

Rachel Stephen-Smith MLA

Minister for Health

Minister for Mental Health

Minister for Finance

Minister for the Public Service

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 4****21 MARCH 2025****Question No. 253****MR JAMES MILLIGAN MLA:** To ask the Minister for Finance

1. Can the Minister provide a detailed report of all the power outages that have occurred in (a) Amaroo, (b) Bonner, (c) Forde, (d) Jacka, (e) Moncrieff, (f) Taylor, (g) Casey and (e) Ngunnawal, since 1 January 2024 until now, including (i) how many power outages occurred and their frequency, (ii) which suburbs were affected by each power outage, (iii) how many claims for damaged electrical equipment due to these power outages were lodged with ACTEW, (iv) how many claims were successful, and (v) how many claims were rejected.
2. Where can residents go to raise their claim for reimbursement, if their claim to their local service provider regarding damaged electrical equipment after these power outages is rejected.

Rachel Stephen-Smith MLA - The answer to the Member's question is as follows:

1. The tables below identify reports of planned and unplanned electricity outages in (a) Amaroo, (b) Bonner, (c) Forde, (d) Jacka, (e) Moncrieff, (f) Taylor, (g) Casey and (h) Ngunnawal, between 1 January 2024 and 1 April 2025. These tables also include the number of claims lodged and declined by Evoenergy, as the electricity distributor and owner and operator of the network in the ACT.

Planned electricity outages in Amaroo, Bonner, Forde, Jacka, Moncrieff, Taylor, Casey and Ngunnawal - 1 January 2024 to 1 April 2025

Planned electricity outages allow Evoenergy to perform network maintenance to ensure the continued safety and reliability of the electricity network. They can also be required for the removal of vegetation encroachments and the delivery of customer requested network connection services.



Under the National Energy Customer Framework (NECF), electricity distributors are required to give notice of planned outages to assist customers to prepare for periods where their power may be turned off.

There were 27 planned outages affecting the specified suburbs from 1 January 2024 to 1 April 2025. Evoenergy received zero claims for damaged electrical equipment due to these planned outages.

Date	Suburbs affected
	Note: outages may only affect a portion of customers in each suburb, and do not necessarily affect the same portion of customers each outage.
20/03/25	CASEY
19/03/25	NGUNNAWAL
11/02/25	NGUNNAWAL
5/02/25	FORDE
27/11/24	TAYLOR
12/11/24	TAYLOR
30/10/24	NGUNNAWAL
24/10/24	NGUNNAWAL
17/10/24	GUNGAHLIN, JACKA
25/09/24	NGUNNAWAL
20/09/24	TAYLOR
22/08/24	TAYLOR
19/08/24	TAYLOR
9/08/24	FORDE
26/07/24	TAYLOR
2/07/24	MONCRIEFF
1/07/24	NGUNNAWAL
26/06/24	NGUNNAWAL, NICHOLLS
25/06/24	CASEY
25/06/24	AMAROO
20/06/24	NGUNNAWAL
30/05/24	TAYLOR
24/05/24	CASEY

15/04/24	GUNGAHLIN, NGUNNAWAL
27/03/24	TAYLOR
29/02/24	CASEY, MONCRIEFF, TAYLOR
9/01/24	NGUNNAWAL, NICHOLLS

Unplanned electricity outages in Amaroo, Bonner, Forde, Jacka, Moncrieff, Taylor, Casey and Ngunnawal - 1 January 2024 to 1 April 2025

Unplanned electricity outages can be caused for a range of reasons including tree branches, weather, damage by third parties, animals, or equipment failure.

There were 26 unplanned outages affecting the specified suburbs from 1 January 2024 to 1 April 2025. Evoenergy received three claims for damaged electrical equipment due to the below unplanned electricity outages. Each claim was assessed individually and declined based on the specific circumstances of the outage and the terms of our claim policy, which does not extend to events beyond our reasonable control.

Date	Suburbs affected Note: outages may only affect a portion of customers in each suburb, and do not necessarily affect the same portion of customers each outage.	Claims lodged to Evoenergy for damaged electrical equipment	Claims declined by Evoenergy for damaged electrical equipment
23/03/25	CASEY	0	0
19/03/24	CASEY, NGUNNAWAL, MONCRIEFF	0	0
4/02/25	NGUNNAWAL	0	0
30/01/25	BONNER	0	0
17/01/25	BONNER	0	0
11/01/25	NGUNNAWAL	0	0
6/01/25	NGUNNAWAL	0	0
18/12/24	FORDE	0	0
7/12/24	BONNER	0	0
30/11/24	FORDE	0	0
4/11/24	TAYLOR	0	0
23/10/24	AMAROO	0	0
19/10/24	AMAROO, BONNER, GUNGAHLIN, JACKA, MAJURA	0	0
9/08/24	BONNER	0	0

15/07/24	CASEY, FRANKLIN, GUNGAHLIN, MITCHELL	0	0
20/06/24	MONCRIEFF, NGUNNAWAL, TAYLOR	1	1
13/06/24	CASEY, NGUNNAWAL, NICHOLLS	0	0
13/06/24	CASEY, MONCRIEFF, NGUNNAWAL, TAYLOR	1	1
13/06/24	CASEY	0	0
25/04/24	MONCRIEFF, NGUNNAWAL, TAYLOR	0	0
20/04/24	MONCRIEFF	0	0
16/04/24	FORDE	0	0
15/04/24	CASEY, MONCRIEFF, NGUNNAWAL, TAYLOR	0	0
28/02/24	MONCRIEFF, NGUNNAWAL, TAYLOR	0	0
28/02/24	GUNGAHLIN, NGUNNAWAL	1	1
19/02/24	MONCRIEFF	0	0
11/02/24	CASEY, MONCRIEFF, NGUNNAWAL, TAYLOR	0	0
13/01/24	CASEY, NGUNNAWAL, NICHOLLS	0	0

2. Evoenergy strives to minimise disruptions to customers. Customers who do experience disruptions may be eligible for compensation in some circumstances. Compensation does not apply if there are no acts of negligence or bad faith by Evoenergy. The National Energy Retail Law excludes Evoenergy's liability for any loss or damage suffered because of defective supply to premises.

If customers are dissatisfied with the outcome of their claim, they can request a claim reconsideration. If customers are then dissatisfied with the outcome of the reconsideration, they can refer their concerns to the ACT Civil and Administrative Tribunal (ACAT).

Residents can also make a claim against their home and contents insurance.

Approved for circulation to the Member and incorporation into Hansard.



Rachel Stephen-Smith MLA
Minister for Finance

Date: 21/5/25

This response required 2hrs 25mins to complete, at an approximate cost of \$274.79