

Hello,

We are planning a temporary interruption to the electricity supply to your property.

This planned power outage will allow an Accredited Service Provider (ASP) INFINITE ENERGY to work on the electricity network in your area so that we can continue to provide safe, reliable energy for your premises.

Why is this outage happening?

The interruption to your power supply is needed for:

Upgrading the electricity network for new community & building projects nearby

To help you prepare for the outage:

- 1 Follow the steps on the other side of this letter to ready your equipment and minimise the outage's impact.
- 2 Visit ausgrid.com.au/plannedoutages to check live outage status updates, FAQs and more. Alternatively, open the camera on your smartphone and scan the QR code on the right.

Details of the power outage:

Starting from:	19:00 Tuesday, 08 Apr 2025
Finishing by:	05:00 Wednesday, 09 Apr 2025
Estimated duration:	10 hours
This timeframe is indicative only	

In the event that weather, safety concerns or other factors outside of Ausgrid's control cause this outage to be delayed or cancelled, we will update our website.

Thank you for your understanding as we complete this important work and get your power back online as quickly and effectively as possible.

Yours sincerely,



Shannan Hargreaves, Head of Customer & Commercial

For live outage updates and more information:



Visit:

ausgrid.com.au/plannedoutages



or open the camera on your smartphone and **scan the QR code**



Outage details:

Reference no: NECF100843

Are your contact details up to date?



To receive SMS notifications, please login to your online account with your electricity retailer and ensure your contact details are up to date.



Frequently asked questions

Q: What do I need to do to prepare for the outage?

A: Ensure mobile devices are fully charged, any emergency equipment, alarms and security devices can operate correctly without mains power, and that your car is accessible if you have electric garage doors.

It is also advised to unplug or power down appliances or sensitive electronic equipment to avoid damaging them (e.g. water pumps, three-phase motors associated with air conditioning units, servers, lifts, etc). You do not need to switch off or adjust any solar installation.

Q: What about my fridge and freezer?

A: If power is out for more than 4 hours, NSW Food Authority advises that food in fridges can spoil. To minimise the risk, keep the refrigerator door closed as much as possible. Freezers will usually not defrost and allow food to spoil for at least 24 hours, provided the door has been kept shut.

Q: Will Ausgrid provide a generator?

A: Ausgrid does not provide or reimburse for generators for planned outages. If you are arranging your own generator or alternative backup power supply, ensure to follow the operating instructions.

Q: Will my nbn/internet work during the outage?

A: Your nbn/internet may be affected. If you rely on this for emergency phone contact, please contact your equipment provider or telephone/internet provider for further information.

Q: Why is the outage occurring at this time?

A: Ausgrid conducts most outages during the day to increase safety for workers and the public, as well as to keep the cost of operating and maintaining the network as low as possible. On rare occasions, Ausgrid will arrange outages overnight or on weekends when there are other restrictions out of our control.

Q: Will the outage last for the entire duration indicated?

A: While Ausgrid does its best to limit disruption to the window advised, unforeseen circumstances can arise.



For more tips on how to prepare, visit ausgrid.com.au/plannedoutageFAQs



Need an interpreter? Call 13 14 50

Arabic

سوف تواجه انقطاعاً مؤقتاً في التيار الكهربائي في التواريخ والأوقات المذكورة أعلاه. لكي يتم إخطارك عن طريق الرسائل النصية الهاتفية، تأكد من تحديث تفاصيل الاتصال الخاصة بك لدى شركة الكهرباء التي تتعامل معها.

Chinese Simplified

您将在上述日期和时间经历短暂的停电。若您希望收到短信通知，请确保已将您最新的联系方式留给了供电商。

Chinese Traditional

您將在上述日期和時間經歷短暫的停電。若您希望收到短訊通知，請確保已將您最新的聯絡方式留給了供電商。

Filipino

Kayo ay makakaranas ng pansamantalang pagkawala ng kuryente sa mga petsa at oras na nakalista sa itaas. Upang maabisuhan sa SMS, tiyakin na ang iyong mga detalye ng kontak sa iyong taga-suplay ng iyong kuryente ay up-to-date.

Greek

Θα αντιμετωπίσετε προσωρινή διακοπή ρεύματος στις ημερομηνίες και ώρες που αναφέρονται παραπάνω. Για να ειδοποιηθείτε με SMS, βεβαιωθείτε ότι τα στοιχεία επικοινωνίας σας είναι ενημερωμένα με τον πάροχό σας ηλεκτρικού ρεύματος.

Hindi

ऊपर बताई गई तिथियों व समय पर आपकी बिजली कुछ देर के लिए बंद की जाएगी। SMS संदेशों द्वारा सूचना प्राप्त करने के लिए, आप सुनिश्चित करें कि आपके बिजली विक्रेता के पास आपका संपर्क विवरण बिलकुल सही है

Indonesian

Anda akan mengalami pemadaman listrik sementara pada tanggal dan waktu yang tertera di atas. Untuk mendapatkan pemberitahuan melalui SMS, pastikan perincian kontak Anda yang terkini sudah terdaftar pada penyedia layanan listrik.

Italian

La corrente sarà interrotta in via temporanea nelle date e negli orari indicati sopra. Per ricevere un avviso tramite SMS verifica che il fornitore dell'elettricità disponga del tuo numero di cellulare aggiornato.

Korean

상단에 명시된 날짜와 시간에 일시적인 정전이 발생할 것입니다. 문자 통보를 받기 원하시면 귀택의 전기회사에 본인의 최신 연락처를 알려주셔야 합니다.

Nepalese

तपाईंले माथि सूचीबद्ध मिति र समयहरूमा अस्थायी बिजुली आपूर्ति बन्द भएको (पावर आउटेज) अनुभव गर्नुहुनेछ। एसएमएस (SMS) द्वारा सूचित गर्नको लागि, तपाईंको बिजुली बिक्रेता सँग तपाईंको सम्पर्क विवरणहरू अध्यावधिक छन् कि छैनन् सुनिश्चित गर्नुहोस्।

Spanish

Se producirá un corte temporal en el suministro eléctrico en las fechas y horas arriba indicadas. Para recibir una notificación por SMS, asegúrese de que su compañía eléctrica tiene sus datos de contacto actualizados.

Vietnamese

Quý vị sẽ bị mất điện tạm thời vào những ngày và giờ được liệt kê ở trên. Để được thông báo bằng tin nhắn SMS, hãy bảo đảm chi tiết liên lạc với quý vị được cập nhật với cơ sở cung cấp điện cho quý vị.