

Hydro Tasmania

SAFETY OR ENVIRONMENT ALERT

Electric shock from consumer mains – Investigation Findings

Alert Number (YYMMDD)	251107	Date Issued	7 November 2025
SAP Incident Number	81533	Approved By	Head of WHS
Alert Category	Safety / Environment	Action Required?	Yes

Alert details/incident summary

On 17 October, during a scheduled pole replacement, a Line Worker received an electric shock from a stainless-steel cable guard protecting the customer supply mains. As part of the work, the customer's service was isolated, disconnected from the Hydro Tasmania-owned pole, and then reconnected to the newly installed pole before being re-energised.

Following re-energisation, a ground-based electrician resumed installation of the remaining cable guard sections. While reaching over to retrieve materials from a nearby vehicle and in contact with the cable guard, the electrician experienced an electric shock.

Initial investigations identified the presence of 240V on the cable guard. Further inspection revealed physical damage (a cut) on the customer supply mains cable (XLPE rated cable) at the lower edge of the guard. This damage caused the guard to become energised.

The electrician was taken to hospital for a precautionary ECG as required by Hydro Tasmania.

Alert/incident photos

Incident scene – cable repair under grey tape.	Stainless steel cable guard (finished product)
	

Investigation Findings

The bottom section of cable guard is applied first and the cable lifted and tensioned removed using a rotor/come along. At this time the cable has been damaged by the sharp bottom edge of the cable guard.

The investigation highlighted opportunities to improve in the following areas:

- The methodology used to lift, tension, and secure cabling to ensure a neat/quality installation will be improved to increase protections to cable integrity.
- Improve electrical testing methodology when disturbing customer owned installations.
- Reviewing supporting risk management documents such as the SWMS for this task with consideration to this incident.
- Reviewing Hydro Tasmania's Bass Straight Islands Service & Installation Rules to consider the mandatory inclusion of flexible conduit (including for installations using XLPE cable). This is currently optional.

Actions for employees and leaders:

- Engage with your teams – use this Safety Alert to create conversation and think through this incident in the context of your work.
- Visit worksites where similar tasks are performed. Engage with the people doing the work — be curious. **Ask:** What's working well? What's getting in the way? What can we learn and share across teams?
- Look for opportunities to improve standard work. **Ask:** How can we make successful changes stick? What systems or supports are needed to embed these improvements into everyday practice?