

# LGA Reliability Report

## General Information

This report shows what the network looks like in your Local Government Area, provides an overview of the unplanned outages that have occurred; and the work we are doing to manage network reliability in your area.

Note: The LGA average may not describe your individual experience, and statistics do not include license condition excludable events.

### Unplanned Outage

*A sudden loss of electricity that occurs unexpectedly that is not part of a scheduled maintenance plan. These outages can last for varying periods of time depending on the severity of the issue.*

*Usually due to factors like:*

- Severe weather e.g. storms or floods,
- Equipment failure,
- Vehicle strikes to power poles, or
- Damage to power lines e.g. from fallen trees.

### Planned Outage

*A deliberate interruption of supply scheduled in advance, allowing customers to be notified beforehand about the power disruption and its expected duration.*

*These are needed to perform network maintenance, upgrades, or repairs on the electrical grid so that we can continue to provide safe, reliable power to our communities.*

### Why does my power go off and on again?

*This is the network operating as intended to clear temporary faults; or our automated switches working to restore power to people outside of a faulted area of the network. If you have a short outage, it means our network is working as intended to prevent a longer sustained outage.*

### Planned Works

We evaluate the projects and programs that we deliver to maintain reliability for our customers, while also minimising impacts to cost. These projects can include the following:



**Automated  
Switch Installs**



**Equipment  
Upgrades**



**Community  
Batteries**



### About Endeavour Energy

Endeavour Energy has been supplying power that's safe, reliable and affordable for more than 130 years. Our history dates from 1890 when Penrith was the first town in the region to supply electricity to 60 homes.

Today, we power the lives of 2.7 million people living and working in Australia's fastest growing economies including Sydney's Greater West, the Illawarra, Southern Highlands, and South Coast.

# The Hills Shire Council Reliability Report

## Financial Year 2024

**258**

Unplanned outages in FY24  
(4,750 across Endeavour Energy franchise)

**35%**

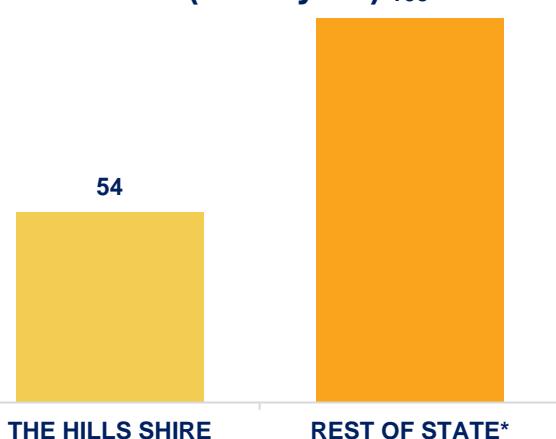
LGA population experienced an outage  
(64% across Endeavour Energy franchise)

### What caused the outages in FY24?



- HUMAN ELEMENT
- OTHER NETWORK
- TREE CONTACT
- UNKNOWN
- EQUIPMENT FAILURE
- STORM ACTIVITY
- OBJECT HITTING NETWORK

### Average time without power (mins/year) 109



The highest outage cause types were tree contact (24%) and storm activity (22%). The tree contact rate is higher than the urban network average of 12% and the storm activity rate is higher than the 14% urban network average.

\* Compared to similar network composition

The Hills Shire customers experienced around 54 minutes without power in FY24, compared to 109 minutes across comparable networks in the rest of the state. The average time to repair an outage was 150 minutes.

### Upcoming Works to FY30

- 2.3 kms conductor replacement
- 12.6 kms CCT installation
- Community battery install
- Flood resilience mains raising and augmentation
- 25 automated switch installs
- 5 underground switch replacements
- 5 early fault detection device installs
- Protection system upgrades to 4 zone substations
- Self-healing network rollout
- Access track refurbishments
- Pole replacements
- Steel tower replacements


**78%**

bushfire prone land  
(TOBAN's affect restoration times)

\* TOBAN = total fire bans


**943kms**

Of Power Lines  
61% Overhead, 39% Underground


**12**

Automated  
Switches

