



MEDIA RELEASE

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TasNetworks begins independent review into storm response

TasNetworks will be engaging with a cross section of its customers and stakeholders as part of an independent review into its response to severe weather in late August and early September.

The community consultation component of the review will be conducted by the insight agency, Verian, and will include interviews with a cross section of impacted communities, including residential households, businesses, large distribution and transmission customers, councils, other key stakeholders and contractors.

TasNetworks Chief Executive Officer Seán Mc Goldrick said the primary objective is to understand the impacts to TasNetworks operations and to identify potential improvements to processes and systems.

"As we said a few weeks ago we routinely review our procedures after major events and our recovery response to the recent unprecedented storm event will be no different," Dr Mc Goldrick said.

"Since the storm has been declared a natural disaster by both the Tasmanian and Australian governments it is important we look at the way we responded to customers and the event itself."

The review will consider everything from customer needs and their perception of TasNetworks' performance during and post the outage events to the effectiveness of communications during the entirety of the event.

Dr Mc Goldrick said the independent review would also be looking at ways how TasNetworks can continue to work with other agencies to support Tasmanian communities in times of need.

"The weather system impacted Tasmania for an unprecedented period of five

consecutive days and during that time there was a record number of customers impacted by power outages," Dr Mc Goldrick said.

"This review will allow us to not only further understand the impact to our customers and potential improvements to our assets, systems and processes, but also to learn how we can do better next time."

TasNetworks encourage its customers and stakeholders to participate in the review when contacted by Verian or provide feedback via its website or by phoning 1800 060 399 Monday-Friday, 9am to 5pm.

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