

Keeping our energy network safe, secure, and reliable



An important update from Jemena

Jemena owns, operates, and maintains the poles and wires that supply electricity to homes and businesses across north-west Melbourne. An important part of our job is conducting regular maintenance and other works across our electricity network. Recently, we paused some of those works...here's what you need to know.

The short story

- Jemena has temporarily paused planned works to upgrade our network across parts of Melbourne's north-west, including Yarraville, Footscray, and West Footscray.
- While works are paused we will take the time needed to understand recent feedback from the community as well as how we can better communicate and engage with community members.
- Importantly, while these works are paused, our crews will continue to undertake essential activities required to maintain a safe and reliable electricity network for our customers. This includes responding to faults and outages, making repairs, and carrying out routine maintenance works necessary to support electricity supply to homes, businesses, and critical services. These activities are part of our responsibility to ensure customers have safe and reliable power.

Background

We have heard clearly from customers, Council and other stakeholders that our communication and engagement regarding recent works could have been better, and we are taking this feedback seriously. We are using this pause to review the feedback we've received and identify meaningful improvements we can make to how we communicate and engage with customers and stakeholders as we consider next steps.

While the works are paused, you will still see our service delivery partner, Zinfra, in the field conducting critical maintenance and other works required to maintain a safe and reliable network – this includes responding to outages and faults.

We remain committed to working constructively with Council, residents and other stakeholders to better understand those concerns and provide greater clarity as we consider next steps.

As activity progresses we will keep you updated via our website at: www.jemena.com.au.



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Answers to Commonly Asked Questions

If works are paused, why do I see Zinfra crews on my street?

The temporary pause applies to the proposed works currently under review. It does not apply to emergency response, fault rectification or safety-critical maintenance activities that are required to maintain the electricity network and minimise the risk of outages for customers.

Why aren't you stopping all works?

There is an important distinction between the proposed works that are currently paused and the day-to-day activities required to operate the electricity network. Maintenance, repairs and fault response cannot simply stop, as these activities are essential for public safety and the reliable supply of electricity to the community.

Does Jemena have the permits necessary from Council to do these routine maintenance and fault works?

For emergency works where there is an immediate risk to personal safety or property, the Road Management Act 2004 waives standard council consent for the works to take place. However, for more routine maintenance and fault works, contractors like Zinfra must obtain consent to conduct works within road reserves. Zinfra and Jemena are committed to securing those permits from Council prior to commencing any non-emergency works.

Is Jemena reconsidering doing the planned works?

We are taking the concerns raised by the community seriously and are using this temporary pause to better understand those concerns and assess any lessons that can be applied to future decision-making. We will share further information when that review process is complete.

Why wasn't the community properly consulted before work started?

We have heard feedback that some members of the community felt communication and engagement could have been better. We take these concerns seriously and are using this pause to review our approach and identify improvements. We are committed to learning from what we have heard and strengthening our engagement moving forward.

Is Jemena pausing works because of Council?

We're aware of concerns that have been raised by Council and members of the community. The decision to pause the works reflects our commitment to listening to feedback and taking the time to carefully consider issues that have been raised before proceeding further.

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If maintenance work is essential, how can residents tell the difference between maintenance and project works?

Routine maintenance and responding to faults are activities we undertake to operate and maintain the existing network. Project works involve building new infrastructure or delivering a specific project. If residents have questions about works occurring in their area, we encourage them to contact us so we can explain the purpose of those activities.

What notice will I get for routine maintenance works?

We'll always give you at least four business days' notice of a planned interruption for routine maintenance and fault works. Customers may receive multiple notifications from Jemena:

- A letter delivered by Australia Post
- A hand delivered card
- An email, if you have an email registered with your retailer
- An SMS, if your mobile phone number is registered with your retailer

If we do have your email address and/or mobile phone details registered, we will also send reminders before the planned interruption starts, and let you know when power has been restored. Occasionally works may need to be postponed, typically during weather events, total fire ban days, unexpected safety issues, or emergencies. We will do our best to contact you if we need to postpone an outage.