

Minister for Energy and Renewables  
Minister for Parks and Environment

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Mr Simon Wood  
Member for Bass  
Via Clerk of the House  
email: [laura.ross@parliament.tas.gov.au](mailto:laura.ross@parliament.tas.gov.au)

11 October 2024

Dear Mr Wood

Thank you for raising a question on behalf of your constituents in Parliament on 12 September 2024 regarding support for dairy farms with extended power outages.

The statewide storm event from late August and early September caused unprecedented impact on the infrastructure providing power to Tasmanians. Restoration of the network (and support for Tasmanians during this process) was a joint effort between a number of agencies. TasNetworks worked closely with the State Emergency Services, Bureau of Meteorology, Tasmania Police, Tasmania Fire Service, TasFarmers, local government and other organisations.

TasNetworks' primary role in storm response is to restore power to customers as quickly and safely as possible, while communicating by text and phone with affected customers, and providing support intelligence (like outage address details) to other agencies.

TasNetworks also provided information to help other agencies in performing duties like customer welfare checks, doorknocking, operating refuge centres, and issuing grant application information.

Given the extent of the recent storm, the Government and agencies recognised the need for additional support for affected Tasmanians. These included:

- Tasmanian households who had gone without power for at least 72 hours being eligible for payments of \$350 under the *Emergency Food Grant Fund*, providing much-needed financial assistance to those impacted by the recent weather.
- Under the *Temporary Living Support Grant*, payments of \$2000 per household were made available where the principal place of residence had been without power for more than 7 days or was uninhabitable due to damage. This grant was available for every 7 days that the household was without power or uninhabitable.
- The *Flood Support Emergency Assistance Grant* assisted impacted people in the Derwent Valley in obtaining essential and appropriate shelter; clothing; food; transport; and/or personal items.

In relation to dairy farmers specifically, TasNetworks worked closely with TasFarmers throughout the storm response to triage farmers calls and prioritise response. Generator support was supplied from TasNetworks for farmers with at-risk livestock. TasNetworks committed to refund the cost of hiring and fuelling generators that farmers had accessed to safeguard the welfare of livestock. TasNetworks also set up an arrangement with a generator supplier to dispatch generators to farmers with livestock welfare concerns.

I acknowledge the outstanding efforts of TasNetworks, government agencies, local governments and community organisations who worked closely together to respond to the storm event and its impacts on Tasmanian communities.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Duigan', with a stylized, flowing script.

Hon Nick Duigan MLC  
**Minister Energy and Renewables**