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MEDIA RELEASE

Jemena SMS facility now available to register power faults

Customers with power faults on Jemena's electricity networks can now SMS details of the fault to 0427 840 744.

Customers should provide their power outage address and contact details. The fault will be logged and customers will receive an automated reply.

Jemena's website also has a regularly updated listing of the main power outages, which can be accessed via www.jemena.com.au

All customers are strongly encouraged to use the SMS service and refer to the website where possible or if the outage isn't life threatening.

The severe heat has caused widespread outages and major equipment failure on Jemena's networks and estimated restoration times could be up to 24 hours.

A significant number of customer enquiries are being received in the customer call centre, which are causing lengthy delays before enquiries are taken.

Customers can also email faults, including the address of the power outage and their contact details, to: customerrelations@jemena.com.au

Customers who wish to contact us by telephone can do so via:

- 132 099 for faults on the United Energy Distribution (UED) network which covers south-eastern Melbourne and the Mornington Peninsula.
- 131 626 for faults on the Jemena Electricity Network (JEN), which covers northern and south-western Melbourne.

Jemena is working extremely hard to restore power as soon as possible and we appreciate customers' patience during this difficult time.

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Media enquiries: Scott Parker 0407 303 854.