



10 March 2017

Major Projects
GPO Box 4009
Sydney NSW 2001
www.ausgrid.com.au

Information about the Scotland Island and West Pittwater reliability project

Dear resident/business owner

Ausgrid would like to apologise for not being in touch with you earlier, and for the delay in project information about our plans to improve the reliability of the power supply to Scotland Island and West Pittwater (Elvina Bay, Lovett Bay and Southern Morning Bay) following extended submarine cable outages in 2013 and 2015.

We also acknowledge the inconvenience to residents facing temporary outages or ongoing temporary supply after the recent unprecedented local storm damage of 17 February, and thank you for your patience as we work to restore permanent supply. These outages related to the overhead network only and not to the submarine cables supplying both areas.

Project need

Both Scotland Island and West Pittwater are positioned in a uniquely challenging environment in regards to access and connectivity to the mainland. After extended power outages in 2013 and 2015, Ausgrid has been considering long term alternatives to better address the reliability of energy to both communities. Ausgrid is also considering ways to improve the above ground overhead network in these areas.

Work so far

You may recall receiving a newsletter from Ausgrid in March 2016 about our plans. Since then, Ausgrid has been working to improve our outage response processes. We have also replaced/repared significant sections of the two existing submarine cables to improve reliability and prevent future outages associated with exposure of the cable.

Initially, Ausgrid planned installing a 'loop' 11,000 Volt cable between Scotland Island and Little Lovett Bay. However after further investigation, Ausgrid has identified significant challenges and increased costs and hence the need for more analysis to ensure the final solution efficiently addresses both the above ground network outages, which are the cause of the more recent outages, as well as those caused by cable damage.

This analysis has included considering the following factors; latest available technology, environmental and safety standards and value for our electricity customers. Community feedback is an important part of this process and we appreciate your input.

Request for your feedback

We are seeking feedback on energy usage particular to your home as well as local resident information. Whilst Ausgrid understands the energy levels required to be met at various stages of the year, we need to better understand what household usage patterns and devices contribute to this load.

There are a number of ways you can provide feedback:

- **online survey** – via the project web page www.ausgrid.com.au/scotlandisland
- **printed survey** – a printed copy of the survey is enclosed which can be posted to the address above, or scanned and emailed to majorprojects@ausgrid.com.au
- **phone survey** – you can phone the project office on 1800 604 765 to provide feedback or ask questions
- **community drop in session** – we plan to be at Church Point (details below) to answer any questions about the survey and the proposal on Friday 17 March.

Come to our community drop in session!

Representatives of the project team will be available to answer questions and collect your comments and feedback, see details below. Please drop by at any time, light refreshments will be provided.

Date: Friday 17 March
Time: 3pm to 6pm
Location: The Waterfront Café, Church Point

The feedback currently being requested, will assist Ausgrid confirm the feasibility of several options being assessed. Ausgrid will present these options for further comment at local community sessions planned for mid-2017. A summary of community feedback received and how it has been considered, will also be prepared and published on the project web page.

We thank you for taking the time to provide feedback, which is requested by Friday 24 March 2017.

If you have any inquiries you are welcome to contact us at any time by phoning 1800 604 765 or by emailing majorprojects@ausgrid.com.au.

Yours faithfully,



JACKSON DE BRECZY
Project Development Strategist



If you need an interpreter, please call the Translating and Interpreting Service on 131 450 and ask them to telephone Ausgrid on 1800 604 765