



Case Study – Ergon Energy (DBYD Queensland Member)

Ergon Energy (now combined with Energex to become Energy Queensland) saw the opportunity in 2014 to capture not only underground asset damage incident data but also above ground assets incident data.

At that time Ergon Energy was responsible for delivering power to 97% of Queensland and had a wide-ranging network consisting of over 1 million poles, approximately 160,000kms of overhead conductor and 7,000kms of underground network. With a large volume of above ground infrastructure, these assets were at a higher rate of contact with third parties than underground assets.

Ergon Energy has produced customised monthly statistical and spatial reports on business related metrics such as:

- Restoral costs
- Number of hours to rectify
- Number of customers impacted
- Customer downtime

To date, Ergon Energy has uploaded ten years of asset damage data into the IDRS and continues to provide ongoing regular monthly updates.

In Ergon Energy's case they have refined their reporting requirements to align directly with their safety awareness strategies, in turn allowing them to focus on key safety messages to the wider community around engagement, education and enablement.

