

# Pacific National Customer Advice



**Date:** **Update 3 12:30hrs 21<sup>st</sup> December**

**Subject:** **Network Disruptions – Pacific National Train 5PM5 Blocking the Mainline**

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## Background:

The main East-West line has been closed at Ooldea (SA) due to significant wagon defect on Pacific National train 5PM5



## Details:

At approximately 01:30hrs this morning (19/12), Perth-Melbourne train 5PM5 came to a halt between Ooldea and Immarna (SA) and was discovered to have a major wagon defect. The main East-West line has subsequently been closed. and recovery crews have been mobilised.



### Update 1 – 19:30hrs 19<sup>th</sup> December

Crews have been mobilised to the incident site and recovery work will begin early hours Sunday 20/12.

Reports from the incident site indicates that there has been significant damage to the track (approximately two kilometres); the Australian Rail Track Corporation (ARTC) is yet to assess the full extent of damage, and at this stage there is no confirmed forecast regarding track restoration (TBA).

### Update 2 – 16:30hrs 20<sup>th</sup> December

ARTC have reported significantly more damage to the track than originally anticipated which will adversely impact the reopening of the mainline.

At this stage forecast restoration of the mainline is Monday evening 21/12 (TBC).

Pacific National currently has ten (10) westbound and four (4) eastbound trains (including the incident train 5PM5) stabled on the network and waiting transit.

Once these trains have gained transit on the network, the first opportunity our east coast terminals will have to depart trains is Wednesday 23/12 (TBC); noting that these trains will essentially transit freight already lodged at Pacific National terminals

### Update 3 – 12:30hrs 21<sup>st</sup> December

ARTC have advised that the **forecast restoration of the mainline will be 18:00hrs tonight (Monday 21<sup>st</sup> December)**. To that extent, the recovery plan below has been revised accordingly:

#### Impacted Services

- **5PM5: Stabled on main line at Ooldea (failed wagon)**
  - Conveys services 5PA5, 5PA9 5PM5/T, 5PM9
  - Front portion of the train has been cleared from the site and will be available in Adelaide at 13:00hrs today (21/12)
  - Melbourne loading on this portion of the train will be gain transit over 2AM5 & 3AM5 for a 09:30hrs availability Tues 22/12 and Wed 23/12 respectively.



- **5PM5 - continued**
  - Customers are advised to liaise with their local Customer Service team for further details
  - Rear portion of this train (5 wagons) will gain transit in the next 24-48hrs TBC
  
- **5MP5: Stabled at Mungala SA**
  - Conveys services 5MP5/B/T, 5MP9, 6AP5/B/T, 6APM
  - Forecast Freight Availability 06:00hrs Wednesday 23/12
  
- **6MP1: Stabled at Tarcoola SA**
  - Conveys services 5MP6, 4SP1, 4SP5
  - Forecast Freight Availability 08:00hrs Wednesday 23/12
  
- **5MP2: Stabled at Pimba SA**
  - Conveys Steel and services 3NP6, 5AK5, 5AP2
  - Forecast Freight Availability 19:00hrs Wednesday 23/12
  
- **6SP5: Stabled in Pt Augusta SA**
  - Conveys services 4BP5, 5SP5, 5SP9, 5SPF, 5SPS, 6GP5
  - Forecast Freight Availability 10:00hrs Wednesday pm 23/12
  
- **6MP4: Stabled at Pt Augusta SA**
  - Conveys services 6MP4, 6AP4/H
  - Forecast Freight Availability 04:00hrs Thursday 24/12
  
- **6MP5: Stabled at the Adelaide Freight Terminal**
  - Conveys services 6MP5/B/T, 6MP9, 7AP5/B/T
  - Forecast Freight Availability 06:00hrs Saturday 26/12



- **7MP7: Stabled at the Adelaide Freight Terminal**
  - Conveys services 6MPE/M, 7APE/X
  - Forecast Freight Availability 08:00hrs Thursday 24/12
  
- **6SP7: Stabled at Broken Hill NSW**
  - Conveys services 5SP4, 6SP4
  - Forecast Freight Availability 08:00hrs Saturday 26/12
  
- **7SP7: Stabled at Parkes NSW**
  - Conveys services 5BPE, 5BP5, 6SPE/S
  - Forecast Freight Availability 10:00hrs Thursday 24/12
  
- **5PS6: Stabled at Cook SA**
  - Conveys services 5PB6, 5PG6, 5PS5, 5PS9
  - Forecast Sydney Freight Availability 06:00hrs Thursday 24/12
  - Forecast Brisbane Freight Availability TBA
  
- **6PS7: Stabled at Golden Ridge WA**
  - Conveys services 6PB6, 6PG5, 6PSE/P, 6PS9
  - Forecast Sydney Freight Availability 16:00hrs Thursday 24/12
  - Forecast Brisbane Freight Availability TBA
  
- **6PM7: Stabled at Kalgoorlie WA**
  - Conveys services 6PAE/P/X, 6PME/P/X
  - Forecast Adelaide Freight Availability 14:00hrs Wednesday 23/12
  - Forecast Melbourne Freight Availability 10:00hrs Thursday 24/12
  
- **6PM6: Cancelled**
  - Conveys services 6PA6, 6PA8, 6PAT, 6PM6/T
  - Freight booked to this train will depart on an alternative path
  - Customers are advised to liaise with the Perth Customer Service team for details



- **7PX4: Cancelled**
  - Conveys Steel & services 6PA4/5, 7PMB/T
  - Freight booked to this train will depart on an alternative path
  - Customers are advised to liaise with the Perth Customer Service team for details
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- **7PM5: Cancelled**
  - Conveys services 7PA5/T, 7PA9, 7PM5/T, 7PM9
  - Freight booked to this train will depart on an alternative path
  - Customers are advised to liaise with the Perth Customer Service team for details
- **Trains 1PS6, 1PM5 & 1PM6 – have all been cancelled**
  - Freight already lodged for these trains will gain transit on the next available service
  - Customers are advised to liaise with the Perth Customer Service team for details
- **7MP5: Cancelled**
  - Conveys service 7MP5, 1AP5
  - Freight booked and lodged at the Melbourne Freight Terminal for this train will depart on the next available service (split over Wednesday 23/12 & Thursday 24/12) TBC
  - Customers are advised to liaise with the Melbourne Customer Service team for details
- **1MP2: Cancelled**
  - Conveys Steel and services 6PBJ, 1ECO, 1KNS
  - Freight booked and lodged at the Melbourne Freight Terminal for this train will depart on the next available service (Thursday 24/12) TBC
  - Customers are advised to liaise with the Melbourne Customer Service team for details



- **1MP5: Cancelled**
  - Conveys services 1MP5, 2AP5/B/T, 7SP1/2
  - Freight booked and lodged at the Melbourne Freight Terminal for this train will depart on the next available service **(Thursday 24/12) TBC**
  - Customers are advised to liaise with the Melbourne Customer Service team for details
  - Note services 7SP1/2 will be held in Sydney and will depart on the next available service **(Wednesday 23/12) TBC**
  
- **7SP5: Stabled at Parkes**
  - Conveys services 6BP5, 6SP9, 7GP5, 7SP5, 7SPF, 7SPS
  - **Forecast Freight Availability 10:00hrs Saturday 26/12**
  
- **Service 7BP5: Stabled at Sydney**
  - Forecast Freight Availability Sunday morning 27/12 TBC
  
- **Melbourne-Perth Bookings Monday 21/12 - Thursday 24/12**
  - Please note all Melbourne-Perth bookings (including Express) travelling on services between Monday 21/12 and Thursday 24/12 have been cancelled
  - Customers are advised to contact their local Customer Service team to make alternative arrangements
  
- **Sydney-Perth Bookings Monday 21/12 - Thursday 24/12**
  - Please note all Sydney-Perth bookings (including Express) travelling on services between Monday 21/12 and Thursday 24/12 have been cancelled
  - Customers are advised to contact their local Customer Service team to make alternative arrangements



- **Brisbane-Perth Bookings Tuesday 22/12**
  - Please note all Brisbane-Perth bookings (including Express) travelling on Tuesday 22/12 have been cancelled. Wednesday 23/12 & Thursday 24/12 will operate.
  - Customers are advised to contact their local Customer Service team to make alternative arrangements
- **Adelaide-Perth Bookings Monday 21/12 - Wednesday 23/12**
  - Please note all Adelaide-Perth bookings (including Express) travelling on services between Monday 21/12 and Wednesday 23/12 have been cancelled
  - Customers are advised to contact their local Customer Service team to make alternative arrangements
- **All Bookings ex Perth Monday 21/12 & Tuesday 22/12**
  - Please note all bookings (including Express) ex Perth Monday 21/12 and Tuesday 22/12 haven been cancelled
  - Customers are advised to contact their local Customer Service team to make alternative arrangements



A further update will be provided as information becomes available.

Should you have any further queries, please do not hesitate to contact your local Customer Service team.

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