



A message from

Customer Network Solutions

25/2024

Update on Protective Industrial Action

16 August 2024

As an essential service, our top priority is the safety of our customers and communities who rely on us to power their homes and communities all year-round.

This is why last week Endeavour Energy made an s424 application to the Fair Work Commission (FWC) outlining our concerns that industrial action was impacting the health, safety and welfare of the community. We are deeply disappointed that our application under s424(1) of the Fair Work Act to terminate protected industrial action by the Electrical Trades Union (ETU) was dismissed by the Fair Work Commission on Monday morning.

While the ETU agreed at the 11th hour to cease protected industrial action on four critical feeders and restore permanent power to a local public school as a result of the application, protected industrial action, which has been held on an almost daily basis since 1 February 2024, continues to impact accredited service providers, developers, and the businesses they are working for, and in some cases, risking their business survival. The small concessions offered by the ETU do not alleviate the significant financial burden being experienced by many of these businesses who rely on planned outages for electricity connections to new developments. We estimate it will take 12 months to complete the backlog of work once industrial action ends.

While we wait for the Fair Work Commission to release the detailed reasons for its decision, we believe it does not adequately address the urgent risks posed by the continued industrial action and gives no respite to thousands of customers who have contacted us complaining about its impact on their health and welfare.

Endeavour Energy has repeatedly sought the ETU's cooperation to pause protected industrial action but has only received a response under the pressure of legal action. The ETU's legal team argued that the Fair Work Act allows for the inconvenience, discomfort, annoyance and dissatisfaction that customers experience from protected industrial action and disagreed that not having electricity supply for extended periods was risking the health, safety and welfare of customers.

The protected industrial action is being taken by the ETU over the pay and conditions being offered for an Endeavour Energy enterprise agreement. Unfortunately, ETU has refused to reconsider its original claim of 24% wage increases over three years and has refused to participate in the FWC's processes to resolve bargaining disputes. We respect the union's action to have their voice heard; however, this protected industrial action is significantly impacting our sector, with costs and delays continuing to escalate.

We are working hard to manage and minimise the impact on customers, ASPs, and developers where we can. Our Construction Coordinators are continuing to do their best to support ASPs with outages despite the challenges of getting planned work completed during this period of industrial action. Please contact your Customer Network Solutions representative to discuss any project impacts and priorities as we work towards fairly scheduling works with the available resources we have.

Kind regards,

Customer Network Solutions