

23 February 2026

Dear resident/business owner

## **Planned upcoming work at Willoughby Substation**

Ausgrid operates, maintains, repairs and builds the electricity network in Sydney, the Central Coast and the Hunter. We make sure electricity gets to your home or business by maintaining and fixing things like poles, wires and substations. We also invest in new technologies to make the network more sustainable, reliable, and affordable. We keep the network running and prepare it for the future.

Willoughby Substation, located at the corner of Clarendon and Campbell Streets, supplies electricity to homes and businesses in the local area. To maintain a safe and reliable electricity supply, Ausgrid will undertake staged replacement work over the next few years. This replacement is required due to the ageing of existing infrastructure and to ensure Ausgrid maintains a safe and reliable electricity network.

The project includes the construction of a new switch room building at the front of the site near Campbell Street, the installation and commissioning new electrical equipment, and the relocation of cables from the old switch room to the new facility. Once these works are complete, the old building will be demolished. See map overleaf for the location of the work.

Before we can start construction work, we need to do some preliminary work to remove vegetation, complete investigation work and relocate existing underground assets. This work will be done in 2026, with construction work to follow in 2027. We will notify you again before this happens.

**We do not need to interrupt your electricity supply to do this work.**

### **Vegetation clearing from Monday 16 March 2026**

Vegetation will be removed from inside the Ausgrid property, near Campbell Street from Monday 16 March 2026. The work should take about two weeks to complete, weather permitting.

The work will take place between 7am and 6pm Monday to Friday, and 8am to 1pm on Saturdays, weather permitting.

### **Investigation and relocation work in 2026**

Following the clearing of the vegetation, work will start to identify and relocate belowground assets and cables. The work will be undertaken at stages throughout the year, weather permitting. There should be no impact to neighbouring properties during the work.

The work will take place between 7am and 6pm Monday to Friday, and 8am to 1pm on Saturdays, weather permitting.

### What to expect during the work

Work will be noisy at times, and there may be an increase in vehicle movements.

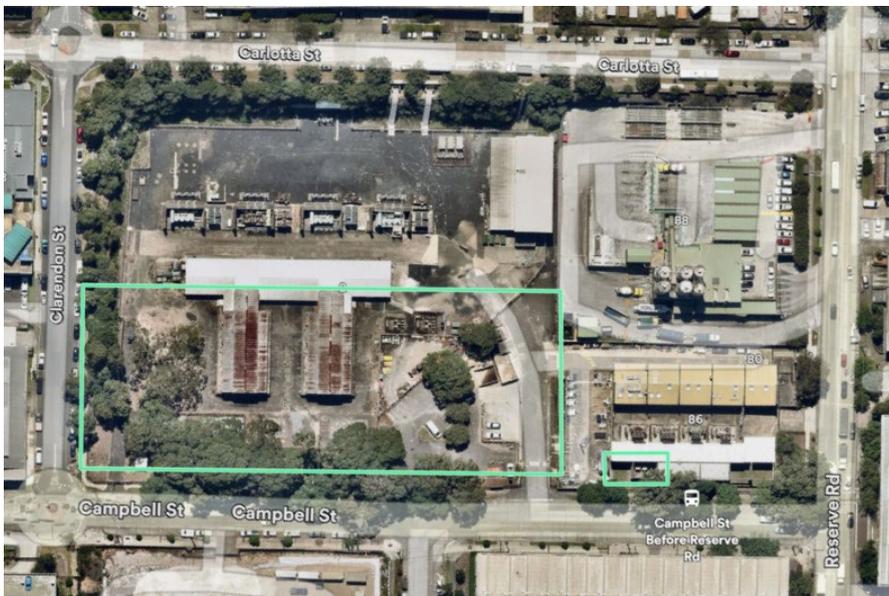
There may be some noise and dust generated during this work. However, we will make every effort to keep this to a minimum and will try to finish the work as quickly as possible.

Access to driveways and properties will be always maintained unless arrangements are made in advance with you.

### Work at Willoughby substation

Please see location below

— Area of preliminary work



### Keeping you informed

We apologise for any inconvenience this work may cause you. If you would like more information, please contact Ausgrid on 1800 604 765 or via email [majorprojects@ausgrid.com.au](mailto:majorprojects@ausgrid.com.au).

Kind regards

**Kylie McClafferty**  
Development Manager