

# MEDIA RELEASE

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## ENDEAVOUR ENERGY ACTS ON TREE COMPLAINTS IN CAMPBELLTOWN

Endeavour Energy today said it had met with Campbelltown City Council on 30 July to discuss work to prune trees to keep them a safe distance from powerlines.

The meeting was set up by Endeavour Energy to listen to Council and outline the steps being taking to address the concerns of the Campbelltown community about recent tree pruning.

“Our review of the recent work done by our contractors in Campbelltown found instances where trees had been poorly or excessively pruned,” said Endeavour Energy’s General Manager Network Development Ty Christopher.

“There have also been complaints of inappropriate language and behaviour by their staff.”

Mr Christopher said the contractor had been advised they needed to improve their behaviour and performance if they were to remain working for Endeavour Energy.

“We expect anyone working on our behalf to exhibit the highest standards of conduct at all times.

“Our contractor has retrained their staff in our customer service protocols and the consequences of not correctly applying these when dealing with the public.

“We also outlined our expectations about the quality of the work done on our behalf.

“While pruning trees around powerlines is a difficult job, it needs to strike the right balance between safety and maintaining healthy trees and streetscapes.

“Endeavour Energy will audit their work to ensure our standards are strictly adhered to.”

Mr Christopher said that Endeavour Energy had agreed with Council to proactively manage specified tree species planted beneath powerlines.

“We will be working with Council to manage inappropriate species of trees planted near powerlines and identify locations for new plantings.”

In acknowledgement of the importance of trees to the Campbelltown community, Mr Christopher said Endeavour Energy would run a public information campaign in advance of the next maintenance cycle.

“While some people may not like the look of some trees after pruning, our public information campaign will clearly outline how pruning trees keeps the community safe and the lights on for our customers.

“Campbelltown residents wanting to know more about Endeavour Energy’s Vegetation Maintenance program can call 131 003 or visit [www.endeavourenergy.com.au](http://www.endeavourenergy.com.au).

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