

Response to question on notice

Questions on Notice Paper No 10

19 September 2025

Question No. 633

Mr James Milligan MLA: To ask the Minister for Finance

1. How many unplanned power outages occurred in each suburb in 2024.
2. How many unplanned power outages occurred in each suburb in 2025.
3. How many residential customers were impacted by the outages referred to in parts (1) and (2).
4. What was the cause in each of the outages referred to in parts (1) and (2).
5. How long did it take to respond to each of the outages referred to in parts (1) and (2).
6. What is the ACT Government doing to address network reliability issues in the most frequently impacted areas.

RACHEL STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

Evoenergy, which operates independently of government, owns, operates, and maintains the electricity distribution network in the ACT. I have sought advice from Evoenergy to inform this response.

The duration and frequency of outages are monitored by the Australian Energy Regulator (AER). Evoenergy has provided a summary of its reliability metrics to respond to questions 1, 2, 3 and 5 in the table below. Each customer represents a connection, and the table includes both residential and non-residential customers. Note that there can be multiple connections at a single site.

	Number of unplanned outages	Number of customer interruptions	Average duration off-supply per customer	Average no. of interruptions per customer
Audited 2023–24 results	1,097	135,507	45 minutes	0.6
Draft 2024–25 results	1,229	113,035	42 minutes	0.5

A breakdown of outages by suburb is not available.

Evoenergy advises that its network remains among the most reliable in Australia, consistently ranking in the top two Distribution Network Service providers benchmarked by the AER. Unplanned outages can result from severe weather, vegetation contacting powerlines, wildlife interference, faults in network assets, third-party damage (such as vehicles or excavation), and other technical issues.

Information on network projects including reliability initiatives, is available at:
<https://evoenergy.com.au/Future-energy/Network-projects>.

Approved for circulation to the Member and incorporation into Hansard.



Rachel Stephen-Smith MLA
Minister for Finance

Date:

21 / 10 / 25

This response required 50 mins to complete, at an approximate cost of \$116.44.