

9 September 2019

Dear Customer

Locked Bag 14051
Melbourne City Mail Centre
Victoria 8001 Australia
T: 1300 360 795
www.ausnetservices.com.au

IMPORTANT INFORMATION
EARLY ADVICE OF INTERRUPTION TO YOUR ELECTRICITY SUPPLY

Tuesday 1st October 2019 between 8.45am and 1.45pm

ESSENTIAL POWERLINE WORKS – POWER LINES FROM SEYMOUR SUPPLYING AVENEL, NAGAMBIE, MANGALORE, LOCKSLEY, LONGWOOD SOUTH, TABILK, MITCHELLSTOWN, GOULBRUN WEIR, KIRWANS BRIDGE, BAILLIESTON & WHROO AREAS

AusNet Services is committed to providing a reliable electricity supply to our customers. As part of our ongoing network improvement program and summer preparation, we are conducting essential work in your area to replace power line hardware on feeder lines from Seymour supplying into the Avenel and Nagambie areas. In order to provide our maintenance teams with safe access to the network it will be necessary to temporarily interrupt your electricity supply.

The interruption is planned to occur on **Tuesday 1st October 2019 between 8.45am and 1.45pm**.

For customers in the **Vickers Road area**, as shown on the attached map, the interruption will occur between **8.45am and 4.30pm**. A Tuesday has been chosen based on previous advice, and being School Holidays we have aimed to minimise the impact on a number of schools in the area.

We understand that it is never convenient to be without power and appreciate your patience. This early advice is provided to enable you to start planning for the interruption.

Approximately one week prior to the planned outage account holders will receive written notice from AusNet Services to confirm the outage is proceeding. The notice will be sent to the postal address for your account as provided by your electricity retailer on your behalf.

You can also view the latest information about your planned outage at www.outagetracker.com.au up to 5 days prior to the scheduled date using the reference number provided to you in the written notification letter.

In the event of a change or cancellation of a planned outage, updates will be available on our website. In addition, we may also notify you via SMS if your retailer has your mobile contact details.

We apologise for any inconvenience caused as we work to ensure a continued safe and reliable electricity supply to your area.

Should you require any further information, please do not hesitate to contact our planned outage line on **1300 362 026**.

Please quote INCD-78140, or for the Vickers Road area of Nagambie quote INCD-78137

Yours sincerely

Paul Tanner
Acting Regional Customer & Community Manager – North Region

