

**LEGISLATIVE COUNCIL**  
**Question on notice**

Tuesday, 17 February 2015

2527. Hon Robin Chappie to the Leader of the House representing the Minister for Energy.

- (1) What were the total periods of power outages in the town of Derby for the first and second of January 2015?
- (2) What caused these outages?
- (3) From 3.50 am to the conclusion of the power outages on the second of January, how many times did the power restart and fail?
- (4) Were any domestic appliances damaged due to these intermittent restarts and power surges?
- (5) Will compensation be provided to those people whose domestic appliances were lost due to those intermittent restarts and power surges?
- (6) If no to (5), why not?
- (7) Does Horizon Power consider these outages acceptable?
- (8) If yes to (7), why?
- (9) If no to (7), will Horizon Power apologise to the Derby community?

**Answer**

(1) Thursday 1 January; 1 hour. Friday 2 January ; some customers experienced outages of two to three hours with 19 customers being without power for 7 hours

01/01/2015 Feeder 4 off 14.55, on 16.02, Lightning in area.

01/01/2015 Feeder 5 off 15.38 on 16.32 Lightning in the area.

02/01/2015 Feeder 5 off at 03.03, HPCC tried to close feeder 3 times while it was raining but would not hold, waited until rain stopped and feeder closed at 05.42.

02/01/2015 Feeder 4 off at 3.03 on at 06.24, heavy rain and lightning in area

02/01/2015 Feeder 5 off at 6.42 and fault switching was carried out during the morning. At 08:41 - 48 customers closed on. At 09:48 - 63 closed on and after the fault was located and repaired the last 19 were closed on at 13:19

(2) Insulators were damaged by lightning and storms in the area causing outages. These required repair by crews before power could be restored.

(3) See answer to question 1.

(4) Horizon Power is not aware of any damage to domestic appliances.

*m. Mahan*

(5) Damages were not claimed however as the outages were not caused by Horizon Power actions, customers would not be eligible for compensation.

(6) See question5.

(7) Weather related outages are beyond the control of Horizon Power. Horizon Power crews worked tirelessly to restore power as soon as possible.

(8) N/A

(9) Horizon Power staff visited stakeholders in Derby immediately following the outages to explain the cause of the unplanned outages and provided information which could be passed on to customers as required.