

# ELECTRICAL CONTRACTOR UPDATE



## COVID-19 : Our Response Update

Whilst we continue to respond to the global COVID-19 pandemic, we want to reassure you of what we are doing to support you and ensure the safety of our people and communities.

As we continue to take action, for us, prevention is our first line of defence to ensure the health and safety of our people and the communities they work and live in. We continue to follow the advice from Queensland Health by minimising exposure risks through ramped-up personal protective hygiene measures, splitting crews, and deploying crews from home rather than depots wherever possible. Implementing these measures allows us to keep the lights on for our customers and support our communities and economy at large during this time.

We would like to assure you that we are continuing to undertake our program of work where it is safe to do so. We will endeavour to complete this work by following our COVID-19 Operational Protocols around social distancing and PPE requirements to ensure the:

- **Safety of our people and communities** – this means that jobs such as Emergency, Life-Threatening and Working Close (Safety Advice) will continue to be our priority.
- **Reliability of Supply to our customers** – this means that Loss of Supply and Reconnections will continue to be our priority.
- **Support of our communities and economy** – this means that Customer Requested work, New Connections and Subdivisions will continue when and where it is safe to do so, whilst also operating under our COVID-19 operational protocols.

We want to thank you for your patience during this time and we encourage you to reach out to us if you have concerns or questions about our approach. Your ongoing support and partnership is important to us and we're doing all we can to make it easier to get through this, together.

## Contact Details

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Electrical Contractors Hotline [1300 366 846](tel:1300366846)

Network General Enquiries [13 12 53](tel:131253)

7:00am to 5.30pm Monday to Friday



## About Electrical Contractor Update

This newsletter will keep you informed about what's happening in the industry and any changes to compliance, rulings and legislation.

[www.energex.com.au](http://www.energex.com.au)

