p><b>24/7 contact centre:</b> Transgrid provided information for call centre staff to ensure they had the information to handle specific enquiries and complaints related to the incident. The information was updated daily and/or when required, while the emergency response was rolled out. Callers were also referred to the website if required, which had important information about the outage, Transgrid's response, support and grants available. The call centre is staffed 24 hours a day and seven days a week.</p> <p><b>Community and landowner engagement:</b> Throughout the emergency response, Transgrid had community engagement officers based in Broken Hill to assist with community enquiries and provide critical updates to local stakeholders. In addition to direct engagement, they also staffed a community desk at the local shopping centre following the response and attended the NSW Government's Broken Hill Community Cabinet meetings to continue their active engagement with the community.</p> <p>Transgrid also provided regular updates to government stakeholders from the morning of 17 October and during the following weeks. These updates were via email, SMS and phone calls. Brett Redman, CEO, also met with the State and Federal Members of Parliaments and their offices on 22 October, as well as the General Manager and Mayor of Broken Hill Council. He also offered an open line of communication to these parties and Transgrid's staff were in frequent contact with these individuals and their respective offices throughout the emergency response and have maintained ongoing communications with them to keep them informed of operational updates, community engagement opportunities and our Community Partnerships grant program.</p> <p>Transgrid notes from submissions and evidence given in the hearings that many stakeholders were unaware that only one GT was operational noting Essential Energy and DCCEEW were informed of this fact in the first communications after supply was disrupted. Transgrid has committed to providing proactive updates to its stakeholders on the maintenance status of the GTs as a priority.</p> <p>At all times, Transgrid sought to ensure that the updates it provided to the public were as accurate and informative as possible in the circumstances, noting many residents were unable to access information updates due to the lack of telecommunications</p>

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		connectivity. Notwithstanding this, Transgrid is committed to working with all relevant parties to improve how best to provide information to residents and businesses for any future emergency events, and welcomes the feedback received during the course of the event and this inquiry to enable improvements across all aspects of the response.
14	Does Transgrid have a protocol or framework in place for responding and managing incidents like a transmission outage? If so, is this publicly available?	<p>Transgrid has an established Corporate Response and Emergency Management Plan (CREMP) which applies to all incidents, both network and non-network related, that present a threat to its ability to provide system reliability and security activities. Beneath the CREMP, Transgrid has a specific plan for emergencies that directly affect the power system or network assets, known as the Power System Emergency Response Plan (PSERP).</p> <p>The PSERP references and is derived from both the CREMP and AEMO's Power System Emergency Management Plan (AEMO PSEMP). The Broken Hill emergency did not meet the threshold to warrant a NEM-Wide emergency response under the AEMO PSEMP. The emergency was managed under the process outlined in Transgrid's PSERP.</p> <p>All Power System related incidents and emergencies are classified and managed under the PSERP according to the risk or threat posed to the Network. The risk may arise from internal events such as asset failures or network events but may also arise from external threats such as environmental (e.g. extreme weather, bushfire) events, public activity (e.g. climbing), terrorism or cyber activity. The initiating source of the threat may come from either internal systems and communications channels or external sources such as AEMO, Police, Emergency Services or Government. All threats are managed in accordance with the identified network risk under the PSERP and in accordance with the AEMO PSEMP incident levels.</p> <p>Transgrid also works within the NSW Government's State Electricity Supply Emergency Sub Plan. This occurred during the Broken Hill incident and triggered the collaboration and joint working between Transgrid and the Energy &amp; Utility Services Functional Area Coordinator (EUSFAC).</p> <p>For security purposes, Transgrid's CREMP and PSERP are not publicly available documents. Nor is AEMO's PSEMP. However, the NSW Government's State Electricity Supply Emergency Sub Plan is publicly available <a href="#">here</a>.</p>



# Chronology of Transgrid's public communications

At all times, and particularly when responding to the impacts of extreme weather events on our network, Transgrid's communications strategies seek to prioritise the community and our stakeholders. Throughout the Broken Hill outage, Transgrid proactively engaged with stakeholders, providing frequent updates via various face-to-face, broadcast and digital communication channels.

As previously stated in our submission, Transgrid worked closely with Essential Energy and the NSW Government to coordinate all communications. After the NSW Government activated the NSW Electricity Supply Emergency Sub Plan, the Energy and Utility Services Functional Area Coordinator (**EUSFAC**) was responsible for managing the provision of information relating to the outage. Through this protocol, Transgrid worked closely with all key stakeholders to maintain public communications across various channels, as outlined below:

- **Media:** Transgrid participated in joint daily media conferences in Broken Hill to provide status updates and answer questions. Transgrid also provided 52 unique responses to media enquiries between 17 October and 1 November 2024.
- **Social media:** Transgrid frequently posted updates to its Facebook page, with 17 posts made between 17 October and 1 November 2024. Transgrid also responded to questions from the community that were made on these Facebook posts.
- **Dedicated webpage:** Transgrid launched a dedicated page on its website with prominent access from the homepage's top navigation, ensuring residents could easily find essential updates. This page provided updates on the restoration of power in affected areas, information about community support packages and links to access further information. There were 16 updates published between 22 October and 1 November 2024, with the page removed from Transgrid's website on 7 November 2024 after the primary power supply was restored.
- **24/7 contact centre:** Transgrid provided information for call centre staff to ensure they had the information to handle specific enquiries and complaints related to the incident. The information was updated daily and/or when required, while the emergency response was rolled out. Callers were also referred to the website if required which had important information about the outage, Transgrid's response, support and grants available. The call centre is staffed 24/7.
- **Community and landowner engagement:** Throughout the emergency response, Transgrid had community engagement officers based in Broken Hill to assist with community enquiries and provide critical updates to local stakeholders. In addition to direct engagement, they also staffed a community desk at a local shopping centre and attended the NSW Government's Broken Hill Community Cabinet.

A chronology of Transgrid's public communications during the emergency response is provided overleaf.



Date and Time	Channel	Content
N/A – On or around 16 October 2024	Website	Added a banner to Transgrid’s website homepage that read “View the latest on the power supply to Broken Hill and surrounding areas”, which linked through to a dedicated webpage titled “Updates on power supply to Broken Hill”.
N/A – On or around 16 October 2024	Website	<p><b>Title:</b> Latest on the power supply to Broken Hill and surrounding area</p> <p><b>Body:</b> An extreme weather event on Thursday 17 October damaged seven transmission structures on the powerline that supplies Broken Hill, Tibooburra, Wilcannia, Menindee, White Cliffs and several other surrounding communities. An emergency response is underway to safely repair the network and restore supply from the transmission powerline.</p> <p>Transgrid is focused on completing construction of the new temporary powerline as soon as possible to restore a permanent electricity supply to Broken Hill and surrounding communities.</p> <p>We apologise to residents and businesses for the prolonged outage caused by a fault to the back-up generator and acknowledge the significant impacts on local communities.</p> <p>This page will be updated regularly with the latest information.</p>
N/A – On or around 16 October 2024	Website	<p><b>Title:</b> NSW Government &amp; Transgrid Community Support Package</p> <p><b>Body:</b> The NSW Government and Transgrid have announced a multi-million community support package in response to the Broken Hill natural disaster.</p> <p>The electrical outage support package will be made available to impacted households and small to medium-sized local businesses through Service NSW and includes a \$1.5 million contribution from Transgrid.</p> <p>We acknowledge the impact of the outage and hope that this financial support goes some way to assisting those impacted. It includes:</p> <ul style="list-style-type: none"> <li>• Payments of \$200 will be made available to each of the residential electricity account holders impacted by the outage.</li> <li>• Payments of \$200 to all eligible adults who live in Broken Hill, Central Darling Shire and the Unincorporated LGAs.*</li> <li>• Payments of \$400 will be made available to impacted small-to-medium businesses.</li> </ul> <p>*added payment announced by NSW Government on 1 Nov 2024.</p> <p>This support will be provided as soon as possible through Service NSW. Visit their website for updates and eligibility criteria.</p>

Date and Time	Channel	Content
		<p>While these grants are being established, the NSW Government will continue to support people's immediate needs with pantry staples, fresh produce, food hampers and mobile cold rooms being made available in partnership with Foodbank NSW/ACT at key locations in the Far West to support communities where impacts have been greatest.</p> <p>For further information, see <a href="#">Support for the Far West NSW community   NSW Climate and Energy Action</a></p> <p><b>Australian Government Assistance</b></p> <p>The Albanese Government is providing financial support to people directly affected by the devastating storms and power outages in New South Wales Far West region.</p> <p>Applications for the Disaster Recovery Allowance (DRA) are now open. The allowance provides up to 13 weeks of income support for workers and sole traders who have experienced loss of income as a result of recent severe storms in the Broken Hill and Central Darling Local Government Areas, as well as the Far West Unincorporated Area.</p> <p>Members of the community are encouraged to seek information regarding eligibility and how to claim on the <a href="#">Services Australia</a> website.</p> <ul style="list-style-type: none"> <li>• More Information: The quickest way to claim is online through myGov. If you need help to claim, you can call the Australian Government Emergency information line on 180 22 66 from 8am to 5pm, Monday to Friday. Multilingual phone calls are also available through the Centrelink multilingual phone service on 131 202.</li> <li>• For information on available recovery assistance, visit the <a href="#">NSW Reconstruction Authority</a> and <a href="#">Service NSW</a> websites.</li> <li>• For further information on recovery arrangements, visit the <a href="#">Disaster Recovery Funding Arrangements</a> page.</li> <li>• The Department of Foreign Affairs and Trade will replace passports that have been lost or damaged in declared natural disasters free of charge, visit the <a href="#">Department of Foreign Affairs and Trade</a> website.</li> <li>• A Recovery Assistance Point (RAP) will be established from 29 Oct in Broken Hill with support and resources to help residents and businesses recover. For more information, please visit the <a href="#">NSW Government</a> website.</li> </ul> <p><b>Community Partnerships Program for Far West NSW</b></p> <p>On 30 Oct, Transgrid has announced \$500,000 in new grants for community organisations and not-for-profit groups in impacted areas of Far West NSW, in addition to its \$1.5 million contribution to the NSW Government's community support package for residents and businesses.</p> <p>Our Community Partnerships Program which already operates in communities across our NSW network, provides grants to local not-for-profit organisations to fund a range of activities including improving community facilities and services.</p>

Date and Time	Channel	Content
		The Community Partnerships Program for Far West NSW will launch next week.
17 October 2024 6.00am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Full repairs could take a couple weeks; 20 design and engineering experts to provide 24/7 response to fix outage. <b>Spokesperson:</b> Transgrid Spokesperson
17 October 2024 6.24am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Outage update – works taking place to restore power for community. <b>Spokesperson:</b> Jason Krstanoski, General Manager of Operations & Maintenance
17 October 2024 7.25am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Safety warning – do not approach or get too close to downed powerlines. <b>Spokesperson:</b> Transgrid Spokesperson
17 October 2024 8.33am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Radio Sydney <b>Summary of Transgrid’s Statement:</b> Emergency crews employed to restore powerlines; apology to the community for the outage. <b>Spokesperson:</b> Jason Krstanoski, General Manager of Operations & Maintenance
17 October 2024 10.23am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Backup generators have restored power to most of Broken Hill; full repairs set to take a couple of weeks. <b>Spokesperson:</b> Transgrid Spokesperson
17 October 2024 11.00am (ACDT)	Facebook	<b>Image or Video:</b> Image of the area <b>Caption:</b> Transgrid teams are responding after a severe storm overnight damaged a small section of a powerline supplying Broken Hill.

Date and Time	Channel	Content
		<p>While a back-up generator has restored power to most of Broken Hill, we expect repairs to the powerline to take a couple of weeks.</p> <p>Transgrid and Essential Energy are working closely together to safely minimise impacts to local communities. We remind everyone to keep a safe distance from any fallen power lines.</p> <p>Thank you for your patience while emergency repairs are undertaken.</p> <p>For customer enquiries please contact Essential Energy on 13 23 91.</p>
17 October 2024 2.35pm (ACDT)	Media – Article	<p><b>Outlet:</b> ABC News Online</p> <p><b>Summary of Transgrid’s Statement:</b> Emergency crews deployed to restore powerlines; full repairs set to take a couple of weeks; keep a safe distance from downed powerlines.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
17 October 2024 4.30pm (ACDT)	Facebook	<p><b>Posted as a comment on the previous post:</b> 17 October 5pm update:</p> <p>While a back-up generator continues to supply power to most of Broken Hill, the situation remains sensitive, and our crews will monitor the alternative supply around the clock.</p> <p>Today, an aerial patrol inspected part of the powerline damaged in the severe storm with further patrols to be completed tomorrow. Other experts have been deployed to the area to assess and plan emergency repairs to the damaged line, which may take a couple of weeks.</p> <p>We thank everyone for their patience, and with more storms forecast, we remind everyone to keep a safe distance from any fallen powerlines. For customer enquiries please contact Essential Energy on 13 23 91.</p>
17 October 2024 6.50pm (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid’s Statement:</b> Full repairs could take a couple of weeks.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
18 October 2024 6.01am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Full repairs could take a couple of weeks; 20 design and engineering experts to provide 24/7 response to fix outage.</p>

Date and Time	Channel	Content
		<b>Spokesperson:</b> Transgrid Spokesperson
18 October 2024 6.52am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Aerial surveys being conducted on affected lines to assess damage. <b>Spokesperson:</b> Transgrid Spokesperson
18 October 2024 7.12am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid’s Statement:</b> Outage update – aerial patrol and situation assessment. <b>Spokesperson:</b> Jason Krstanoski, General Manager of Operations & Maintenance
18 October 2024 8.50am (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid’s Statement:</b> 20 design and engineering experts to provide 24/7 response to fix outage. <b>Spokesperson:</b> Transgrid Spokesperson
18 October 2024 10.29am (ACDT)	Media – Article	<b>Outlet:</b> ABC News Online <b>Summary of Transgrid’s Statement:</b> Full repairs could take a couple of weeks. <b>Spokesperson:</b> Transgrid Spokesperson
18 October 2024 4.54pm (ACDT)	Facebook	<b>Image or Video:</b> Image of the area with the following text: “Broken Hill Storm Update – We’re working to repair the powerline that supplies Broken Hill. Always stay well clear of any fallen powerlines.” <b>Caption:</b> Our crews continue to work closely with Essential Energy to coordinate the back-up energy supply for Broken Hill, after a severe storm caused significant damage to the transmission network on Wednesday night. Our back-up supply is performing well in ongoing poor weather conditions. Technicians are on site around the clock to support the ongoing operation. Repairs to the damaged transmission assets are expected to take at least a couple of weeks, with multiple teams on site planning emergency repairs to the network.

Date and Time	Channel	Content
		We thank the community for your patience. For the most up-to-date information on the power supply in your area, please contact Essential Energy at 13 23 91.
19 October 2024 5.44pm (ACDT)	Media – Article	<p><b>Outlet:</b> ABC News Online</p> <p><b>Summary of Transgrid’s Statement:</b> Power being progressively restored to Broken Hill.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
20 October 2024 11.52am (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill Storm Update – We’re working to repair the powerline that supplies Broken Hill. Always stay well clear of any fallen powerlines.”</p> <p><b>Caption:</b> Transgrid’s back-up generator is supplying power to Broken Hill and surrounds as repairs are made to the infrastructure damaged during Wednesday night’s severe storm.</p> <p>To maintain the generator’s performance, a planned outage will take place on Sunday from 11pm to 5am ACDT (11.30pm to 5.30am AEDT).</p> <p>Planned outages are needed every three days to proactively maintain the generators performance, with the next planned outage to take place on Wednesday night. All planned outages will take place overnight to minimise the impact on Broken Hill and surrounding communities.</p> <p>Thank you for your patience.</p>
21 October 2024 7.12am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Outage update – Progress on repairs with expected re-energisation date of November 6.</p> <p><b>Spokesperson:</b> Jason Krstanoski, General Manager of Operations &amp; Maintenance</p>
21 October 2024 11.00pm (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill recovery update – We apologise for the disruption caused to communities while we work to safely rebuild the network supplying Broken Hill and surrounding communities.”</p> <p><b>Caption:</b> Broken Hill recovery update</p> <p>We are advising the community of Broken Hill to prepare for a prolonged outage after the generator supplying back-up power to communities in the Far West tripped around 5pm.</p>

Date and Time	Channel	Content
		<p>Crews onsite have worked through the night to investigate the fault with the generator, with repairs expected to last into the day. Additional generators will arrive in Broken Hill on 22 Oct, and teams from Transgrid and Essential Energy will work to safely connect them to the network. More generators are also on their way to provide additional back-up supply, while emergency work continues to rebuild the transmission network damages in severe storms.</p> <p>We apologise for the significant disruption caused to communities following the storm.</p>
21 October 2024 11.32am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Announcement that the second backup generator was taken out of service last month for repairs.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
21 October 2024 4.09pm (ACDT)	Media – Article	<p><b>Outlet:</b> ABC News Online</p> <p><b>Summary of Transgrid’s Statement:</b> Outage update – Progress on repairs with expected re-energisation date of November 6.</p> <p><b>Spokesperson:</b> Jason Krstanoski, General Manager of Operations &amp; Maintenance</p>
22 October 2024 5.45am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Outage update – generator concerns, acknowledging community impacts and answering questions regarding system strength and renewables.</p> <p><b>Spokesperson:</b> Marie Jordan, Executive General Manager of Networks</p>
22 October 2024 6.40am (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid’s Statement:</b> Outage update – generator trip; power outage since 5pm yesterday evening.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
22 October 2024 7.00am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Four generators on their way to Broken Hill after power outage yesterday.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>

Date and Time	Channel	Content
22 October 2024 1.54pm (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill recovery update – We apologise for the disruption caused to communities as we continue working with Essential Energy to restore power to Broken Hill and surrounding areas.”</p> <p><b>Caption:</b> 2pm 22 Oct Broken Hill recovery update</p> <p>Our crews have completed the inspection of the large-scale back-up generator at Broken Hill and are now testing equipment. We’re aiming to restart the generator this afternoon, with plans to restore power across the Far West region this evening in collaboration with Essential Energy.</p> <p>Teams from Transgrid and Essential Energy are also onsite at Broken Hill and Pinnacle Point, working to commission additional generators today as emergency repairs continue.</p> <p>We apologise for the disruption caused by this outage.</p>
22 October 2024 3.35pm (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC North and West SA</p> <p><b>Summary of Transgrid’s Statement:</b> Generator back on following repairs; actively working to restore power.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
22 October 2024 3.44pm (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Continuing to investigate what caused the outage.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
22 October 2024 5.55pm (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill recovery update – We apologise for the disruption and appreciate your patience as we work to restore power to Broken Hill and surrounding areas.”</p> <p><b>Caption:</b> 5.55pm 22 Oct Broken Hill update</p> <p>Power is being progressively restored to parts of Broken Hill and surrounding communities after emergency repairs were completed to its back-up generator, with additional back-up supply arriving in the Far West today.</p> <p>Transgrid and Essential Energy will work to safely install the additional generators to supplement supply to the area, with further generators en route to the town. Work to safely connect the additional generators will take place overnight. We expect power to be restored to all homes and businesses by tomorrow afternoon.</p>



Date and Time	Channel	Content
		Repairs are also being made to the powerline that was damaged in last week's severe storm, with earthworks complete, equipment on site and a 24-hour rotating shift to begin from tomorrow.
22 October 2024 6.30pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid's Statement:</b> Power being progressively restored to Broken Hill. <b>Spokesperson:</b> Transgrid Spokesperson
22 October 2024 6.30pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid's Statement:</b> Four generators on their way to Broken Hill after power outage yesterday. <b>Spokesperson:</b> Transgrid Spokesperson
22 October 2024 11.38pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid's Statement:</b> Apologises to the community; 30 people providing 24/7 response to fix transmission line with additional team working on repairs to the generator. <b>Spokesperson:</b> Brett Redman, Chief Executive Officer
23 October 2024 8.45am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Broken Hill <b>Summary of Transgrid's Statement:</b> Full restoration of power lines set for November 6. <b>Spokesperson:</b> Transgrid Spokesperson
23 October 2024 11.52am (ACDT)	Media – Radio	<b>Outlet:</b> ABC Radio Sydney <b>Summary of Transgrid's Statement:</b> Apologies to community for the outage; power being progressively restored to Broken Hill. <b>Spokesperson:</b> Transgrid Spokesperson
23 October 2024 1.43pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid's Statement:</b> Working hard to install additional generators into the system to provide consistent power to residents of the Far West.

Date and Time	Channel	Content
		<b>Spokesperson:</b> Transgrid Spokesperson
23 October 2024 3.53pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid's Statement:</b> Second generator being taken out of action for maintenance last month. <b>Spokesperson:</b> Transgrid Spokesperson
23 October 2024 4.35pm (ACDT)	Facebook	<b>Image or Video:</b> Image of the area with the following text: "Broken Hill power supply update – Transgrid is working around the clock to repair the powerline that supplies Broken Hill and surrounding communities." <b>Caption:</b> 4.35pm 23 Oct Broken Hill update <p>Today, specialist crews began 24-hour rotating shifts to repair the powerline while back-up power is supplied by a series of generators in the area.</p> <p>Power is currently being supplied to the region by a large-scale back-up generator.</p> <p>Specialist crews are working around the clock to repair the storm-damaged powerline and restore a permanent electricity supply to Broken Hill and surrounding communities.</p> <p>Emergency response steel towers will replace the seven damaged towers, with a new high-voltage conductor cabling and heavy machinery now onsite, and the design of the replacement line and earthworks completed.</p>
23 October 2024 5.45pm (ACDT)	Website	<b>Title:</b> Power supply updates <b>Body:</b> Transgrid's back-up generator continues to supply parts of Broken Hill and surrounding communities, with power restored to most homes and businesses overnight. <p>Specialist teams continually monitor the back-up generator's performance to ensure it's ongoing service, while emergency works ramp up to repair the storm-damaged powerline.</p> <p>Transgrid and Essential Energy are continuing to safely install additional generators on the local network to supplement supply to the area.</p> <p>From today, specialist crews will commence 24-hour rotating shifts to repair to repair the storm-damaged powerline.</p>

Date and Time	Channel	Content
		<p>Emergency response steel towers to replace the seven damaged towers, new high-voltage conductor cabling and heavy machinery is now onsite, with the design of the replacement line and earthworks completed.</p> <p>Transgrid is focused on completing construction of the new temporary powerline as soon as possible to restore a permanent electricity supply to Broken Hill and surrounding communities.</p>
24 October 2024 N/A	Media – Joint Media Release	<p><b>Outlet:</b> Joint media release</p> <p><b>Summary of Transgrid’s Statement:</b> Acknowledges the impact of the outage; focussed on restoring supply.</p> <p><b>Spokesperson:</b> Brett Redman, Chief Executive Officer</p>
24 October 2024 12.01am (ACDT)	Media – Article	<p><b>Outlet:</b> The Daily Telegraph</p> <p><b>Summary of Transgrid’s Statement:</b> Specialist crews working 24/7 operation to restore power.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
24 October 2024 5.30am (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid’s Statement:</b> Refuting claim that second generator has been out of service for a year.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
24 October 2024 9.52am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> 6MW of additional support incoming.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
24 October 2024 10.34am (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> More than 50 specialist technicians are working in rotating shifts 24/7 to safely repair the storm-damaged powerline and restore the permanent electricity supply to Broken Hill and surrounding communities.</p> <p>Emergency response steel towers are being assembled and structure foundations installed, ahead of the new towers being erected using a series of cranes and elevated platforms. Specialist line crews will then string cables from the new towers.</p>

Date and Time	Channel	Content
		<p>Transgrid thanks the community for their patience while work to repair the powerline is completed to restore supply to Broken Hill and surrounding communities from the transmission network.</p> <p>Broken Hill and surrounding communities in the Far West continue to be supplied power from the large-scale backup generator.</p> <p>Transgrid and Essential Energy are working to safely install additional generators across the area.</p> <p>The temporary supply to Broken Hill and surrounding areas remains complex. From time to time, outages can occur in localised parts of the region to enable the bulk of the supply to the community to continue, particularly during the evening peak. Both Transgrid and Essential Energy have crews onsite to rapidly respond to issues as they occur and minimise impacts.</p> <p>Transgrid technicians will conduct tests, safety checks and then commission four additional generators today to provide additional support when needed during the evening peak period.</p> <p>In addition, Transgrid is working to install additional generators and a transformer that arrived in Broken Hill yesterday as further backup at the substation.</p> <p>Transgrid continues to work closely with Essential Energy to ensure a safe design and coordinated set up of the backup generators while the primary transmission supply is returned to service.</p> <p>Please note, the generator currently out of service in Broken Hill was operational until it was taken offline for refurbishment in September 2024. Claims that it has been out of service since November 2023 are inaccurate.</p>
<p>24 October 2024 11.03am (ACDT)</p>	<p>Facebook</p>	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill power supply update – Our specialist technicians continue to work around the clock to repair the storm-damaged powerline and restore the permanent electricity supply to Broken Hill and surrounding communities.”</p> <p><b>Caption:</b> 11.03am 24 Oct Broken Hill update</p> <p>More than 50 specialist technicians are working in rotating shifts 24/7 to safely repair the storm-damaged powerline and bring permanent power back to Broken Hill and surrounding communities.</p> <p>Here’s what’s happening:</p> <ul style="list-style-type: none"> <li>• Emergency response steel towers are being assembled and structure foundations are being laid. Next, new towers will be erected using cranes and elevated platforms, followed by specialist crews stringing cables from the new towers.</li> </ul>

Date and Time	Channel	Content
		<ul style="list-style-type: none"> <li>In the meantime, Broken Hill and the Far West are powered by a large-scale backup generator, with crews working hard to install additional generators across the area.</li> <li>The temporary supply to Broken Hill and surrounding areas remains complex, and outages can occur in localised parts of the region to enable the bulk of the supply to the community to continue, particularly during the evening peak. Both Transgrid and Essential Energy have crews onsite to rapidly respond to issues as they occur and minimise impacts.</li> <li>Today, our team is testing and commissioning four additional generators to help support the community during peak times. We're also setting up additional generators and a transformer for extra backup at the substation.</li> </ul> <p>We're committed to working closely with Essential Energy to ensure a safe and coordinated approach while we bring the primary transmission supply back online. We sincerely appreciate the community's continued patience during these emergency repair efforts.</p>
24 October 2024 11.30am (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid's Statement:</b> Announcement of Transgrid's contribution to support package.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
24 October 2024 1.20pm (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: "Broken Hill power supply update – Our specialist technicians continue to work around the clock to repair the storm-damaged powerline and restore the permanent electricity supply to Broken Hill and surrounding communities."</p> <p><b>Caption:</b> 1.20pm 24 Oct Broken Hill update</p> <p>The NSW Government and Transgrid have announced a \$4-million community support package in response to the Broken Hill natural disaster.</p> <p>The electrical outage support package will be made available to impacted households and small to medium-sized local businesses through Service NSW and includes a \$1.5m contribution from Transgrid.</p> <p>We acknowledge the impact of the outage and hope that this financial support goes some way to assisting those impacted.</p>
24 October 2024	Media – Article	<p><b>Outlet:</b> Daily Mail</p>

Date and Time	Channel	Content
1.59pm (ACDT)		<p><b>Summary of Transgrid's Statement:</b> Additional generators installed with more units on the way; 24/7 operation to restore damaged powerlines.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
24 October 2024 8.00pm (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid's Statement:</b> Installing additional generators and working to get power restored as soon as possible.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
25 October 2024 5.30am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid's Statement:</b> Fault detection in backup generator; power outage in early hours of morning.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
25 October 2024 6.40am (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> The large-scale backup generator providing power supply to Broken Hill was taken out of service around 2.30am today (local time) after a fault was detected.</p> <p>Specialist crews began immediate repairs to replace its fuel forwarding pump.</p> <p>The backup generator is expected to be back in service and crews will work with Essential Energy to safely restore power to customers from 7.30am (local time).</p> <p>Four smaller backup generators installed yesterday by Essential Energy at Pinnacles Place continue to provide power to some remote communities.</p> <p>Emergency repairs to the transmission line that provides permanent supply to the area are progressing well and remain on track to return to service on Wednesday, 6 November.</p>
25 October 2024 6.40am (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: "Broken Hill power supply update – Our specialist technicians continue to work around the clock to repair the storm-damaged powerline and restore the permanent electricity supply to Broken Hill and surrounding communities"</p>

Date and Time	Channel	Content
		<p><b>Caption:</b> 6.40am (ACDT) 25 Oct Broken Hill update</p> <p>The large-scale backup generator providing power supply to Broken Hill was taken out of service around 2.30am today (local time) after a fault was detected.</p> <p>Here's what's happening:</p> <p>Specialist crews began immediate repairs to replace its fuel forwarding pump.</p> <p>The backup generator is expected to be back in service and crews will work with Essential Energy to safely restore power to customers from 7.30am (local time).</p> <p>Four smaller backup generators installed yesterday by Essential Energy at Pinnacles Place continue to provide power to some remote communities.</p> <p>Emergency repairs to the transmission line that provides permanent supply to the area are progressing well and remain on track to return to service on Wednesday, 6 November.</p> <p>We apologise to the community for the disruption and thank them for their patience as we work to restore power as quickly and safely as possible.</p>
25 October 2024 8.08am (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> Technicians are working to safely restart the large-scale backup generator before progressively restoring power to parts of the region that were interrupted this morning.</p>
25 October 2024 8.08am (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: "Broken Hill power supply update – Our specialist technicians continue to work around the clock to repair the storm-damaged powerline and restore the permanent electricity supply to Broken Hill and surrounding communities"</p> <p><b>Caption:</b> 8.08am (ACDT) 25 Oct Broken Hill update</p> <p>Technicians are working to safely restart the large-scale backup generator before progressively restoring power to parts of the region that were interrupted this morning.</p>
25 October 2024 10.30am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid's Statement:</b> Aiming to restore power to remaining residents within the hour.</p>

Date and Time	Channel	Content
		<b>Spokesperson:</b> Transgrid Spokesperson
25 October 2024 3.00pm (ACDT)	Media – Television	<b>Outlet:</b> ABC News <b>Summary of Transgrid’s Statement:</b> Works on track and still scheduled for November 6 completion. <b>Spokesperson:</b> Transgrid Spokesperson
25 October 2024 3.45pm (ACDT)	Website	<b>Title:</b> Power supply updates <b>Body:</b> Power was restored to all impacted customers in conjunction with Essential Energy by 11.30am (local time), following a fault that took the large-scale backup generator offline earlier this morning at 2.30am (local time). Our specialist crews swiftly replaced the generator’s fuel forwarding pump and restarted the large-scale generator. Additionally, four smaller backup generators that were installed yesterday at Pinnacles Place continued to provide power to some remote communities during the outage. Crews have assembled seven temporary towers on the ground and are establishing structure foundations. Towers will then be erected before cabling gets underway. Emergency repairs to the transmission line that provides permanent supply are progressing well, with over 60 specialist technicians working in teams 24/7 on-site. The transmission line remains on track to return to service on Wednesday, 6 November, weather permitting. Residents are being urged to be aware of possible scams targeting residents in Broken Hill with suspicious text messages using the word ‘claim’. Payments from the electrical outage support package will be made by Service NSW.
25 October 2024 3.45pm (ACDT)	Facebook	<b>Image or Video:</b> Image of the area with the following text: “Broken Hill power supply update – Power was restored to Broken Hill and surrounding areas this morning after a generator fault. Emergency repairs are ongoing, with full service expected by 6 November, weather permitting.” <b>Caption:</b> 3.45pm (ACDT) 25 Oct Broken Hill update Power was restored to all impacted customers in conjunction with Essential Energy by 11.30am (ACDT), following a fault that took the large-scale backup generator offline earlier this morning at 2.30am local time. Here’s what happened:



Date and Time	Channel	Content
		<ul style="list-style-type: none"> <li>• Our specialist crews quickly replaced the generator's fuel forwarding pump and before safely restarting the large-scale generator.</li> <li>• Emergency repairs to the transmission line that provides permanent supply are progressing well, with over 60 specialist technicians working in teams 24/7 on-site.</li> <li>• Seven temporary towers have been assembled on the ground, with crews now establishing structure foundations before they can erect the towers. The transmission line remains on track to return to service on Wednesday, 6 November, weather permitting.</li> </ul> <p>Important: Be aware of potential scams targeting Broken Hill residents. Any payments related to the electrical outage support package will be handled directly by Service NSW.</p> <p>We apologise for the continued disruption and we thank the community for their patience as we work to restore power as quickly and safely as possible.</p>
26 October 2024 N/A	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid's Statement:</b> Update on works – over 100 people on site; first transmission tower restored; fast tracking erection of emergency towers.</p> <p><b>Spokesperson:</b> Sam Pickering, Head of Far West Operational Response</p>
26 October 2024 3.35pm (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> First tower rises in Broken Hill reconstruction effort</p> <p>An enormous reconstruction effort is underway at Broken Hill where specialist crews are working around the clock to repair the 3.5km section of the storm-damaged transmission line and reinstate the Far West region's primary power supply.</p> <p>More than 100 specialists, technicians and crew have been mobilised to support the reconstruction effort in Broken Hill, coming from all over Australia, including Victoria and South Australia, as well as Transgrid bases at Newcastle, Orange, Tamworth, Wagga Wagga, Western Sydney and Yass.</p> <p>The first of seven 60-metre-tall emergency response high-voltage transmission towers was safely lifted into place today using a crane.</p>

Date and Time	Channel	Content
		<p>“I want to be clear, we cannot underestimate the size and scale of this operation and the need to ensure the safety and security of the Broken Hill community and our frontline workers at all times,” Head of Transgrid’s Far West Operations Response Sam Pickering said during the NSW Government’s Emergency Response Media Conference in Broken Hill today.</p> <p>“We acknowledge that periodic outages have been experienced since the catastrophic weather event, as our crews work through what is a highly complex and challenging technical and operational environment.</p> <p>“We sincerely apologise for the impacts you have borne following the storms.”</p> <p>While Broken Hill continues to be supplied power from Transgrid’s large-scale backup generator, specialist teams are also focused on securing additional backup generation to provide further supply certainty to the local community, including:</p> <p>Work is targeted to be completed over the next 48 hours on additional portable generation units which will remove reliance on the gas turbine</p> <p>Transgrid has worked to fast-track commissioning of a transmission microgrid, with AGL’s Broken Hill Battery Energy Storage System to provide additional backup generation to the region</p> <p>Transgrid and Essential Energy are continuing to safely install and operate extra generators across the local network to provide additional backup capacity while repairs to the transmission line are completed.</p> <p>Meanwhile, Transgrid is fully cooperating with IPART on its investigation and is also working with the NSW Government and the various agencies involved in the response to the Broken Hill natural disaster.</p> <p>“I want to thank the community of Broken Hill for their patience and for our crews who are working around the clock to complete the works as quickly and as safely as they possibly can,” Mr Pickering said.</p>
<p>26 October 2024 3.35pm (ACDT)</p>	<p>Facebook</p>	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill power supply update – An enormous reconstruction effort is underway at Broken Hill where specialist crews are working in teams around the clock”</p> <p><b>Caption:</b> 3.35pm (ACDT) 26 Oct Broken Hill Update</p> <p>First tower rises in Broken Hill reconstruction effort</p> <p>Here’s the current status:</p> <ul style="list-style-type: none"> <li>• More than 100 specialists, technicians and crew have been mobilised to support the reconstruction.</li> </ul>

Date and Time	Channel	Content
		<ul style="list-style-type: none"> <li>• Today, the first of seven 60-metre-tall emergency response high-voltage transmission towers was safely lifted into place.</li> <li>• Broken Hill and surrounding areas continue to be supplied power from Transgrid's large-scale backup generator.</li> <li>• Work is targeted to be completed over the next 48 hours on additional portable generation units which will remove reliance on the gas turbine.</li> <li>• Transgrid has worked to fast-track commissioning of a transmission microgrid, with AGL's Broken Hill Battery Energy Storage System to provide additional backup generation to the region.</li> <li>• Transgrid and Essential Energy are continuing to safely install and operate extra generators across the local network.</li> </ul> <p>Important: Be aware of potential scams targeting Broken Hill residents. Any payments related to the electrical outage support package will be handled directly by Service NSW.</p> <p>We apologise for the continued disruption and we thank the community for their patience and our crews who are working around the clock to complete the works as quickly and safely as possible.</p>
26 October 2024 6.45pm (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid's Statement:</b> No outages planned for the next 48 hours.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
27 October 2024 2.20pm (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> Three more emergency towers have been safely erected and lifted into place and the large grid-scale battery continues charging, the first step in forming a microgrid, as Transgrid escalates its Far West Operations Response following the catastrophic weather event.</p> <p>More than 120 specialists from around Australia have mobilised to reconstruct the 3.5km section of the storm-damaged transmission line and reinstate the region's primary power supply.</p> <p>"We acknowledge the support of the NSW Government, Essential Energy, the community and the many businesses that have mobilised to support this response," Head of Transgrid's Far West Operations Response Sam Pickering said during the NSW Government's Emergency Response Media Conference in Broken Hill today.</p>

Date and Time	Channel	Content
		<p>“I want to especially acknowledge and thank the community for continuing to be mindful of their power usage during peak periods and for continuing to support our efforts here on the ground.”</p> <p>Transgrid crews are concentrating tower construction efforts in the morning and afternoon periods when wind conditions allow for the safe standing of the 60-metre-tall steel structures.</p> <p>“With weather and ground conditions permitting, we will continue to safely put in place the remaining transmission towers so that conductor stringing, testing and energisation can then commence,” Mr Pickering said.</p> <p>“I would like to thank the team for their incredible work in getting these structures built as safely and efficiently as they have.”</p> <p>AGL’s Broken Hill Battery Energy Storage System is successfully being charged by power from the grid and will be used to increase stability of power supply for local communities while the storm-damaged transmission line is reconstructed. The grid-scale battery will provide additional power to supplement supply and reduce reliance on the large-scale backup generator.</p> <p>“This battery is now operating as the first step in forming our microgrid, which will support the backup generator. This means we are continuing to further build resilience into the grid,” Mr Pickering said.</p> <p>“It’s taken a significant effort to get to this point, and it is due in no small part to the technical expertise of the hundreds of people working collaboratively on this emergency response.</p> <p>“We want to again acknowledge and thank the community and every individual working on the emergency response in Broken Hill for their ongoing support.”</p>
<p>27 October 2024 2.20pm (ACDT)</p>	<p>Facebook</p>	<p><b>Image or Video:</b> Video of emergency tower erection</p> <p><b>Caption:</b> 2.20pm (ACDT) 27 Oct Broken Hill Update</p> <p>Progress on the emergency response effort continues</p> <p>Here’s the latest:</p> <ul style="list-style-type: none"> <li>• Three more 60-metre-tall emergency transmission towers have been safely lifted into place, bringing us closer to restoring the storm-damaged 3.5km transmission line.</li> <li>• The large grid-scale battery is now charging successfully and will help form a microgrid to stabilise the power supply for Broken Hill and surrounding communities.</li> </ul>

Date and Time	Channel	Content
		<ul style="list-style-type: none"> <li>• More than 120 specialists and technicians are on-site, working hard to reinstate the region's primary power supply.</li> <li>• Transgrid crews are focusing on tower construction during low-wind periods, allowing for safe installation of the steel structures.</li> <li>• With the barrier charging underway, we are reducing reliance on the backup generator, while additional portable generation units are prepared.</li> </ul> <p>Important: Be aware of potential scams targeting Broken Hill residents. Any payments related to the electrical outage support package will be handled directly by Service NSW.</p> <p>We're grateful for the ongoing support from the NSW Government, Essential Energy, and local business. We especially acknowledge and thank the community for continuing to be mindful of their power usage during peak periods and for continuing to support our effort on the ground.</p>
27 October 2024 4.13pm (ACDT)	Media – Article	<p><b>Outlet:</b> Renew Economy</p> <p><b>Summary of Transgrid's Statement:</b> Reaching agreement with AGL to switch on BESS.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
28 October 2024 6.00am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid's Statement:</b> Six emergency towers have been erected.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
28 October 2024 8.00am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid's Statement:</b> Six emergency towers have now been erected with the seventh expected to be completed today; potential to complete re-energisation ahead of November 6 schedule.</p> <p><b>Spokesperson:</b> Sam Pickering, Head of Far West Operational Response</p>
28 October 2024 4.00pm (ACDT)	Website	<p><b>Title:</b> Power supply updates</p>

Date and Time	Channel	Content
		<p><b>Body:</b> Emergency response crews have now erected all seven emergency response towers as repairs to the 3.5km storm-damaged transmission line near Broken Hill accelerate to restore the primary power supply to the Far West region as soon as possible, following the catastrophic weather event.</p> <p>All seven 60-metre-tall high-voltage steel towers have been safely lifted into place, with more than 120 specialists working in rotation 24/7, and six cranes, 11 elevated work platforms and two excavators mobilised across the construction zone.</p> <p>Specialist stringing crews will then begin to lift three conductors onto each transmission tower before testing begins at both ends of the 250km high-voltage line and the primary power supply can be switched on.</p> <p>"This is significant progress, and I want to thank our team who have mobilised from across Australia and who continue to put in an enormous effort to reinstate the main power supply to Broken Hill," Head of Transgrid's Far West Operations Response Sam Pickering said during the NSW Government's Emergency Response Media Conference in Broken Hill today.</p> <p>"With the solid progress made over the weekend, we are continuing to concurrently review the scheduling of energisation of the primary power supply with potential to complete slightly ahead of the current date of 6 November. We will continue to keep the community of Broken Hill informed of our progress."</p> <p>Transgrid has increased the stability of backup power supplies to Broken Hill communities. A grid-scale battery, charged by a combination of the large-scale generator and excess rooftop solar, began dispatching power last night to provide additional capacity during the evening peak period.</p> <p>"As load on the generator increased to safe operating limits last night, the Transgrid control room discharged the grid-scale battery into the local network, helping ensure a stable flow of power to the community," Mr Pickering said.</p> <p>"This is a positive step in building further resilience into the network. This is also the first microgrid operating within the National Electricity Market."</p> <p>Mr Pickering also highlighted the high-risk nature of the work being carried out by Transgrid crews and reiterated the need to minimise disruptions so the permanent power supply could be returned as quickly and safely as possible.</p> <p>"This is an emergency construction effort with our workers performing very challenging tasks," he said.</p> <p>"We ask that interested parties respect the strict exclusion zones, which are there for your safety, and to allow our team members to continue their critical emergency response work safely."</p>

Date and Time	Channel	Content
28 October 2024 4.00pm (ACDT)	Facebook	<p><b>Image or Video:</b> Video of emergency tower erection</p> <p><b>Caption:</b> 4.00pm (ACDT) 28 Oct Broken Hill Update</p> <p>Emergency response crews accelerate power restoration efforts</p> <p>Here's the latest:</p> <ul style="list-style-type: none"> <li>• All seven 60-metre-tall emergency transmission towers have now been safely installed, marking a major milestone in repairing the storm-damaged 3.5km transmission line near Broken Hill.</li> <li>• More than 120 specialists are working in rotation on-site. Six cranes, 11 elevated work platforms and two excavators are mobilised across the construction zone.</li> <li>• A grid-scale battery, charged by a generator and excess rooftop solar, dispatched power last night to provide additional capacity during the evening peak period.</li> <li>• The project timeline is under review, with potential to complete ahead of the initial 6 November target, depending on continued progress.</li> </ul> <p>Thank you to our dedicated teams and partners for their enormous effort in restoring the main power supply. We especially acknowledge and thank the community for continuing to support our efforts on the ground.</p>
28 October 2024 8.13pm (ACDT)	Media – Television	<p><b>Outlet:</b> ABC News</p> <p><b>Summary of Transgrid's Statement:</b> Seven emergency towers now been erected; no outages in last three nights.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
29 October 2024 12.01am	Media – Article	<p><b>Outlet:</b> The Daily Telegraph</p> <p><b>Summary of Transgrid's Statement:</b> Fully cooperating with the joint investigations.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
29 October 2024 6.00am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid's Statement:</b> Confirmation that all seven emergency towers have been erected.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>

Date and Time	Channel	Content
29 October 2024 6.12am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Over 100 people on site working 24/7.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
29 October 2024 8.30am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Live interview – update on emergency restoration works; fully cooperating with inquiries; update on inspections of remaining towers and transmission line.</p> <p><b>Spokesperson:</b> Marie Jordan, Executive General Manager of Networks</p>
29 October 2024 12.00pm (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> A statement by Transgrid’s Head of Far West Operations Response Sam Pickering.</p> <p>Over the last 24 hours we were able to successfully put in place the final emergency response structure, meaning all seven transmission towers have now been erected.</p> <p>This is an incredible effort, and I want to say thank you once again to our teams who are working in a challenging and complex environment to complete these works as safely and efficiently as possible.</p> <p>As of this morning, I can confirm that we having made significant progress with roughly 35% of the conductor now installed. We expect to have the remaining conductors installed over the course of the next 2 days. Obviously, we are working to expedite the process, but we undertake this complex, high-risk work with an abundance of caution and timing remains subject to weather and being able to continue work safely.</p> <p>Once completed, we will commence testing and commissioning, with a view to having mains supply to Broken Hill connected as soon as possible.</p> <p>We will continue to work with Essential Energy as we progress this process and are mindful of keeping the local community informed throughout.</p> <p>The restoration of primary power to Broken Hill will not require an interruption, however those communities in Far West NSW currently supplied by Essential Energy’s back-up generation may require a short, planned interruption to finalise the reconnection and Essential will liaise directly with those customers to minimise any impacts.</p>



Date and Time	Channel	Content
		Our gas turbine, which remains the primary power source for Broken Hill during this period, continues to operate well supported by the Battery Energy Storage System.
30 October 2024 7.00pm (ACDT)	Media – Television	<p><b>Outlet:</b> ABC</p> <p><b>Summary of Transgrid’s Statement:</b> Causes of the generator outages; maintenance of transmission lines; fully cooperating with inquiries.</p> <p><b>Spokesperson:</b> Marie Jordan, Executive General Manager of Networks</p>
30 October 2024 12.30pm (ACDT)	Website	<p><b>Title:</b> Power supply updates</p> <p><b>Body:</b> A statement by Transgrid’s Head of Far West Operations Response Sam Pickering:</p> <p>Over the last 24 hours we were able to successfully lift all of the high voltage conductors into place along the seven emergency response structures.</p> <p>This has been an exceptional effort by our entire Transgrid team here on the ground in Broken Hill and I would like to reiterate my thanks to everyone involved.</p> <p>We are now working through the process of tensioning, securing and testing the lines that supply mains power to Far West NSW.</p> <p>I would also like to mention that today Transgrid are conducting a full inspection of the 250km line from Broken Hill to Baronga [sic].</p> <p>The significant progress means that we expect to bring the transmission line back into service by this Saturday, November 2, noting that our backup generation has continued to provide uninterrupted supply to Broken Hill over the past 5 days, supported by the microgrid.</p> <p>In terms of what the community can expect, when the works and testing have been completed, the switchover to the transmission line will take place without interrupting the power supply to the community here in Broken Hill.</p> <p>For some rural communities outside of Broken Hill that are currently being supplied by Essential Energy’s backup generation, we understand that Essential will need to conduct an interrupt to switch power from the portable generators to the main power supply and they will advise customers directly in advance.</p> <p>Looking forward to next steps, Transgrid is now planning for the installation of the permanent towers and the current additional backup generation will remain in place as added resilience to the Broken Hill grid.</p>

Date and Time	Channel	Content
		I would like to finish by restating my sincere thanks to the Broken Hill community and surrounding regions for their patience and support, to the NSW Government, Essential Energy and the emergency services personnel that have supported the emergency response.
30 October 2024 3.45pm (ACDT)	Facebook	<p><b>Image or Video:</b> Image of the area with the following text: “Broken Hill update – Broken Hill transmission line moves towards energisation as Transgrid extends more support for impacted communities”</p> <p><b>Caption:</b> 3.45pm (ACDT) 30 Oct Broken Hill Update</p> <p>Transmission line repair nears energisation</p> <p>Here’s the latest:</p> <ul style="list-style-type: none"> <li>• Our teams have expedited reconstruction of the 3.5km storm-damaged transmission line, with all high-voltage conductors now lifted into place. The line is undergoing tensioning, securing, and rigorous testing to return mains power to Far West NSW by 2 November.</li> <li>• Once the works and testing have been completed, the switchover to the transmission line will take place without interruption to the power supply.</li> <li>• For some rural communities in Far West NSW currently supplied by Essential Energy’s portable generation, there will be a planned outage to switch power to the main power supply. Affected customers will be notified by Essential in advance.</li> <li>• To further support the community, we have announced a new \$500,000 grants program for local community organisations and not-for-profits, in addition to our \$1.5m commitment to the NSW Government’s community support package for Far West NSW.</li> </ul> <p>Thank you to the community for your support of our crews throughout this complex reconstruction effort.</p>
31 October 2024 7.00am (ACDT)	Media – Radio	<p><b>Outlet:</b> ABC Broken Hill</p> <p><b>Summary of Transgrid’s Statement:</b> Formal apology from Transgrid for disruption.</p> <p><b>Spokesperson:</b> Transgrid Spokesperson</p>
31 October 2024 3.45pm (ACDT)	Website	<p><b>Title:</b> Power supply updates - Broken Hill transmission line expected to be restored within 24 hours</p>

Date and Time	Channel	Content
		<p><b>Body:</b> Transgrid expects to successfully return power to Broken Hill and surrounding communities by tomorrow afternoon, almost a week ahead of the expected timeframe.</p> <p>Over the past 24 hours, teams from across Australia have successfully and safely secured all conductors into place along the seven high voltage emergency response structures.</p> <p>Transgrid teams are now working through final line preparation, which includes the installation of spacers, final completion and safety checks.</p> <p>As of 4pm Thursday, Transgrid expects to switch over to the primary power supply in the next 24 hours, pending the successful completion of these safety checks.</p> <p>Broken Hill residents will not experience any outages as the supply is moved from the backup generator to the main power supply.</p> <p>However, to connect rural communities outside of Broken Hill, who are currently being supplied by Essential Energy's generators, an outage will be required.</p> <p>Head of Transgrid's Far West Operations Response Sam Pickering said "I'd like to emphasise that while we will continue to work as quickly and safely as possible, there are many variables, including today's weather, which was less favourable for working at heights than it has been over the past few days.</p> <p>"I want to thank our emergency response team for the incredible work they continue to do on the ground, as well as the NSW Government, local government, Essential Energy and everyone we are working closely with here.</p> <p>"Finally, I want to thank the Broken Hill community for their patience and support as we enter work to reconnect the region to its primary power supply," said Mr Pickering.</p>
31 October 2024 8.41pm (ACDT)	Website	<p><b>Title:</b> Power supply updates - Primary power supply restored to Broken Hill and NSW Far West Communities</p> <p><b>Body:</b> As of 8:41pm Broken Hill time (ACDT), Transgrid confirmed the power line linking Broken Hill to the HV transmission network was energised.</p> <p>This means that primary power supply has been restored to homes and businesses in Broken Hill.</p> <p>For rural towns in Far West NSW, power will be reinstated when Essential Energy switches the connection from their backup generators to the main power supply.</p> <p>If you are in a rural town outside of Broken Hill, please follow the information provided by Essential Energy.</p>

Date and Time	Channel	Content
		<p>Transgrid once again thanks the community for their support and patience as our teams worked safely and efficiently to reconstruct seven new high-voltage emergency response towers and re-establish main power supply to Broken Hill.</p> <p>Additional generation support that has been brought to Broken Hill will remain in place.</p> <p>Planning to build new transmission towers is underway, and we will provide regular updates on this progress.</p>
<p>31 October 2024 8.41pm (ACDT)</p>	<p>Facebook</p>	<p><b>Image or Video:</b> Video</p> <p><b>Caption:</b> 8.41pm (ACDT) 31 Oct Broken Hill Update</p> <p>The primary power supply to homes and businesses in Broken Hill has been restored.</p> <p>For residents in rural towns across Far West NSW, power will be fully restored when Essential Energy switches the connection from their backup generators to the main power supply. If you are in a rural town outside of Broken Hill, please follow updates from Essential Energy directly.</p> <p>Additional generation support that has been brought to Broken Hill will remain in place. Planning is already underway for the installation of new permanent transmission towers, and we'll continue to keep the community updated on progress.</p> <p>We would like to express our heartfelt and continued gratitude to the Broken Hill community and surrounding areas for your patience during this challenging time. Our thanks also go to local councils and everyone contributing to this critical effort. Special thanks to our dedicated emergency response and networks teams working tirelessly in all conditions to reconnect the region to its primary power supply.</p>
<p>1 November 2024 2.52pm (ACDT)</p>	<p>Website</p>	<p><b>Title:</b> Power supply updates - Planning for permanent towers begins now that primary supply is secured for NSW Far West Communities</p> <p><b>Body:</b> Transgrid has commenced planning for the construction of the permanent high-voltage transmission towers for Broken Hill and NSW Far West communities, following restoration overnight of the primary power supply for the region.</p> <p>At 8:41pm (ACDT) yesterday, the high voltage transmission line linking Broken Hill to the grid was safely re-energised.</p> <p>Head of Transgrid's Far West Operations Response Sam Pickering said "With primary power supply reconnected, this marks the end of the emergency response phase and the beginning of the recovery phase."</p>

Date and Time	Channel	Content
		<p>“We will continue to provide updates to the community on progress. To the community of Broken Hill who have not only shown great patience while we worked to restore the primary power supply but welcomed our emergency response teams, thank you.</p> <p>“We also offer our thanks to the NSW Government, including Minister Sharpe and her team, and Minister Moriarty, local MP Roy Butler, Mayor Tom Kennedy and Mark Summers from Essential Energy.</p> <p>Mr Pickering said the temporary towers are a durable solution that do not require an urgent replacement however planning is already underway on a long-term solution for the region.</p> <p>Transgrid will continue to work with the NSW Government, Councils, Essential Energy and community organisations during this recovery phase.</p> <p>“I also want to thank the entire Transgrid emergency response team and the team operating the backup generator, who have helped maintain backup power to Broken Hill since the extreme weather event.”</p>