



A message from

Customer Network Solutions

Safety notice – Service cables struck during excavation

24 June 2026

We're issuing this notice to remind all ASPs of their obligations when undertaking excavation works near Endeavour Energy assets.

On 28 May 2026, Endeavour Energy crews attended a fluctuating supply issue in Werrington County. On investigation, repairs had been made to a low voltage service main and damage was also identified on other parts of the 16 mm² underground service mains, causing a fault.

The contractor was working in the area for a CONSAC replacement. It appears the service cables were damaged during excavation. A temporary repair had been attempted by the contractor using a small zipper sleeve.

Endeavour Energy's Field Operations team repaired the service and restored supply.

Initial findings

The contractor has accepted responsibility for the cable damage and repair. The initial review has also identified that:

- Excavation works were undertaken without complying with a site-specific management plan.
- The incident was not reported to Endeavour Energy
- A temporary repair was attempted without appropriate notification or approval.

The contractor was suspended from this project pending the outcome of the investigation.

Reminder to all ASPs

All ASPs and their contractors must ensure that:

- Underground services are identified, located and have protection as required before excavation begins.
- Excavation works are conducted as per SafeWork guidelines and Endeavour Energy's Electrical Safety Rules
- No unauthorised repairs are attempted on Endeavour Energy assets.
- Notify Endeavour Energy immediately if an incident occurs (regardless of whether assets are damaged or not) on site via hotline 131081 or the assigned Endeavour representative.

Damage to underground assets creates serious safety risks for workers, the public and customers, and may also impact network reliability.

Kind regards,

Customer Network Solutions

Commented [GP1]: Are they still suspended?

Commented [TV2R1]: Unsure, would need to check in with PMO

Commented [TV3]: Replace with - Excavation works are conducted as per Safework guidelines and Endeavour electrical safety rules