

How Endeavour Energy operates on total fire ban (TOBAN) days



Why TOBAN days matter

Total Fire Bans (TOBANs) are declared by the NSW Rural Fire Service on days with extreme fire danger forecast (hot, dry, windy). Endeavour Energy changes how the electricity network operates on these days to minimise the chance of powerlines starting a fire. This is for the safety of the community.

What Endeavour Energy does on TOBAN days

On TOBAN days, we activate Bushfire Defence Settings (BDS) across parts of the network:

- **Protection devices** are placed in a fast operating mode, so powerlines turn off automatically and as quickly as possible if a fault occurs.
- **Automatic re-energisation** of powerlines is disabled to prevent sparking that could ignite a fire.
- **Patrol before power restoration:**
If a powerline trips, our crews inspect the line before turning it back on. This ensures no fallen wires or fire hazards remain.



How this impacts customers

On TOBAN days, safety comes first.

These changes reduce the risk of electrical faults causing bushfires, but they can also affect how quickly power is restored:

- **More outages:** On TOBAN days, devices that automatically restore power are disabled to prevent sparks that could ignite fires. This can lead to more outages occurring than usual.
- **Longer outages:** If a powerline trips, crews must carefully inspect the entire line before turning it back on. This means it can take more time to restore power than usual.
- **Safety over speed:** Every step we take is to protect communities and prevent fires. While this may cause delays, these extra precautions reflect our commitment to putting safety first during high-risk periods.

What you can do during TOBAN days

**Report fallen or damaged powerlines immediately:
Call 131 003**

For more information visit the Endeavour Energy website or scan the QR code.

