

# Graffiti

## Frequently Asked Questions



September 2020

### **Q: Who is responsible for removal of graffiti on Ausgrid assets??**

A: Ausgrid is responsible for removing graffiti on its electrical assets including kiosks, substations, pillars and poles.

### **Q: Can Council remove Graffiti from Ausgrid assets?**

A: If Council identifies any graffiti on a piece of our equipment or property, for safety reasons Council (or their contractors) should not try to remove it. Ausgrid have dedicated contractor crews who are specially trained to work safely around electrical assets, such as substations, kiosks, pillars and poles, to remove the graffiti from them and only those teams are authorised to remove graffiti from Ausgrid assets.

Our graffiti contractors use a special type of (polysiloxane) paint, designed to be easier and faster to clean, on all Ausgrid kiosk substations and this paint is what is required to only be used for any 'painting over'.

### **Q: How does Council report graffiti to Ausgrid that requires removal?**

A: Council is encouraged to report any graffiti to us as soon as possible and we will have it removed by reporting the impacted asset via Ausgrid's website at [www.ausgrid.com.au/Graffiti](http://www.ausgrid.com.au/Graffiti) or by calling our contact centre on 13 13 65 (Council and community members are able to report graffiti).

### **Q: How long does it take Ausgrid to remove graffiti once reported?**

A: Ausgrid aims to keep its equipment and properties free of graffiti vandalism. Our aim is to remove it within seven days or sooner if it is offensive – 48 hours – if weather permits and the asset is easily accessible.

### **Q: Who can Council contact for specific issues with graffiti?**

A: Please contact us via our email [councils@ausgrid.com.au](mailto:councils@ausgrid.com.au) if you have any further questions.