

**Submission  
No 14**

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

**Organisation:** Silver City Car Wash

**Date Received:** 6 February 2025

Re: Power outage in Far West Oct 2024

The power outage in Broken Hill and Far West NSW caused significant damage to our business. I estimate the cost of replacing damaged equipment, and loss of revenue, to be approximately \$10,000.

The response from the NSW Government and Transgrid was to offer support payments to individuals and small to medium businesses in the affected area. And to set up an IPART inquiry into whether Transgrid breached its licence conditions by failing to maintain two backup generators for Broken Hill.

I am writing to tell of the obstacles to receiving the support payments. Service NSW has not been helpful at all.

I had to escalate my application for the FIFO worker support grant to a team leader for that to be accepted, when it was clear that I met the criteria for the payment. The handling of that matter by Service NSW prompted me to write a complaint, which has since been dealt with to my satisfaction. Yet, much time and energy was expended by me and Service NSW to secure the payment.

I am currently in dispute with Service NSW as to whether our partnership business, which leases commercial premises and car wash equipment, which was damaged during the power outages, qualifies as a business for the purposes of the support payment. Yet today, we received an email from the NSW Government to our partnership seeking participation in a Business Impact Survey. So, according to Service NSW, we are not running a business, but the NSW Government thinks we are and wants to know how our business is going...

The frustration at the disruption and expense to our business because of the power outages, and the time it will take IPART to determine whether Transgrid has breached its licence conditions, is only compounded by Service NSW's handling of the support payments.