

12 December 2024,

Dear Community,

We wanted to share some information with you about the reason for two recent outages and apologise for any inconvenience this has caused for Bawley Point and Kioloa residents.

As NSW's first community microgrid, we are pioneering a new approach to energy management that aims to provide a more reliable and sustainable power supply by integrating renewable energy sources and advanced technology.

However, as with any new technology, there are challenges and learning curves. While all critical parts of the microgrid are functioning well, the final commissioning to ensure everything works seamlessly is scheduled early next year, following the busy holiday period.

On Sunday, 8 December, we experienced an issue with the large grid battery (BESS), causing it to trip. Although there was no impact to the power supply, we are currently working with Hitachi to investigate the cause and help minimise future trips.

In an unrelated incident, on Tuesday, 10 December, the Bawley Point power line tripped around 11:30am, interrupting power to around 1300 customers. Unfortunately, the other line into Bawley Point was undergoing planned works at the time, repairing a defective switch, leaving only one power line operational.

As part of our emergency response plan, we sent an SMS to customers with batteries who are part of the microgrid, to let them know we would activate their batteries to help absorb the excess solar and stabilise the grid.

We appreciate the co-operation and support of customers with batteries, and we also want to acknowledge Willinga Park who reduced their solar export to help us manage the response.

This incident underscores the importance of carefully managing the integration of solar energy into our network.

Once again, we sincerely apologise for the inconvenience caused as we continue to learn how to best manage integration of these new technologies into the electricity grid. We are committed to providing faster updates on outages and a firm view on final commissioning. If you have any specific questions, please feel free to contact us directly at 131 003. Thank you for your patience and understanding.

The Bawley Point and Kioloa microgrid team