

COPY

Residents of Riverbanks Estate – Flinders Park
C/- Glenn Whitburn

24 January 2006

Mr Lew Owens
Chief Executive Officer
ETSA Utilities
GPO Box 77
ADELAIDE SA 5001

Dear Sir,

RE: POWER OUTAGE – RIVERBANKS ESTATE, FLINDERS PARK

We the undersigned residents of the subdivision known as "Riverbanks Estate" at Flinders Park are writing to detail recently experienced power outages which occurred between Thursday, 19th January and Sunday, 22 January 2006.

Our power was lost, due to several high voltage fuses blowing (ETSA) on the following occasions:

- **Thursday, 19/1/06 from 6.00pm – 10.00pm = 4 hours**
- **Friday, 20/1/06 from 6.00pm to Saturday, 21/1/06, 6.15pm = 24 hours 15 minutes**
- **Sunday, 22/1/06 from 1.10pm to 6.30pm = 5 hours 20 minutes**

The subdivision, developed in 2002 consists of 54 allotments, plus several existing residents in Beltana Street to Findon Road. Power to this area is supplied by a 150 KVA transformer (number 38017) which is located within the new development area of Beltana Street. There are currently approximately 40 dwellings connected, it should be noted that there are still many vacant allotments which it is anticipated will be built on in the near future.

Our understanding is that the 150 KVA transformer delivers 200 amps per phase (*source ETSA Utilities publication*). The majority of the air conditioners in the development require three phase power and have a full load current of between 12 – 15 amps per phase. This accounts for 40 allotments x 12 amps = 480 amps per phase. Even if 50% of dwellings were operating the total amps would be approximately 240 amps per phase. This is disregarding the use of all other appliances eg. fridges, electric ovens, microwaves, televisions, lights etc.

It seems obvious to us that the transformer is too small to supply the subdivision. As you can see from the above times the power failed when residents returned home from work and their air conditioning was switched on.

We are extremely disappointed that being a new subdivision, due consideration was not given to the design of the transformer and as a consequence during the abnormal high ambience the transformer failed miserably over four consecutive days.

The estate consists of residents with babies, young families and aged residents, some of which require life supporting medical equipment. This was highlighted on the Friday evening when an aged resident was forced to seek emergency ambulance attendance due to medical equipment failing to operate due to the power outages.

We therefore request that the transformer be upgraded immediately as extreme hot weather is likely in February and March. The situation as experienced over the last weekend is totally unacceptable.

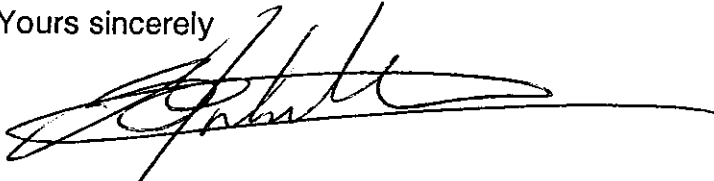
Fluctuating voltages were experienced by residents who we believe have suffered equipment losses and food spoilage, eg sound systems, air conditioners and a pool pump. These losses will be confirmed by the individual claimants and compensation sought on an individual basis.

Attached is a photograph from our residents meeting held on Monday, 23 January 2006.

Please contact Glenn Whitburn on the above numbers, at your earliest convenience. Glenn is acting as the spokesperson for all the residents.

We the undersigned residents are unanimous in this request:

Yours sincerely



Glenn J. Whitburn
Spokesperson for the Residents of Riverbanks Estate

CC: The Hon. Michael J. Atkinson, MP
488 Port Road
WELLAND SA 5007

The Hon. Patrick Conlon, MP
Minister for Transport, Energy &
Infrastructure
136 North Terrace
ADELAIDE SA 5000

The Hon. Angus Redford MLC
Parliament House
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Dr Pat Walsh
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