



MEDIA RELEASE

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Building back better from unprecedented storms

TasNetworks welcomes the release of the [2024 Tasmanian Network Outage Review](#) (NOR). Many of its recommendations are already being implemented.

To complement the independent review, TasNetworks has today also released its [Post-Incident Review](#) (PIR) into the unprecedented storms of late-August/early-September 2024. TasNetworks PIR was completed first, and helped inform the independent NOR conducted by Mr Rhys Edwards for the Tasmanian Government.

Both reviews align strongly, with recommendations that TasNetworks improve outage communications, strengthen its processes, and help improve customer resilience.

TasNetworks CEO, Seán Mc Goldrick, said Tasmanians need electricity that's safe, reliable and affordable.

"We thank Mr Edwards for his very comprehensive and balanced report. Upon its release, we're pleased to have also released our internal PIR on the August/September storms," Dr Mc Goldrick said.

"Our people restored power to almost 200,000 Tasmanians. It was a prompt and impressive response for a natural disaster of that scale - unprecedented in living Tasmanian memory.

"We appreciate Mr Edwards concluding that our people performed '*extremely well*', showed '*a high level of commitment*', and that the unprecedented storms would've challenged the response of any Australian utility business.

"We acknowledge some customers' challenges and frustration around timely and accurate communication. We've already embarked on ways to improve accuracy and timeliness.

"TasNetworks routinely reviews major events, as we've done via our PIR. We never stop looking for improvements and listening to customers.

"Learnings and improvements from the 2024 storms have already boosted our response to late-summer bushfires on the west coast, and lightning storm outages in March," Dr Mc Goldrick said.

TasNetworks' PIR was conducted by independent consulting firms Verian and Dynamic Consulting, and further scrutinised by an engineering expert from *The Customer Advocate*.

In certifying TasNetworks' PIR, the independent advisor concluded *'the level of network damage and resultant power interruptions exceeded TasNetworks' reasonable capability to promptly and effectively respond'*, and that given the storms' intensity, *'no electricity undertaking in Australia would not have had challenges in safely restoring the network and supply to consumers in just a few days'*.

The storms were retrospectively declared a 'natural disaster' by the Australian and Tasmanian governments.

At the peak of the August/September storm response, there were about 47,000 Tasmanian customers simultaneously without power, across almost 230 outages. Over the outage period, TasNetworks sent more than 150,000 SMS messages to customers, and its contact centre received more than 40,000 calls, often choking capacity. The business received more than 45,000 separate outage reports (with the same outage often being reported multiple times). Between 29 August and 3 September, TasNetworks' website had almost 170,000 visits.

TasNetworks' PIR recommends opportunities to improve customer communication (in crisis situations), emergency escalation procedures, facilitating timely and accurate outage information from the field, crew fatigue management, and supporting vulnerable customers. Many of those improvements are already underway.

Dr Mc Goldrick acknowledged Tasmanians who suffered many days and nights without power, causing hardship and understandable frustration.

"We thank affected Tasmanians for their resilience and support as our people did everything possible to restore power as quickly as possible," Dr Mc Goldrick.

"TasNetworks thanks Tasmanians for their overwhelming support and understanding in difficult and frustrating times. The kindness and appreciation that most Tasmanians show our people is noticed and valued and at every level of our business.

"I also thank the efforts of front-line field personnel, the business' safety culture, visibility of our leaders, our permanent staffing and resourcing, and our third-party contractors who supplemented our storm response," he said.

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