

Examples of social media engagement and customer sentiment

Twitter

Endeavour Energy @endeavourenergy · Dec 9, 2019
Bushfire update: Power is back to 200 customers in Bawley Point. 300 homes still off in Colo Heights & Oakdale. Power not expected to be back until late Wednesday to Thursday 10-11 Dec. Crews cannot start repairs in these areas until declared safe by the @NSWRFS #NSWfires



Endeavour Energy

6 retweets 9 likes

Endeavour Energy @endeavourenergy · Dec 19, 2019
2,100 customers are without power in the upper Blue Mountains & Macarthur region as #bushfiresNSW continue to damage powerlines & hamper repairs. We appreciate the patience of affected customers as we work to safely restore their power supply in difficult conditions #SafetyFirst



1 comment 8 retweets 11 likes

Endeavour Energy @endeavourenergy · Dec 23, 2019
Work continues to rebuild powerlines & safely restore power to 900 customers affected by #NSWbushfires. Active fires & important #RFS containment operations are restricting repairs in #BlueMountains. Thanks for your patience as work continues. #SafetyFirst



3 comments 10 retweets 24 likes

Endeavour Energy @endeavourenergy · Dec 24, 2019
Work continues to get power back to as many customers as possible affected by #NSWbushfires before Christmas. 150 customers in remote areas will be off until late Friday due to extensive damage & active fires restricting repairs. Thanks for your patience while repairs are ongoing



1 comment 1 retweet 9 likes

Endeavour Energy @endeavourenergy · Dec 26, 2019
We expect to have power restored to all customers affected by #NSWbushfires in Hilltop and Balmoral by end of today, with power restored by tomorrow evening to all habitable dwellings affected by fires in the Greater Lithgow region #BlueMountains. Thanks for your understanding.



1 comment 2 retweets 17 likes

Endeavour Energy @endeavourenergy · Dec 27, 2019
Power is back on to all habitable dwellings affected by bushfires #BlueMountains. Soaring temperatures & extreme bushfire danger forecast for coming days means emergency crews remain on high alert. Customers returning to their properties without power contact us on 131 003



1 comment 2 retweets 18 likes



Endeavour Energy @endeavourenergy · Jan 3

A big push today got power back to 3,400 customers in & around #SussexInlet. More than 16,000 homes restored since #SouthCoastFires flared on #NYE2020. 2,500 customers still off in #manyana, #LakeConjola & surrounding areas. Pls follow #NSWRFS advice & always put #SafetyFirst.



6 22



Endeavour Energy @endeavourenergy · Jan 7

Our plan is to get power back to 2,000 customers after #NSWfires in #manyana, #lakeconjola, #cunjurongpoint, #bendalong & #fishermansparadise today. If no further damage is found, our plan is to have power back to all but 300 customers by late tomorrow. Thx for your patience.



1 16 27


- ██████████ Dec 23, 2019
Replying to @endeavourenergy
Awesome that this work is able to go ahead with safety a high priority
- ██████████ Dec 23, 2019
Replying to @7NewsSydney and @endeavourenergy
No stress, you guys are doing what you can please be careful.
- ██████████ Dec 26, 2019
Replying to @endeavourenergy
Great news! Thank you!
- ██████████ Dec 29, 2019
Replying to @endeavourenergy
Great work by all staff involved
- ██████████ Jan 1
Replying to @endeavourenergy
Thanks for the power back to molly!
- ██████████ Jan 1
Impressive work @endeavourenergy! Power back on in Milton/Ulladulla. No doubt tough conditions for your crews. Big thanks.
- ██████████ Jan 5
Replying to @endeavourenergy @NSWRFS and @essentialenergy
Great job.
- ██████████ Jan 5
Replying to @endeavourenergy @NSWRFS and @essentialenergy
Amazing effort from your teams. The conditions are challenging, amazing to have things up and running so quickly.
- ██████████ Jan 9
Replying to @NSWRFS and @██████████
Energy workers often the first cut in a disaster. Accolades to those getting the power back on.
- ██████████ Jan 20
Replying to @endeavourenergy
Hopefully your line teams will get a break sometime soon!
- ██████████ Jan 7
Replying to @endeavourenergy
You guys are doing amazing!!

- ██████████ Dec 23, 2019
Replying to @endeavourenergy
Thank you. We want to get home and appreciate this work.
- ██████████ Dec 23, 2019
Replying to @endeavourenergy
That's fast work there. Nicely done.
- ██████████ Jan 6
Replying to @endeavourenergy and @essentialenergy
>250 poles! Your field teams are legends.
- ██████████ Jan 1
Replying to @endeavourenergy
Credit to the @endeavourenergy crew for restoring power on record time and considering the catastrophic fires.
- ██████████ Jan 2
Replying to @endeavourenergy
Fingers crossed and thank you ..
- ██████████ Jan 5
Replying to @endeavourenergy @NSWRFS and @essentialenergy
Fantastic work!
- ██████████ Jan 4
Thanks @endeavourenergy for prompt restoration of power supplies to Vincentia. Your efforts are much appreciated! It's going to be a difficult day for many, including your teams. Cheers. ██████████ grateful customers in ██████████
- ██████████ Jan 5
Replying to @endeavourenergy @██████████ and 2 others
Always like to acknowledge the lines workers who go out in extremely risky conditions to restore power.
- ██████████ Jan 6
Replying to @endeavourenergy and @essentialenergy
Well done legends! Just spoke to my dad who said power was back on in Long Beach around 10am. We both agreed you're making a mammoth effort!

LinkedIn

Endeavour Energy (NSW)
10,124 followers
8mo • Edited • 🌐

Power has been restored to all but 1000 customers impacted by the devastating bushfires. Our GM Network Operations Scott Ryan spoke with ABC News 24 about the massive task to get power safely back to bushfire affected communities on the South Coast, Southern Highlands and Blue Mountains. Thanks to our industry colleagues #Ausgrid, #EssentialEnergy, #TransGrid and #EnergyQueensland and in particular, our amazing dedicated employees for their incredible efforts. Stay safe everyone!



Scott Ryan speaks to ABC News 24

👍 🗨️ 320 • 22 Comments

Endeavour Energy (NSW)
10,124 followers
7mo • 🌐

With power now safely back to 20,000 bushfire affected customers after a massive effort by our emergency crews and industry friends over the past nine days, we're donating \$500,000 to help our bushfire affected customers and communities recover and rebuild their lives. We're donating \$250,000 to Community Rebuilding Initiatives, \$100,000 to #RedCross, \$100,000 to #nswrfs and \$50,000 to #WIRES. Fires have now burned across more than 45% of our network area and we want to recognise our brave volunteers and continue our support for those who need our help the most. Read more: <https://bit.ly/2QDUe8F> #staysafe #nswbushfires



793 • 35 Comments

- 7mo ...
At the opposite of the globe we think of you Scott and all of your workers but most of all for the people involved in this tragedy. Don't quit !!!
- 7mo ...
This is a great effort from these business groups and their teams on the ground. Just the start communities need to begin the long journey back to normality. Well done.
- 7mo ...
Great work, stay safe.
- 7mo ...
Amazing work **Endeavour Energy (NSW)**. Thanks for keeping our communities connected and safe as this time of national tragedy.
- 7mo ...
Well done **Scott Ryan** and the entire Endeavour Energy crew!
- 7mo ...
Great work **Endeavour Energy (NSW)** and **Scott Ryan** - thanks for all you do and stay safe
- 7mo ...
Great update Scott and brilliant hard work by all the Endeavour and other supportive teams - well done and thanks to all involved in any way.

- 7mo ...
Tough conditions to be getting this done with what's going on, I take my hat off to the crews working on the infrastructure rebuilds
- 7mo ...
I only wonder why the poles aren't being replaced with fireproof ones now considering it's a golden opportunity to do that.
Like · 1 | Reply · 3 Replies
- 7mo ...
Scott Ryan · 3rd+
General Manager Operations at Endeavour Energy (NSW)
Thanks [redacted]. We installed concrete and steel poles everywhere we could as part of this restoration. The sheer magnitude of the damage (the fires have burned across 45% of our franchise area, destroying over 600 of our poles) has meant that we've had to resort to 'like for like' in some locations in order to support our community and restore their supply. We have additional steel and concrete poles on the way!
Regards
Scott
Like · 12 | Reply
- 7mo ...
Scott Ryan: It's great that you've given the explanation. I can certainly appreciate that it's important to have people up and running again, good work.
- 7mo ...
Thank you for all your hard work and generosity during this challenging time. We appreciate it
- 7mo ...
Great job and thank you for helping the bushfire affected communities.

- 7mo ...

Inspiring work from the Illawarra crews and many more at Endeavour Energy! Always willing to go the extra mile and help those who need it most even if that means being away from their own families over the Christmas break!
- 7mo ...

Amazing work Endeavour! Thank you to all of the crews working tirelessly to restore the network :)
- 7mo ...

Wonderful! Thank you Endeavour Energy for your great contributions to help our fellow Australians during these devastating times!

Endeavour Energy (NSW) 10,124 followers 8mo • 🌐

It's been a challenging end to 2019! In the past six weeks we've been busy getting power back to 25,000 customers after a wild summer storm, helping [#Ausgrid](#) repair storm damage in Sydney's northern suburbs and restoring power to communities devastated by the biggest forest fires in Australia's history. As many companies wind down for Christmas with family and friends, we're incredibly proud of the commitment shown by our staff to safely restore an essential service to customers when they need it the most. In these dangerous and trying conditions, we pay our respects to the brave [#RuralFireService](#) firefighters battling these "mega-fires" and hope they stay safe while continuing their invaluable work to protect the community. Collectively, our hearts go out to those who have lost their homes in the fires. We also appreciate the resolution shown by customers who have been without power for extended periods and thank them for the messages of support for our crews working hard to repair the extensive bushfire damage. [#support #community](#)



324 • 17 Comments

- 7mo ...

Great work in what would be an extraordinarily challenging environment. Accessing many of these areas with heavy plant and equipment could seem impossible, but the teams manage it. Excellent work by all
- 7mo ...

What an amazing effort with such extensive damage - well done to the team at Endeavour.
- 7mo ...

Thank you to the emergency crews at [Endeavour Energy \(NSW\)](#) for the amazing work you all do 🙏

- 7mo ...

The very worst of situations can often bring out the very best when it comes to teamwork. Competent and capable powerline trade skilled workers providing an essential service in catastrophic conditions. This is where all the training and supportive systems come into play; it's much more than hanging wires on a pole.
- 7mo ...

Thank you for your wonderful work.
- 7mo ...

Well done under difficult circumstances. Great results.
- 7mo ...

Great team work and community spirit as is always the case with our electricity distributors in times of crisis.
- 7mo ...

Endeavour is doing an excellent job
- 7mo ...

Thanks to you and all the Endeavour teams helping NSW communities in difficult times.

Twitter and Endeavour Energy website analytics

Your Tweets earned **84.5K impressions** over this 8 day period



● Pageviews



⌵ This data was filtered with the following filter expression: **Bushfire safety**

Page Title	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	639 % of Total: 0.18% (349,937)	547 % of Total: 0.19% (297,342)	00:02:07 Avg for View: 00:02:26 (-13.07%)	151 % of Total: 0.07% (213,571)	73.51% Avg for View: 73.16% (0.48%)	51.80% Avg for View: 61.03% (-15.13%)	\$0.00 % of Total: 0.00% (\$0.00)
1. Bushfire safety	639 (100.00%)	547 (100.00%)	00:02:07	151 (100.00%)	73.51%	51.80%	\$0.00 (0.00%)

Customer assistance after bushfires

Important information



February 2020

Assistance for customers affected by bushfires

We want to make life easier for customers affected by the 2019-20 bushfires. Please call us on 131003 and ask for help from our bushfire team. Our assistance package includes:

- waiving reconnection fees for residents and small businesses whose property was destroyed
- free electrical inspections of fire damaged property, available by calling 131 003, and
- tailored advice on how to reconnect where the customer's electrical services were damaged.

These frequently asked questions and answers provide more background.

1. What does Endeavour Energy do if notified a property has been damaged or destroyed because of the bushfires?

We will take steps to make life easier for bushfire affected customers. We will deenergise the meter when notified of damage or destroyed property as of the last read date prior to the date of fires. We will not charge consumption from the last read date.

2. What did Endeavour Energy do to identify bushfire impacted sites?

We worked closely with the Rural Fire Service to identify properties impacted by the bushfires. Where a site has been affected by bushfires, we share information with electricity retailers, so they can contact customers and 'de-energise' the meter if necessary. This means customers will not be billed.

3. Will Endeavour Energy charge for the connection and /or reconnection fees?

No, we will waive application, site establishment and Accredited Service Provider (ASP) Inspection fees for all bushfire impacted sites.

4. What is the process for arranging a connection following the bushfires?

Where your installation is damaged or no longer exists, you should appoint a licenced electrical Contractor to make repairs and confirm a compliant installation to enable reconnection.

Where you are maintaining the existing meter number and replacing 'like to like' there is no requirement for a connection application or associated fees and charges. If you decide to upgrade your connection, you should apply for an upgraded connection service. Please follow the application process on our website at www.endeavourenergy.com.au.

Where metering is damaged and needs to be replaced, your electrical contractor will arrange new metering directly with your retailer.

Your licenced contractor will test the installation and provide you a *Certificate of compliance for electrical work* (CCEW) as assurance that the installation can be safely connected and energised by Endeavour Energy. Once you have a certificate of compliance for your electrical work, you should call Endeavour Energy on 131 003 to request reconnection.

5. What advice can you give me about my solar installation?

Please contact a licensed electrician to conduct a safety inspection, as your system may be damaged from heat and ash.

6. What do I need to do if my property is destroyed?

Please contact your retailer when you're comfortable to do so to discuss the available assistance options.

Customer assistance after bushfires

Important information



February 2020

7. How do I get a temporary builder's supply connection?

Please contact a licenced electrical contractor. Your licenced contractor will test the installation and provide you a Certificate of Compliance for the Electrical Work. This assures Endeavour Energy that your premises can be safely connected and energised by Endeavour Energy.

8. My house isn't damaged, but I've lost my meter in the fires. What do I do?

Please contact a licenced electrical contractor who will arrange a new meter via your retailer.

9. What is the process to get my site reconnected and how much it will cost?

Please contact a licenced electrical contractor. Your licenced contractor will test the installation and provide you a Certificate of Compliance for the Electrical Work. This assures Endeavour Energy that the installation can be safely connected and energised by us.

If replacing 'like for like,' customers do not need to complete a connection application or pay associated fees and charges.

10. Why is a certificate of compliance/safety required?

Please contact a licenced electrical contractor to test your installation and fix any defects. They will provide a Certificate of Compliance for Electrical Work to prove your property can be safely connected and energised by Endeavour Energy.

11. Will my bill be waived if I have been affected by the fires?

Your electricity retailer sends you your bill. Endeavour Energy is not an electricity retailer. Where a property has been destroyed the meter will be deenergised from its last meter read date, and all network charges will be waived from that date.

12. What if I can't afford to engage a licenced electrical contractor – what do I need to do to get connected?

If you are in financial hardship or need support, it's important to let us know. The following organisations are also offering assistance:

Red Cross: please visit <https://www.redcross.org.au/>

Salvation Army: please visit <https://www.salvationarmy.org.au/>

The Business Council of Australia is offering support to small businesses via their Community Rebuilding Initiative. More information regarding this can be found at: https://www.bca.com.au/emergency_response

For information on Endeavour Energy's financial hardship policy please visit our website at www.endeavourenergy.com.au



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