



A message from

Customer Network Solutions

Safety Alert - Column found left in energised state

6 January 2026

What happened

Endeavour Energy has received notification of a serious safety incident involving a streetlight column being left in an energised state. An incorrect connection was performed inside a streetlight column where an equipotential bonding conductor and the streetlight neutral termination were inadvertently installed into an active connection block. This resulted in the metallic streetlight column becoming energised at 230V, creating an immediate risk of electric shock to members of the public in the vicinity.

What you need to do

All ASPs and field crews performing public lighting connections and commissioning are reminded that the connecting person is responsible for ensuring all connections are correct and that mandatory testing is completed before leaving site. This includes (but is not limited to):

- Complete polarity and commissioning checks in accordance with the Electrical Safety Rules.
- When replacing streetlight columns, test each column for the presence of voltage to confirm there is no touch potential risk.
 - If voltage greater than 3V is detected on a column, the public lighting system must be de-energised immediately, the issue reported for rectification, and the circuit must not be re-energised until the cause has been investigated and correctly addressed.
- Ensure connections comply with Endeavour Energy construction standards, including MCI0006 – Underground Distribution Construction Standards Manual (including the standardised colour coding system for droppers/service connection cables). Non-standard or misleading colour configurations can contribute to incorrect terminations.

Kind regards,

Customer Network Solutions