

**Submission
No 13**

**THE ELECTRICITY OUTAGES AFFECTING FAR WEST NSW IN OCTOBER
2024**

Name: Mr Nicholas Pratt

Date Received: 6 February 2025

We had no power for the majority of time between 17-32 October. There were brief periods where power was restored using a backup generator but it would often fail.

There were meant to be 2 backup generators but one was unserviceable, and had been for a long time.

We tried to claim compensation under the guaranteed service level scheme but the provider declined and said the event was a natural disaster. Their mismanagement of assets and incompetency in managing a "natural disaster" was the cause of the extensive duration of blackouts and it is sickening and inexcusable.

Irreparable damage was done not only to our family but the entire community.