

Stephen Muir

From: Julie Beak [REDACTED]
Sent: Wednesday, 18 May 2011 7:11 PM
To: Info Flood Commission
Subject: Qld flood submissions

Until recently, when talking to a lawyer who was seconded to the Flood Inquiry I wasn't aware that the issue my neighbours and I experienced with the floods was relevant to the inquiry. The closing dates for the commission have passed however I was encouraged to send in information regarding our experience and was wondering how to go about it.

I am one of a group of (24 we believe) Ergon Energy customers who lost our power supply during the floods for 12 days. We are located on properties in the Central Highlands region, near Blackwater. We were given no warning by Ergon Energy that we were to lose power. People had to rely on providing their own power as limited generators were available in Blackwater and some people were also unable to get to town due to the floods even if there generators to hire. For those customers who had generators and were able to get them wired into their houses, no notice was given by Ergon when the power came back on so that people were still using generators 2 days after the power had been turned back on.

Due to the floods in 2008 when we experienced similar loss of power (5 days) we were able to monitor the flood levels in the rivers ourselves and tried to prepare by having generators ready. We have been informed that the reason we are losing power is that Curragh Mine has diverted the river and so now during flooding it covers the transformers on our line. We have been also told(unconfirmed) that Ergon was paid by Curragh Mine 2 years ago to rectify the problem. We are therefore very irate that we have had to endure this loss of power when the company has received funds to correct the situation. Ergon has knocked back claim forms we have submitted, we were told to apply for flood funding from the government. Not only did we have to provide the generators but we also had to try and get fuel to run the generators, something which was in short supply due to the floods.

Customers who experienced loss of power included an elderly man suffering a brain tumour, a couple with a newborn baby and an elderly housebound lady. When we lose power we also lose access to water/sewage as all run on pumps.

Though we were all safe and did not experience flood damage/ loss of life, I believe we have been treated very shabbily.

Yours sincerely

Julie Beak
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