



ASP/3 Seminar

18 June 2019

Asquith Leagues Club Waitara

Introduction

Matthew Hindson
Contestable Connections Manager

Introduction

- Emergency exits and facilities.
- Mobile phones off/silent please.
- Questions and Answers:
 - Only relevant to seminar topics today
 - Clearly write down your Questions in each topic, and your Name on Q&A Forms provided
 - Hand questions to Ausgrid staff before the Q&A session
 - Answers will be provided during Q&A.
- Ausgrid staff in attendance.
- Feedback from Dec 2018 Seminar.
- Feedback Form.

Agenda

Time	Topic	Presenter
09:00	1. Welcome	Matthew Hindson
09:05	2. Updates and Reminders	Matthew Hindson
09:30	3. AER Regulatory Determination	Matthew Hindson
10:00	4. Better Connected Update	Matthew Hindson
10:30	BREAK	
10:45	5. Ausgrid's Customer Strategy, Research and Feedback	Harris Malik
11:00	6. Customer Relationship Management (CRM) Project	Andrew Vandenberg
12:30	Q & A	All
13:00	CLOSE	

Updates and Reminders

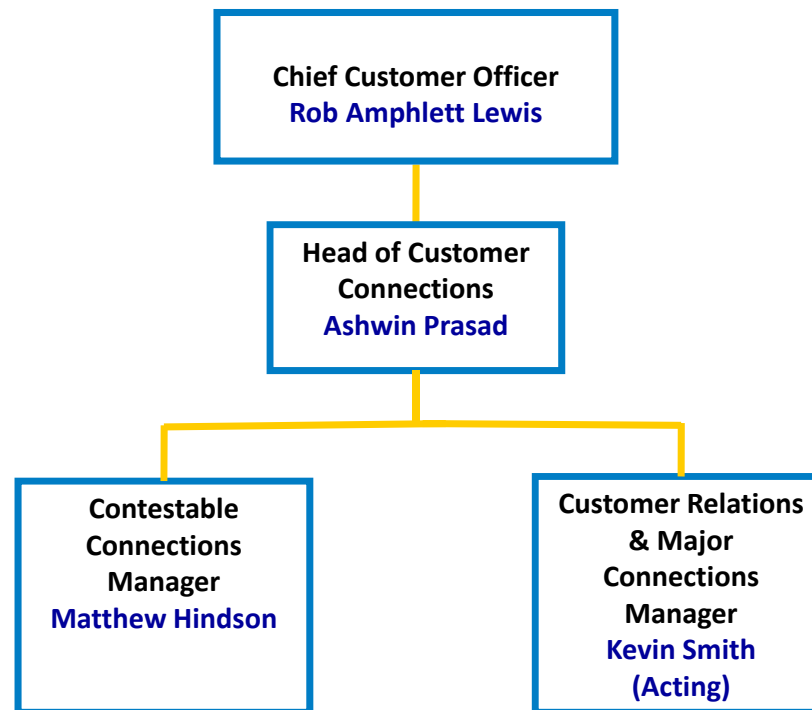


Matthew Hindson
Contestable Connections Manager

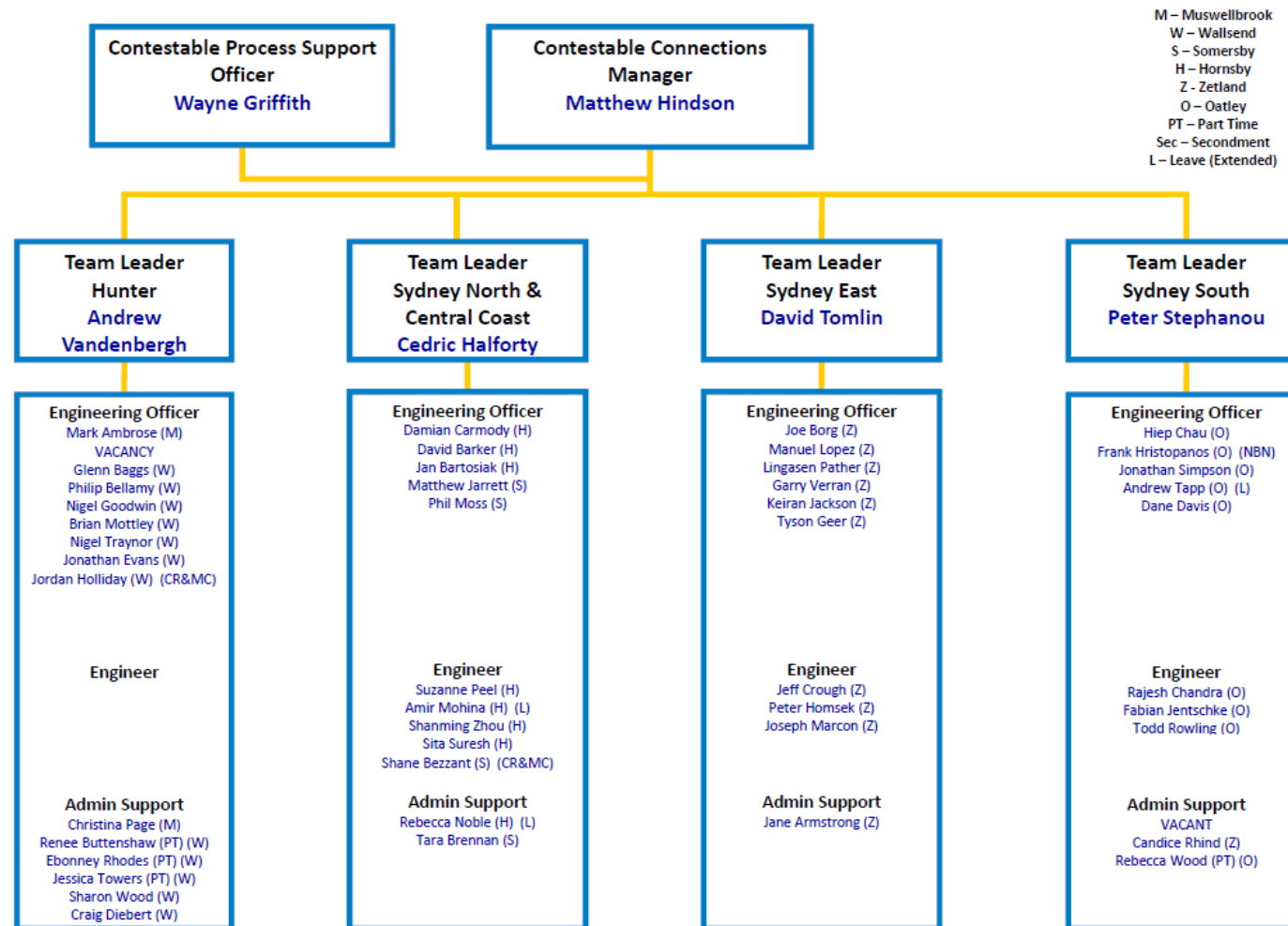
Updates and Reminders - Topics

- Customer Connections Structure
- Contestable Connections Structure
- Contestable Project Volume and Statistics
- ASP/3 Performance Statistics
- Customer Service Statistics
- Positioning of LV Pillars
- Design Information Rationalisation
- Register for Technical Documentation Updates

Customer Connections Structure – 1 July 2019



Contestable Connections Structure



Contestable Project Volume Statistics

Contestable Project Volumes

- Connection application and resulting contestable project activity are showing signs of a declining trend over the past year.
- 2017-2018 there were 5789 applications and 1352 becoming contestable projects.
- 2018-2019 MAY YTD there were 5159 applications and 1091 becoming contestable projects .
- Decrease of 2.8% in applications and 12% in contestable projects as a monthly average comparison.

ASP/3 Performance Statistics

Cert FY	Project type	Av Submissions
2017	Asset Reloc	1.67
	Chamber	2.25
	LV	1.53
	Street Lighting	1.77
	Subdiv	2.88
	Substation	2.16
	URD	2.51
2017 Total		1.92
2018	Asset Reloc	1.86
	Chamber	2.16
	LV	1.56
	Street Lighting	1.63
	Subdiv	2.75
	Substation	2.29
	URD	2.33
2018 Total		1.96
2019	Asset Reloc	1.92
	Chamber	2.89
	LV	1.82
	Street Lighting	1.84
	Subdiv	2.40
	Substation	2.51
	URD	2.28
2019 Total		2.18
Grand Total		2.02

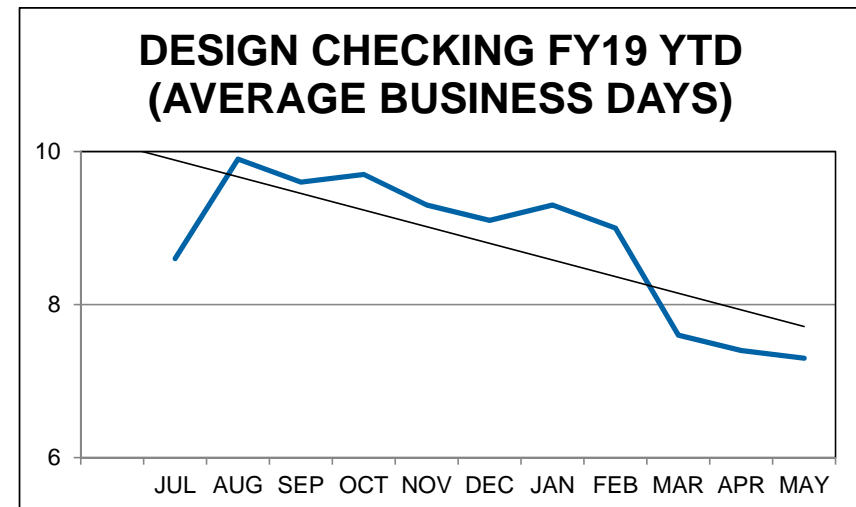
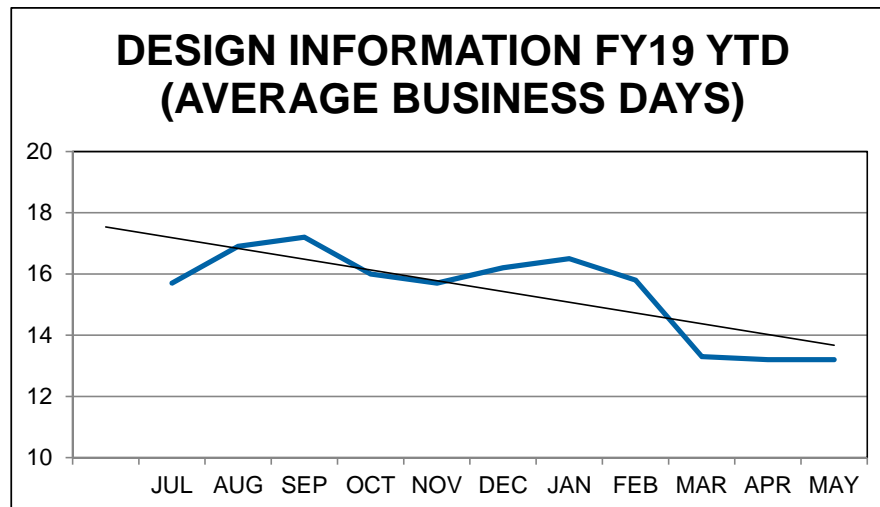
ASP/3 Performance Statistics

Count of Project Definition		Column Labels												Grand Total
Row Labels		1	2	3	4	5	6	7	8	9	10	11	12	
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
FY-14		87	105	96	88	86	69	56	88	86	72	117	92	1042
DSG04		54	65	51	57	54	45	37	53	57	46	89	66	674
DSG05		26	26	30	17	20	16	15	19	24	18	17	19	247
DSG06		7	14	15	14	12	8	4	16	5	8	11	7	121
FY-15		112	84	90	81	101	79	75	90	115	86	109	107	1129
DSG04		69	56	64	50	68	52	53	52	71	61	77	71	744
DSG05		32	22	15	21	24	14	18	30	34	16	25	22	273
DSG06		11	6	11	10	9	13	4	8	10	9	7	14	112
FY-16		111	138	106	102	115	114	87	145	135	107	144	126	1430
DSG04		72	89	80	66	85	82	60	98	92	67	101	83	975
DSG05		25	32	17	28	25	23	22	36	24	30	27	28	317
DSG06		14	17	9	8	5	9	5	11	19	10	16	15	138
FY-17		102	174	121	109	104	122	75	106	125	115	161	120	1434
DSG04		65	123	90	73	81	93	54	81	87	80	106	95	1028
DSG05		27	33	19	24	16	20	18	15	32	26	46	16	292
DSG06		10	18	12	12	7	9	3	10	6	9	9	9	114
FY-18		129	161	128	143	120	94	106	127	137	119	155	117	1536
DSG04		91	126	106	100	83	63	77	96	99	80	103	78	1102
DSG05		28	30	14	31	30	23	19	23	24	19	33	27	301
DSG06		10	5	8	12	7	8	10	8	14	20	19	12	133
FY-19		130	146	143	143	148	127	109	121	117	108	158	12	1462
DSG04		96	100	98	112	100	85	72	87	80	75	102	8	1015
DSG05		20	30	22	20	25	24	27	21	23	19	28	2	261
DSG06		14	16	23	11	23	18	10	13	14	14	28	2	186
Grand Total		671	808	684	666	674	605	508	677	715	607	844	574	8033

Customer Service Statistics

Customer service statistics (1 July 2018 to 31 May 2019):

- Average time taken in business days for provision of design information is 13.2 days (aim to achieve <20).
- Average time taken in business days from design submission to complete design check is 7.3 days (aim to achieve <10).



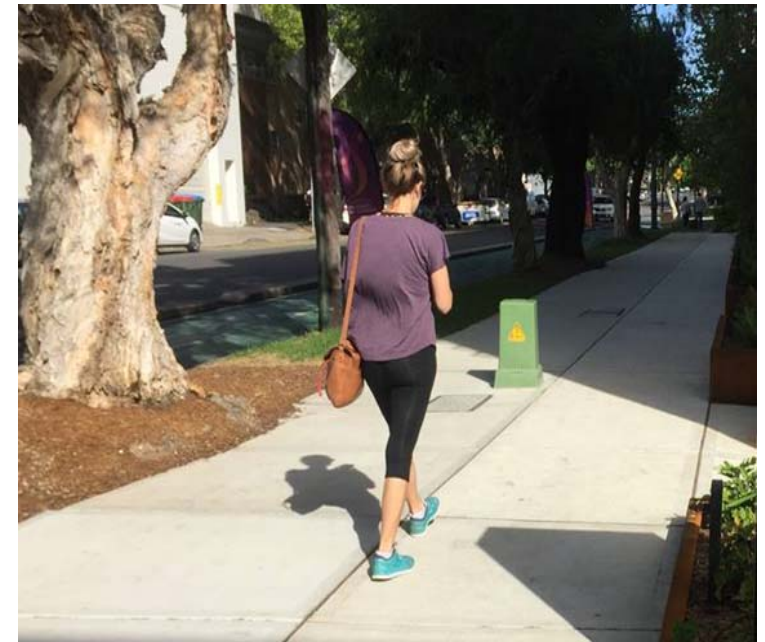
Positioning of LV Pillars

- The designer needs to consider the impact of all existing and proposed works (including pillar locations) when preparing their connection or relocation design.
- Site specific conditions such as DA requirements, existing/proposed property boundaries, building setbacks, temporary construction zones/fencing, other street furniture etc. should be taken into account.
- The designer should develop a compliant design solution that overcomes identified site specific issues. If after all reasonable design options are exhausted, and it is obvious that project or safety in design requirements cannot be practically complied with, a design variation or dispensation approval may be sought via the NS181 Network Standard variation process.



Positioning of LV Pillars

- Alternative solutions should not be proposed post-construction as a way of fixing a design or construction problem once an error has been identified.
- When designing new works or relocating existing assets (including service works), the ASP/3 is responsible for consulting and obtaining written approval, or evidence of consultation, with impacted property owners and other parties.



Design Information Rationalisation

Current Category

Simple Design Information

- ASP/3 uses General Design Information from website only, no site specific Design Information is issued.



Proposed (From 1 July 2019)

Simple Design Information

- ASP/3 uses General Design Information from website only, no site specific Design Information is issued.
- Submission of PDS is encouraged with application.

Note: Major Connections Projects (typically sub-transmission) are outside the scope of Simple/Standard/Complex and subject to Major Connections process requirements.

Design Information Rationalisation

Current Category



No Change

Standard Design Information

- Submission of PDS is mandatory which may have been submitted with application.
- Ausgrid prepares a condensed site specific Design Information confirming PDS with required changes and/or clarifications.

Design Information Rationalisation

Current Category

Complex

- Ausgrid prepares a full Site Specific Design Information.



Proposed (From 1 July 2019)

Complex

- Ausgrid prepares a full Site Specific Design Information.
- Submission of PDS is **required** and may have been submitted with application.

Design Information Rationalisation

Simple (Current)

- Suburban or rural LV extension.
- Suburban 1 x LV pillar.
- Suburban or rural 2 spans LV re-conductoring.
- Street lighting – infill, new or upgrade.
- Subdivision stage in accordance with approved master-plan.
- Minor relocations (LV pole, LV pillar, LV cable, streetlight).



Simple (From 1 July 2019)

- Suburban or rural LV extension including additional LV pillars.
- Street lighting – infill, new or upgrade.
- Subdivision stage in accordance with approved master-plan.
- **Asset relocations/re-conductoring with no connectivity changes (includes single or multiple, suburban or rural, HV/LV/SL, pole, pillar, cable, streetlight and suburban undergrounding projects).**
- Direct distributors.

Design Information Rationalisation

Standard (Current)

- Single kiosk or pole mounted substation – new or uprate.
- Direct distributor.
- Standard single transformer chamber substation.
- Suburban or rural high voltage customer (non chamber).
- Subdivision stage without master-plan.
- Intermediate relocations (single kiosk or PT substation, multiple poles or streetlights, multiple overhead spans, suburban undergrounding projects).



Standard (From 1 July 2019)

- Single or **multiple**, kiosk or pole mounted substations – new or uprate (excluding subdivisions).
- Standard single **or multi transformer** chamber substation (except CBD).
- **Suburban or rural High Voltage Customer substations (kiosks and chambers).**
- Subdivision stage without master-plan.
- **Decommissioning/relocation of PTs, Kiosk, chambers substations (except CBD).**

Design Information Rationalisation

Complex (Current)



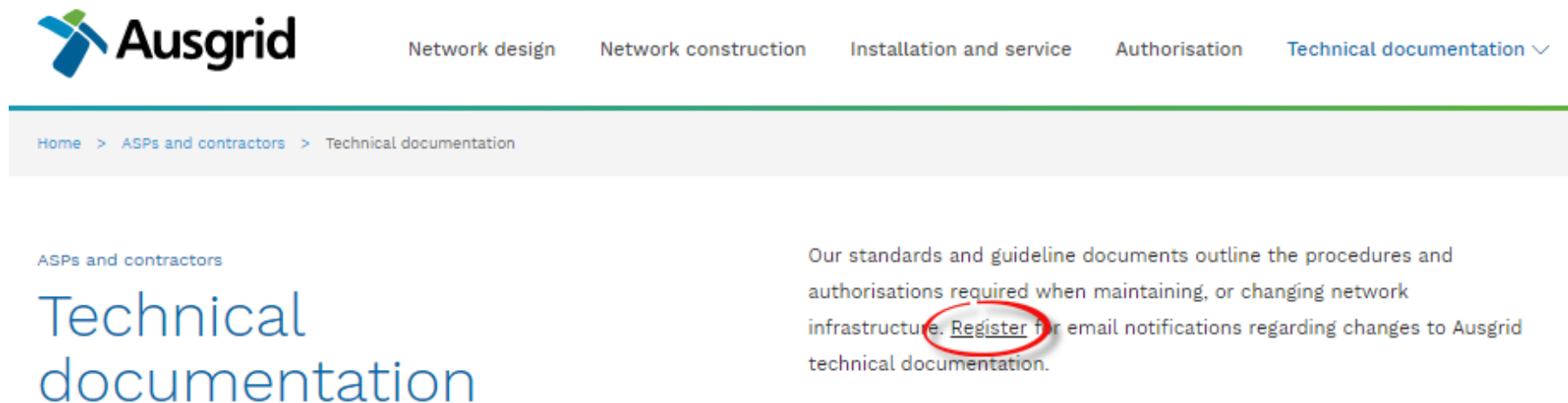
- Multiple kiosk substations (excluding subdivisions).
- Suburban chamber substations (multi transformer).
- Chamber type HVC's.
- Sydney CBD chamber substation or CBD underground works.
- Major relocation works (associated with major infrastructure projects or undergrounding of commercial districts).

Complex (From 1 July 2019)

- Sydney CBD chamber substation or CBD underground works.
- Major relocation works and relocations with connectivity changes (associated with major infrastructure projects or undergrounding of commercial districts).

Register for Technical Documentation Updates

- Don't forget to register on Ausgrid's "Technical Documentation" website page for email notifications regarding amendments to Network Standard and Technical documentation.



Ausgrid Network design Network construction Installation and service Authorisation **Technical documentation** ✓

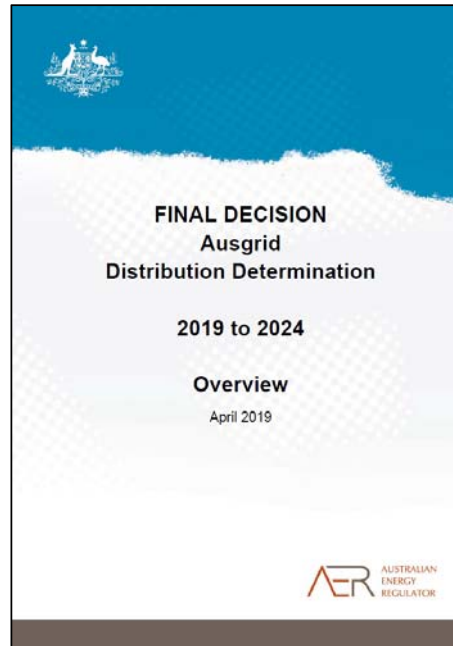
Home > ASPs and contractors > Technical documentation

ASPs and contractors

Technical documentation

Our standards and guideline documents outline the procedures and authorisations required when maintaining, or changing network infrastructure. **Register** for email notifications regarding changes to Ausgrid technical documentation.

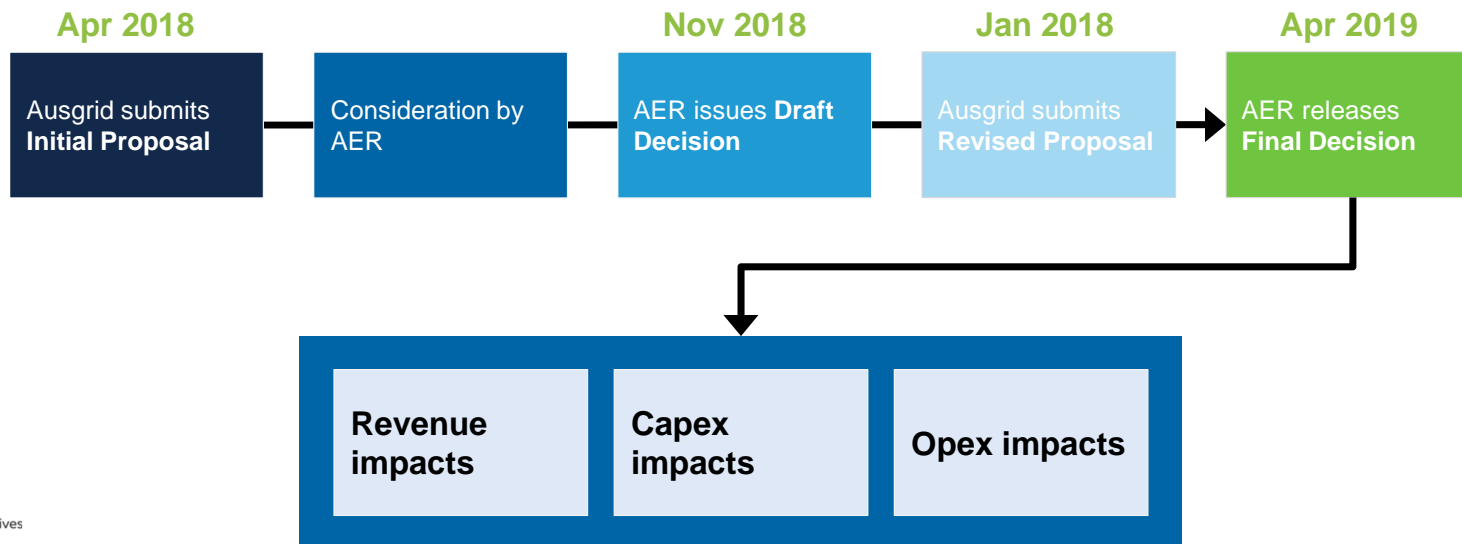
AER Regulatory Determination 2019-24



Matthew Hindson
Contestable Connections Manager

AER Regulatory Determination 2019-24

- 30 April 2018** Ausgrid submitted its regulatory proposal.
- 1 November 2018** AER draft decision for Ausgrid.
- 8 January 2019** Ausgrid submitted a revised proposal.
- 5 February 2019** Stakeholder consultation on AER draft decision and Ausgrid's revised regulatory proposal closed.
- 30 April 2019** AER final decision published.



AER Regulatory Determination 2019-24

AER AUSTRALIAN ENERGY REGULATOR

Enter a search term

Home > Networks & pipelines > Determinations & Access Arrangements

Networks & pipelines

Back to Determinations & Access Arrangements

Project overview

- Initiation
27 Oct 2016
- AER position
10 Mar 2017
- Proposal
30 Apr 2018
- Draft decision
1 Nov 2018
- Revised proposal
16 Jan 2019
- Final decision
30 Apr 2019

Ausgrid - Determination 2019-24

Type: Determination
Sector: Electricity
Segment: Distribution
Region: New South Wales
Service provider/Asset: Ausgrid
Commencement date: 27 October 2016
Regulatory period: 1 July 2019 to 30 June 2024 (5 years)
Status: Open
Contact: General enquiries - NSW 2019 determinations ✉ NSW2019-24@aer.gov.au
AER reference: 61048

Overview

On 30 April 2019, the AER published its final decision on the electricity determination for NSW distribution network service provider, Ausgrid, for the 2019-24 regulatory control period commencing 1 July 2019 to 30 June 2024.

On 8 January 2019, Ausgrid submitted its revised regulatory proposal for the 2019-24 period.

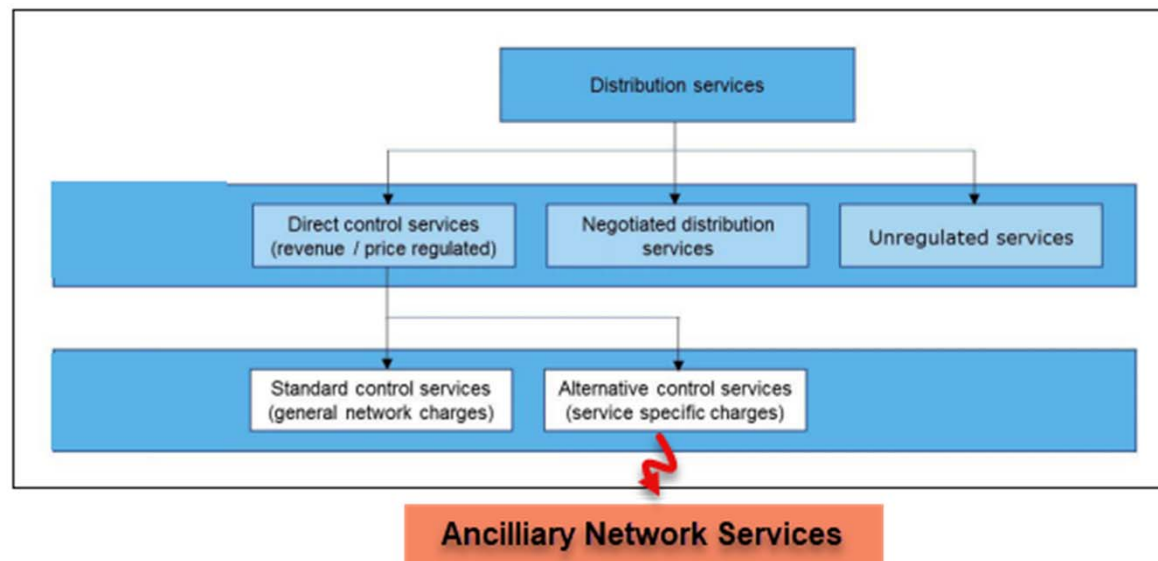
On 1 November 2018, the AER published its draft decision for Ausgrid for the 2019-24 period. On 14 December 2018, the AER also published its draft decision on Ausgrid's transmission pricing methodology in relation to Ausgrid's electricity distribution determination for the 2019-24 period.

Key documents

Documents	Author
AER - Ausgrid Distribution 2019-24 Final Decision PTRM - April 2019 (XLSM 2.17 MB)	AER
AER - Ausgrid Transmission - 2019-24 reset - Final Decision PTRM - April 2019 (XLSM 2.2 MB)	AER
AER - Final decision - Ausgrid distribution determination 2019-24 - Fact sheet - April 2019 (PDF 600.46 KB)	AER
AER - Final decision - Ausgrid distribution determination 2019-24 - Overview - April 2019 (PDF 1020.4 KB)	AER

AER Regulatory Determination 2019-24

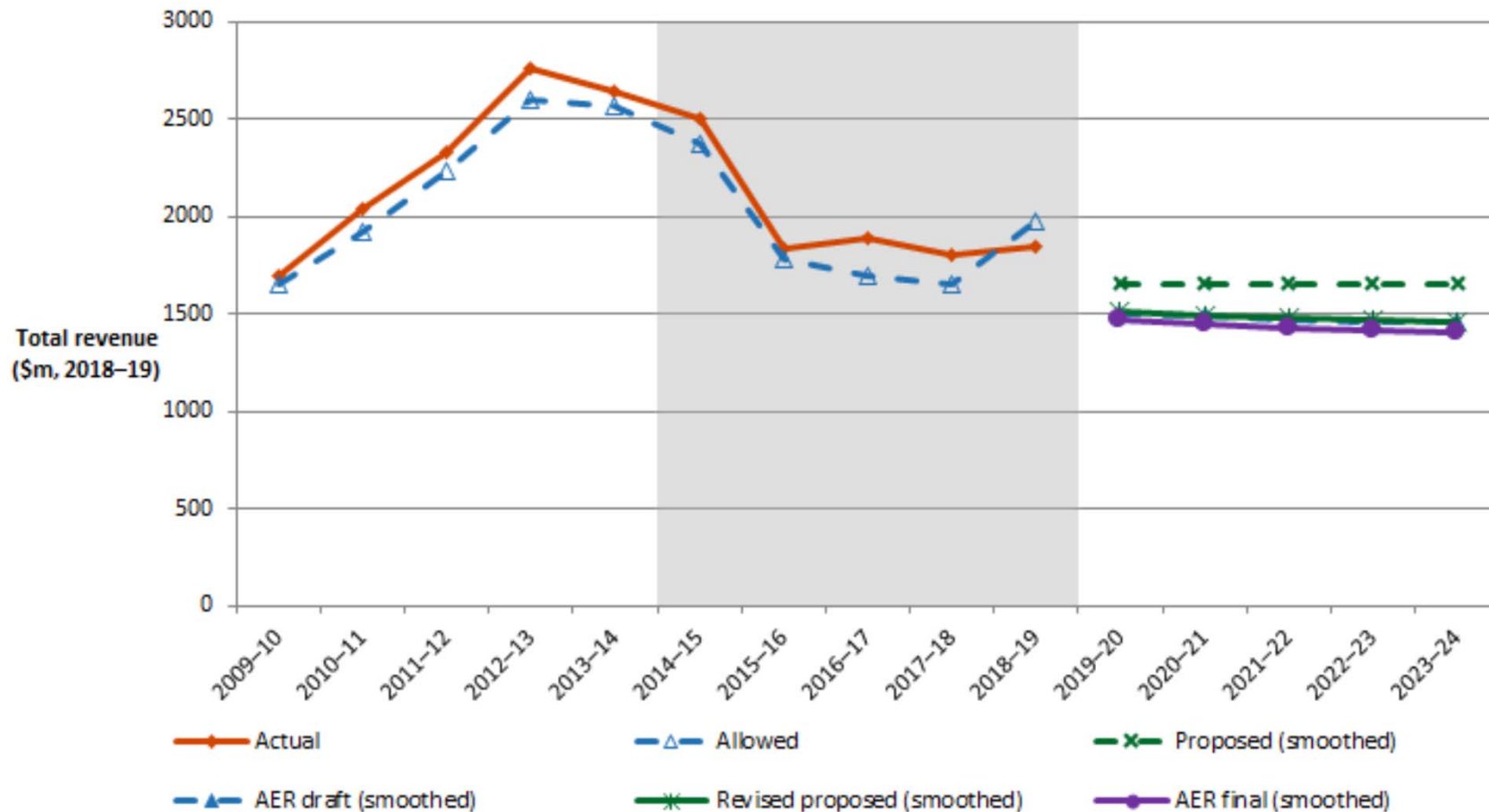
- The AER regulates energy networks in all jurisdictions except Western Australia, and determines the amount of revenue that network businesses can recover from customers for using these networks.
- Ausgrid provides **Alternative Control Services (ACS)**, the costs of which are recovered from users of those services only. These costs are considered separately to the revenue determination. Refer to Attachment 15 of the final decision for Ausgrid's ACSs.



AER Regulatory Determination 2019-24

- Ausgrid's allowed revenue for 2009–14 included provision for significant increases in capital investment to improve network security and reliability of supply in line with licence conditions imposed by the NSW Government at the time. Over that period, Ausgrid's Regulatory Asset Base (RAB) grew by around 51.8 per cent in real terms.
- Lower approved revenues for the current 2014–19 regulatory control period reflect an improved investment environment. Approved rates of return have fallen. In addition, flatter electricity demand forecasts have meant that Ausgrid has been under less pressure to augment its network to meet the needs of additional customers or any increased demand from existing customers, and RAB growth has stabilised.
- The 2019–24 final decision reflects a continuation of many of these trends.

AER Regulatory Determination 2019-24



AER Regulatory Determination 2019-24

- The 2014–19 determination challenged Ausgrid to not only deliver network services more efficiently to its customers through prudent and efficient operating and capital expenditures, but to do so without compromising network safety and reliability. At the same time, Ausgrid was also navigating its way through the complex process of partial privatisation.

“Over the past four years, we have seen Ausgrid continue to improve its efficiency through a range of measures, including a 34 per cent reduction in staffing levels.”

“On this basis, we are satisfied that Ausgrid’s forecast reasonably reflects the opex criteria and is efficient.”

- This final decision for the upcoming 2019–24 regulatory control period continues the momentum built up over the current 2014–19 period as Ausgrid has become more efficient and more customer focused.

AER Regulatory Determination 2019-24

- AERs final decision allows for a **24.3 per cent real reduction in Ausgrid's total revenue** from the allowed revenue in the current period.
- AERs final decision allows for distribution network costs **9.1 per cent (\$ nominal) lower** on average by 30 June 2024 compared to the current level.
- Distribution network tariffs make up around **36 per cent of the total retail electricity** bills Ausgrid's customers pay.
- The average annual electricity bill for a residential or small business customer on Ausgrid's network is estimated to be around **3.3 per cent lower by 30 June 2024** compared to the current 2018–19 level, holding all other components of the bill constant, **\$67 and \$156 lower** respectively.

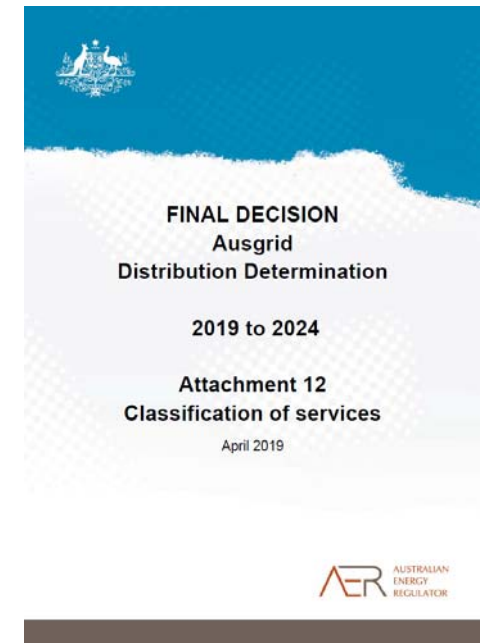
AER Regulatory Determination 2019-24

- This final decision approves **opex** of \$2,323.8 million (\$2018–19) for the 2019–24 regulatory control period, which is the **same amount proposed by Ausgrid** in its revised proposal and **\$311.1 million (11.8 per cent) lower** than for the 2014–19 period.
- A total net **capex** of \$2,638.4 million (\$2018–19) for the 2019–24 regulatory control period, which is the **same amount proposed by Ausgrid** in its revised proposal and **\$138.1 million (5 per cent) lower than for the 2014–19 period.**
- As well as increasing efficiency to drive lower costs, **Ausgrid has also improved its approach to consumer engagement**, through an open and ongoing dialogue with stakeholders throughout the regulatory control period.

AER Regulatory Determination 2019-24

Classification of Services – Attachment 12

- Design related services
- Connection application related services
- Contestable network commissioning and decommissioning
- Access permits, oversight and facilitation
- Notices of arrangements and completion notices
- Network related property services
- Authorisation of ASPs and local councils
- Customer initiated asset relocations
- Termination of cable at zone substation – distributor required performance
- Connection services (premises connection assets, extensions, augmentations)
- Non standard connection services



AER Regulatory Determination 2019-24

Service Descriptions - Models

- Administration of contestable works (General, Other)
- Administration of Pioneer Schemes
- Design information (Simple, Standard/Complex)
- Design certification (General, Other)
- Technical assessment – applications or relocations
- Preliminary enquiry
- Connection offers
- Planning studies
- Site inspection
- Technical support – Permanent Unmetered Supplies (PUMS)

AER Regulatory Determination 2019-24

Service Descriptions - Models

- Registered participant support
- Contestable network commissioning and decommissioning
- Access permits and clearance to work (Simple, Complex)
- Cancelling or rescheduling access permit and clearance to work
- Access – standby person, confined spaces entry permit
- Process and project facilitation
- Specialist services
- Notice of arrangements
- Property tenure
- Inspection of Level 1 ASP works
- Authorisation of ASPs

AER Regulatory Determination 2019-24

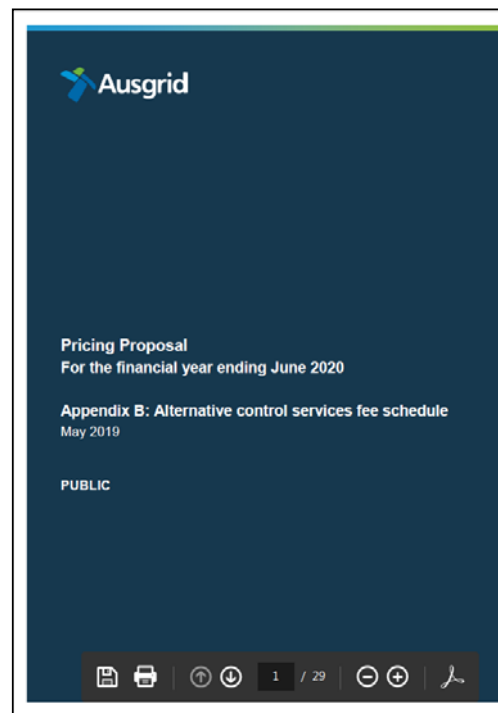
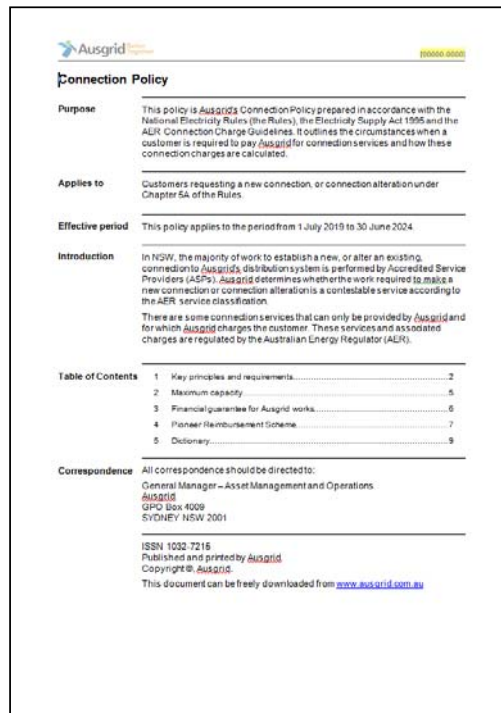
Alternate Control Services – Attachment 15

- The AER accepted Ausgrid's revised proposal which is consistent with their draft decision.
- We reviewed the services and simplified to ensure prices are cost reflective with some new services introduced to reflect customer demand and requirements.
- Customer specific or customer requested services, the full cost of the service is attributed to a particular customer or group of customers benefiting from the service. Prices are set to provide a reasonable opportunity to the Distributor to recover the efficient cost of each service from customers using that service.
- Non-routine services provided to individual customers as requested and are grouped as 'fee based' or 'quoted' services.



AER Regulatory Determination 2019-24

- Connection Policy – Connection Charges
 - Connection Policy (approved for 5 years), and
 - Price List (approved annually).



AER Regulatory Determination 2019-24

Category	Max Labour rate (excl. GST)	Max Labour rate (incl. GST)
Admin Support R1	104.74	115.21
Technical Specialist R2	157.11	172.82
EO7/engineer R3	196.39	216.03
Field worker R4	151.41	166.55
Senior engineer R5	216.02	237.62
Engineering Manager R6	261.74	287.91

If an ancillary service is provided outside the hours of 7.30 am to 4.00 pm on a working day at the request of a customer (other than where Ausgrid requires that the work be performed outside those hours) Ausgrid will charge 175% of the fee for that service.

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Administration of Contestable Works - General	Fixed	946.85	1,041.53
Administration of Contestable Works - Additional	Quoted (per hour)	104.74	115.21
Administration of Pioneer Schemes	Fixed	1,293.68	1,423.05
Design Information - Simple	Fixed	598.99	658.89
Design Information - Standard	Quoted (per hour)	196.39	216.03
Design Information - Complex	Quoted (per hour)	216.02	237.63
Design Information - Asset Creation - Base Charge	Fixed	28.28	31.11
Design Information - Asset Creation - Per Asset Charge	Fixed	10.48	11.53
Design Certification - General	Fixed	1,899.09	2,089.00
Design Certification - Other - Labour R3	Quoted (per hour)	196.39	216.03
Design Certification - Other – Labour R5	Quoted (per hour)	216.02	237.63

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Technical assessment - Applications or Relocations	Fixed	411.64	452.80
Preliminary Enquiry (Labour R3)	Quoted (per hour)	196.39	216.03
Preliminary Enquiry (Labour R5)	Quoted (per hour)	216.02	237.63
Connection Offer – Basic	Fixed	17.80	19.58
Connection Offer – Standard	Fixed	52.37	57.61
Connection Offer - Negotiated	Quoted (per hour)	216.02	237.63
Planning Studies (Labour R3)	Quoted (per hour)	196.39	216.03
Planning Studies (Labour R5)	Quoted (per hour)	216.02	237.63
Site Inspection	Fixed	483.12	531.43
Technical Support - Permanently Unmetered Supply (PUMS)	Quoted (per hour)	196.39	216.03
Registered participant support	Quoted (per hour)	216.02	237.63

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Commissioning assets - Simple	Fixed	1,638.27	1,802.09
Commissioning assets - Standard	Fixed	3,082.70	3,390.97
Commissioning assets - Complex (Labour R2)	Quoted (per hour)	157.11	172.82
Commissioning assets - Complex (Labour R3)	Quoted (per hour)	196.39	216.03
Commissioning assets - Complex (Labour R4)	Quoted (per hour)	151.41	166.56
Decommissioning assets (Labour R2)	Quoted (per hour)	157.11	172.82
Decommissioning assets (Labour R4)	Quoted (per hour)	151.41	166.56

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)	Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Simple permit or clearance to work	Fixed	1,256.88	1,382.56	Access - confined spaces entry permit (Labour R2)	Quoted (per hour)	157.11	172.82
Complex permit or clearance to work (Labour R2)	Quoted (per hour)	157.11	172.82	Access - confined spaces entry permit (Labour R4)	Quoted (per hour)	151.41	166.56
Complex permit or clearance to work (Labour R3)	Quoted (per hour)	196.39	216.03	Process and project facilitation (Labour R3)	Quoted (per hour)	196.39	216.03
Complex permit or clearance to work (Labour R4)	Quoted (per hour)	151.41	166.56	Process and project facilitation (Labour R5)	Quoted (per hour)	216.02	237.63
Access permit - cancellation - simple	Fixed	487.04	535.74	Specialist services	Quoted (per hour)	216.02	237.63
Access permit - cancellation - complex	Fixed	1,115.48	1,227.03	Facilitation of activities within clearances of distributor assets (Labour R3)	Quoted (per hour)	196.39	216.03
Install / remove overhead network earths	Quoted (per hour)	151.41	166.56	Facilitation of activities within clearances of distributor assets (Labour R4)	Quoted (per hour)	151.41	166.56
Access - standby person	Quoted (per hour)	151.41	166.56				

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Notice of arrangements	Fixed	448.43	493.27
Notice of arrangements (Labour R1)	Quoted (per hour)	104.74	115.21
Notice of arrangements (Labour R3)	Quoted (per hour)	196.39	216.03

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Property Tenure (Labour R1)	Quoted (per hour)	104.74	115.21
Property Tenure (Labour R3)	Quoted (per hour)	196.39	216.03
Property Tenure (Labour R5)	Quoted (per hour)	216.02	237.63

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Network Construction - Level 1 ASP works	Quoted (per hour)	157.11	172.82
Re-inspection – Level 1 ASP works	Quoted (per hour)	157.11	172.82
Level 2 ASP works (NOSW) - A Grade	Fixed	32.47	35.72
Level 2 ASP works (NOSW) - B Grade	Fixed	57.60	63.36
Level 2 ASP works (NOSW) - C Grade	Fixed	183.30	201.63
Re-inspections - Level 2 ASP works	Quoted (per hour)	174.91	192.40
Investigate, review & implementation of remedial actions associated with ASP's connection works	Quoted (per hour)	216.02	237.63
Mandatory electrical contractor inspections _ Service size >100A	Quoted (per hour)	174.92	192.41
Re-inspection of electrical contractor works	Quoted (per hour)	174.91	192.40

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
ASP Level 1 - Initial Authorisation or Additional Authorisation Session	Fixed	235.67	259.24
ASP Level 1 - Authorisation Renewal or Additional Company to Existing Authorisation	Fixed	52.37	57.61
ASP Level 1 - Company Authorisation – Initial	Fixed	592.44	651.68
ASP Level 1 - Company Re-authorisation (Annual Fee)	Fixed	108.02	118.82
ASP Level 2 - Initial Authorisation	Fixed	418.96	460.85
ASP Level 2 - Re-authorisation (Annual Fee)	Fixed	340.41	374.45
ASP Level 2 - Additional authorisation	Fixed	104.74	115.21
ASP Level 3 - Authorisation/Re-authorisation (Biennial Fee)	Fixed	78.56	86.42

AER Regulatory Determination 2019-24

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Engineering consultancy	Quoted (per hour)	261.74	287.91
Approved materials list application (Labour R5)	Quoted (per hour)	216.02	237.63
Approved materials list application (Labour R6)	Quoted (per hour)	261.74	287.91

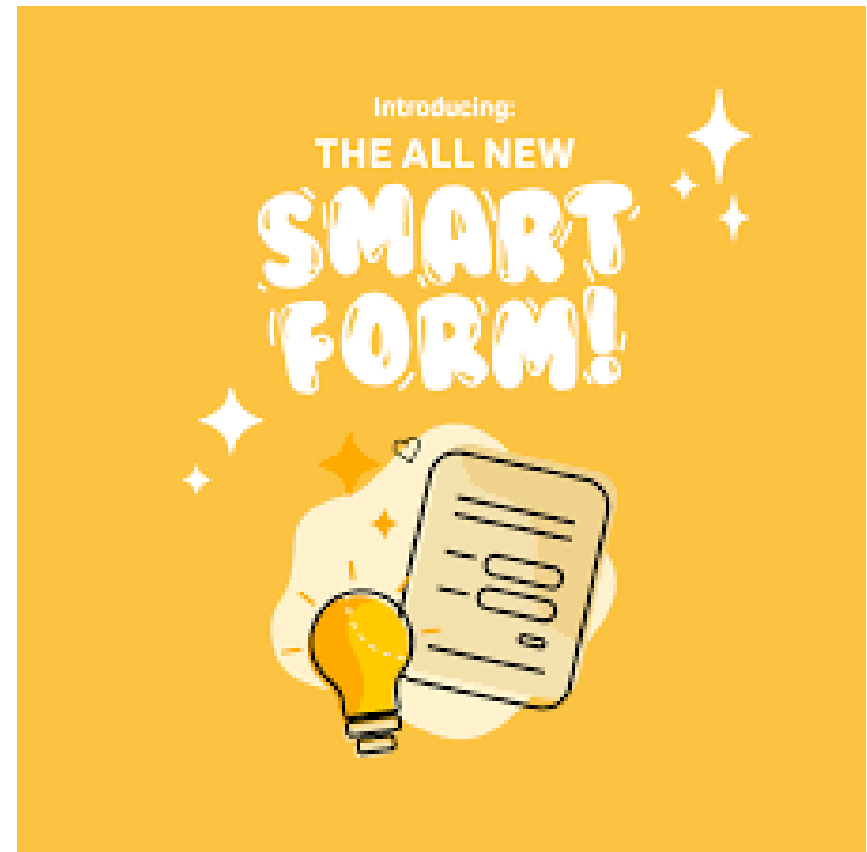
Better Connected Update



Matthew Hindson
Contestable Connections Manager





Better Connected - Topics for discussion today

- New forms available on Ausgrid website **11 June 2019 7:30am.**
- Benefits.
- Customer experience.
- How to use the forms.
- Support material:
 - Q&As
 - QRGs
 - Contacts for assistance.



Better Connected - Benefits

- Fax, email, mail not accepted.
- Improves experience, easy to use, understand and submit.
- Can attach documents.
- Save function.
- Share function.
- Quick and secure upfront payment.
- PDF emailed on submission.
- Can be completed in field.

What do I need?	Application Smart Form	Replaces NECF forms ...			
 1 A desktop, laptop or tablet connected to the internet	New Connections 100 amps & Below	NECF02 –residential and small commercial connections	NECF03 –large, multiple and remote connections	NECF04 – embedded and standby generation	
	Modify Existing Connections 100 Amps and Below	NECF02 –residential and small commercial connections	NECF03 –large, multiple and remote connections	NECF04 – embedded and standby generation	NECF05 – installation of micro embedded generation
 2 An up-to-date internet browser	New Connections Above 100 Amps	NECF03 – large, multiple and remote connections	NECF04 – embedded and standby generation		
	Modify Existing Connections 100 Amps and Above	NECF03 – large, multiple and remote connections	NECF04 – embedded and standby generation	NECF05 – installation of micro embedded generation	
 3 A credit card to pay the connection offer service fee	Permanent Un-metered Supply (PUMS)	NECF07 – installation of permanently unmetered supplies (PUMS)			
	Permanent Disconnections	Permanent Disconnection Request Form			
 4 Apply now! ausgrid.com.au/ApplyToConnect	Notifications of Arrangement	Not Applicable new form			
	Asset Relocation	NAR01 – Network Asset Relocation Form	NECF03 – large, multiple and remote connections		
	Subdivision	Not Applicable new form			
	Street Lighting	Not Applicable new form			
	Decommissioning of Ausgrid Asset	NECF03 – large, multiple and remote connections	Permanent Disconnection Request Form	e-mail	
	Preliminary Enquiry	NECF01 – preliminary enquiries			

Better Connected – Customer experience

- New Connection
- Modify Existing Connection
- Connect Embedded Generation
- Permanent Unmetered Supply
- Permanent Disconnection
- Preliminary Enquiry
- Asset Relocation
- Subdivision
- Notification Of Arrangements
- Street Lighting
- Decommission Asset

Choose your application type

Use the guides and tutorials to help your application.

⊕ Apply for a new connection

⊕ Apply to modify an existing connection

⊕ Apply to connect solar panels, batteries or an embedded network

⓪ Apply for Permanent Un-metered Supply (PUMS)

⊕ Apply for a permanent disconnection

⊕ Make an preliminary enquiry

⓪ Apply for an asset relocation

⊕ Apply for a subdivision

⊕ Apply for a Notification of Arrangement

⊕ Apply to change or add streetlights

⊕ Apply to decommission an Ausgrid asset

Better Connected – How to use forms

Reference Code

All Forms are identified by unique Reference Codes.

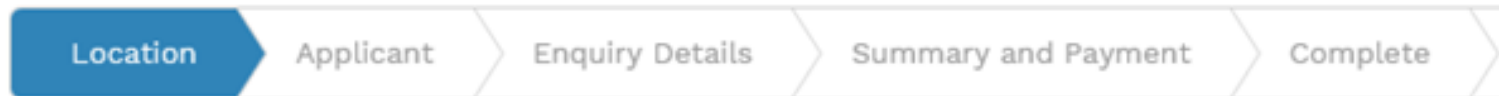
Please keep a record of your application reference code. If you have enquiries about your application, we will require this number to assist you.

Reference Code : 0011613

Better Connected – How to use forms

Navigation through the form

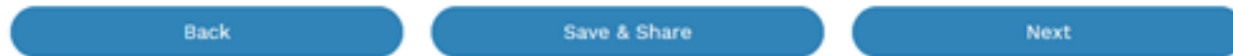
The forms have been designed to assist you to quickly navigate and complete all the required information in a tabular step by step format.



1. Each section must be completed before moving onto the next step.
2. Complete sections are marked WHITE with GREEN TEXT
3. Current section are marked BLUE
4. Next sections are marked WHITE with GREY TEXT

Better Connected – How to use forms

Completing sections



1. The process allows you to go BACK as required
2. You can SAVE & SHARE the application as you go, share the application link, return at any time and continue
3. As you complete a section, click NEXT to proceed

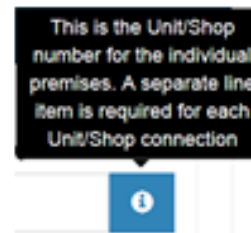
Better Connected – How to use forms

Mandatory Fields

1. Mandatory fields are identified with the use of *
2. Mandatory fields must be completed before proceeding
3. Non completed mandatory fields are shown as

*Phase A

4. Tool tips and help are shown as



Better Connected – How to use forms

Useful buttons to help get things done

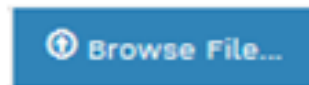
1. Duplicating a section



2. Add a new section



3. Browse to find file/s to upload and attach to your application



4. Calendar Icon  Opens date picker



5. Checkbox

6. Radio button (select only one) Yes No

7. Drop Down selection option – allows you to select from prepopulated list of options



Better Connected – How to use forms

New Connection Above 100 AMP

Reference Code : 0011686

Location Applicant Service Selection Load Details Summary and Payment Complete

Retailer

Energy Australia x

Property Name

Property Type

*Land Title Type

Torrens x

Floor Number

Unit/Shop Number

Street Number/RMB

33

or

Lot Number

or

Lot/DP Number



*Street Name

Kangoo Road

Nearest Cross Street

*Suburb

Somersby

*Postcode

2250

*Land Zoning

Urban x



***Location Diagram** This section is about the physical location of your premises and an electrical schematic will not be accepted. Ensure that your diagram clearly identifies property, nearest cross street, North Point, Proposed Point of Common Coupling, Point of Supply and service cable route to the main switchboard.

33 Kangoo Rd Somersby Site Sketch.jpg,

Browse File...

File name

Size

Delete

33 Kangoo Rd Somersby Site Sketch.jpg

0.219 MB



Next

Better Connected – How to use forms

New Connection Above 100 AMP

Reference Code : 0011686

Location **Applicant** Service Selection Load Details Summary and Payment Complete

***Applicant Type**

ASP on behalf of a Retail Customer or Real Estate Developer x

***Title**

Mr x

***First Name**

Matthew

***Last Name**

Hindson

***Email Address**

mhindson@ausgrid.com.au

***Confirm Email Address**

mhindson@ausgrid.com.au

Search by ABN, ACN

Company Name

Floor Number

Unit/Shop Number

Street Number/RMB

33

or

PO Box/Locked Bag

***Street Name**

Kangoo Road

Nearest Cross Street

***Suburb**

Somersby

***Postcode**

2250

***Phone Number**

0243998169

Other Number

***ASP Number**

1234

***ASP Level**

x Level 3 x

Save your company details for future applications.

Better Connected – How to use forms

Retail Customer Details or Real Estate Developer Details

*Customer Type Retail Customer X ▾	*Title Mr X ▾	*First Name B	*Last Name Berrigan
Email Address <input type="text"/>	Confirm Email Address <input type="text"/>	*Phone Number 0243998169 X	Other Number <input type="text"/>

Back

Save & Share

Next

Better Connected – How to use forms

New Connection Above 100 AMP

Reference Code : 0011686




Services

What type of service are you seeking?



New Connection Only



New Connection and
New Embedded
Generation or Stand-by
Generation

Back

Save & Share

Better Connected – How to use forms

New Connection Above 100 AMP

Reference Code : 0011686



New Connection

***Proposed Point of Common Coupling**

Substation x ▼

***Asset Identifier**

S12345 

***Proposed Connection Point**

Main Switchboard x ▼ 

***Proposed Service Length (metres)**

10

***Proposed Service Type**

Underground x ▼

***Service Voltage**

Low voltage 230/400v x ▼

***Service Size**

400 Amps x ▼

Better Connected – How to use forms

*Proposed Maximum Demand Calculation

MD Calculation 33 Kangoo Rd Somersby.xlsx, [Browse File...](#)

File name	Size	Delete
MD Calculation 33 Kangoo Rd Somersby.xlsx	0.008 MB	

*Are you intending to connect controlled load at this premises? Yes No

Additional Development Details - Kangoo Road, Somersby, 2250

Residential

*Commercial

*Number of Commercial Premises	<input type="text" value="1"/>	*Total Floor Area without Aircondition in m2	<input type="text" value="1100"/>	*Total Floor Area with Air-conditioning in m2	<input type="text" value="200"/>
		*Warehouse Floor Area m2	<input type="text" value="1000"/>	Commercial Areas for Food Handling	<input type="checkbox"/>

Industrial

House Services



Temporary Builders Supply (TBS)

Total Number of Premises

Better Connected – How to use forms

Yes No

***I will be installing equipment at the premises that may result in non linear / fluctuating loads**

***Construction of the premises connection assets will commence** 18-Jun-2019  ***When do you wish to electrify the premises?** 24-Dec-2019 

Yes No

***Ausgrid has provided a Certified Design Number(CDN) for a Network Augmentation Project associated with the premises**


Yes No


***ASP 1 has been appointed**

Yes No

***Do you have development consent (DA) for your proposal?**

***DA Reference Number**
DA12345 Central Coast Council


***Attach copy of approved DA**
Approved DA 33 Kangoo Rd Somersby.docx 




File name	Size	Delete
Approved DA 33 Kangoo Rd Somersby.docx	0.012 MB	

Yes No

***Do you wish to underground / relocate electricity assets in conjunction with this connection application?**

Comments
This is a demonstration for ASP/3 seminar 18 June 2019


Please attach any documents that are relevant to your connection for example Proposed Design, sketch of the building, Photos etc 

Better Connected – How to use forms

New Connection Above 100 AMP

Reference Code : 0011686

 New Connection

LOCATION

Retailer
Energy Australia
Land Title Type
Torrens
Street Number/RMB
33
Location Address
Kangoo Road, Somersby, 2250
Land Zoning
Urban
Location Diagram

File name	Ausgrid filename reference	Size
33 Kangoo Rd Somersby Site Sketch.jpg	LocationAttachmentFilePath_1	0.219 MB

[Edit]

Better Connected – How to use forms

APPLICANT

Applicant Type
Asp On Behalf Of A Retail Customer Or Real Estate Developer
Full Name
Mr Matthew Hindson
Email Address
mhindson@ausgrid.com.au
Street Number/RMB
33
Applicant Address
Kangoo Road Somersby 2250
Phone Number
0243998169
Asp Number
1234
Asp Level
Level 3

CUSTOMER

Customer Type
Retail Customer
Full Name
Mr B Berrigan
Phone Number
0243998169

[Edit]

Better Connected – How to use forms

LOAD DETAILS

Proposed Point Of Common Coupling
Substation

Proposed Asset Identifier
S12345

Proposed Connection Point
Main Switchboard

Proposed Service Length
10

Proposed Service Type
Underground

Service Voltage
Low Voltage 230/400v

Service Size
400 Amps

Proposed Maximum Demand Number Of Phases: 3 Phase A: 300 Phase B: 300 Phase C: 300

Proposed Maximum Demand Calculation

File name	Ausgrid filename reference	Size
MD Calculation 33 Kangoo Rd Somersby.xlsx	WFAMaxDemandCalc_1	0,008 MB

Are You Intending To Connect Controlled Load At This Premises?

No

Better Connected – How to use forms

ADDITIONAL DEVELOPMENT DETAILS

COMMERCIAL	
Number Of Commercial Premises:	1
Total Floor Area Without Aircondition In M2:	1100
Total Floor Area With Air-Conditioning In M2:	200
Warehouse Floor Area M2:	1000
Total Number Of Premises:	1

I Will Be Installing Equipment At The Premises That May Result In Non Linear / Fluctuating Loads
No

Construction Of The Premises Connection Assets Will Commence
17-Jun-2019

When Do You Wish To Electrify The Premises?
23-Dec-2019

Ausgrid Has Provided A Certified Design Number(Cdn) For A Network Augmentation Project Associated With The Premises
No

Asp 1 Has Been Appointed
No

Do You Have Development Consent (Da) For Your Proposal?
Yes

Da Reference Number
Da12345 Central Coast Council
Attach copy of approved DA

File name	Ausgrid filename reference	Size
Approved DA 33 Kangoo Rd Somersby.docx	DAApprovedAttachment_1	0.012 MB

Do You Wish To Underground / Relocate Electricity Assets In Conjunction With This Connection Application?
No

Comments
This Is A Demonstration For Asp/3 Seminar 18 June 2019

[Edit]

Better Connected – How to use forms

EXPEDITED CONNECTION

Do you want to expedite your connection offer for all premises?

Yes No

Ausgrid will send you an offer that meets your supply requirements.

Better Connected – How to use forms

DECLARATION

Applicant Name
Mr Matthew Hindson

Application Date
14-May-2019

Price Description

Above 100 Amps Connection Offer - Technical Assessment required 1 x

Total Price

Price Including GST

AUD †

AUD †

[Terms and Conditions:](#)

In submitting this application you are engaging Ausgrid to provide you with a connection offer. Once submitted the fee charged is consumed. Ausgrid will aim to provide you with a written response within 10 business days. If additional work and/or fees are required, we will contact you to advise prior to providing the response.

Where this application requests an expedited connection, I declare that I have read and understood the terms and conditions of the connection offer and agree that if the connection is expedited that a contract based on that offer will be formed with Ausgrid on the date that Ausgrid receives the application. Where this application is being made on behalf of a retail customer or real estate developer, I declare that I have obtained the authority of that person to make this application of their behalf, including where applicable, making a request for expedition of the connection application.

*I acknowledge the terms & conditions.



Back

Save & Share

Download PDF

Pay

Better Connected – How to use forms

Save & Share ×

Your form will be saved and may be re-opened later

Enter your email address and we will send you instructions on how to return to your form

If you wish to share your form, enter the email of the person you wish to share with

mhindson@ausgrid.com.au

wgriffith@ausgrid.com.au ×

Save & Share

Do you want to open or save **0011686.pdf** (56.2 KB) from **applicationconnection_test.ausgrid.com.au**?

Open

Save



Cancel




Better Connected – How to use forms


Payment Confirmation ✕

Do you want to proceed to payment for the amount : AUD Pay

Or

Share application for payment ? ✕ Share

 **BPOINT**
Receivables Solution

Supported by the  **Commonwealth Bank**

Online Payment


You have entered the following details

Biller Code: 1261338 (Ausgrid - Ausgrid)


Ref#: 0011686

Payment Amount: AUD :

Please enter your card details to proceed

Card Number: 

Expiry Date: MM YY

CVN: 

<< Back Proceed >>

Better Connected – Support material

- Frequently Asked Questions (FAQs) grouped by topics including:
 - Smart Form Usability
 - Fees Terms and Conditions
 - General and Technical Questions.
- Step by Step Guides.
- Questions - connection-application.changes@ausgrid.com.au
- Support - 02 43998099 or datanorth@ausgrid.com.au

Smart Form Usability

⊕ When lodging an application I receive an error and I'm told my web browser is not up to date, what is the latest web browser I should have?

⊕ Where can I find general information before I make a submission?

[New Connections Below 100 AMPS - SmartForms Step by Step Guide](#)

[New Connections Above 100 AMPS - SmartForm Step by Step Guide](#)

[Notice of Arrangement - SmartForm Step by Step Guide](#)

[Permanent Disconnection - SmartForm Step by Step Guide](#)

Ausgrid's Customer Strategy, Research and Feedback

Harris Malik

Customer Strategy & Quality Manager

Energy Charter

- Ausgrid has joined the Energy Charter, a whole sector initiative, which will build better customer outcomes.
- Focused on embedding customer-centric culture and conduct to improve price and service delivery.
- We are committed along with our counterparts in placing customers at the centre, to build trust and confidence that the energy sector is working in their interests.
- Find out more at www.theenergycharter.com.au.



Customers at the centre



Improve customer experience



Support vulnerable customers



Improve energy affordability



Provide energy sustainably

Voice of Customer



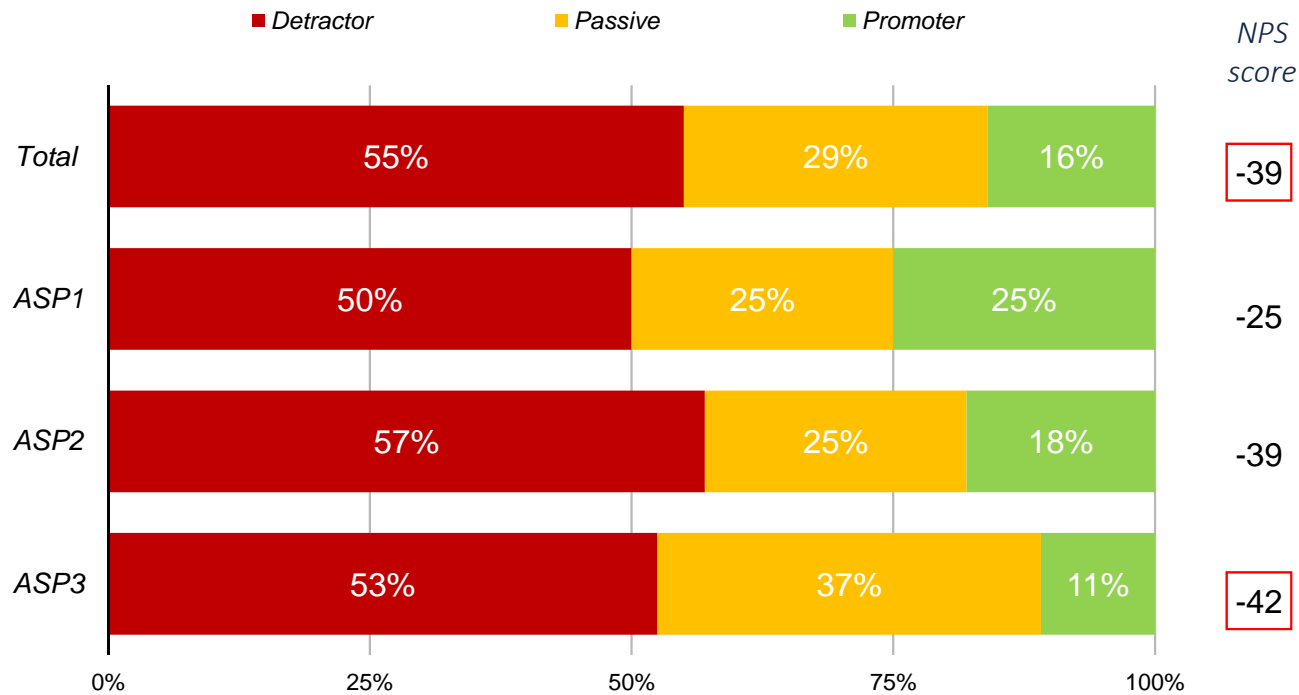
- *In FY19, Ausgrid initiated its Voice of Customer program to:*
 - *Understand and focus on key customer imperatives*
 - *Become more customer centric*
 - *Provide better customer experience*
 - *Continuously improve our operations based on customer feedback*
- *Our voice of customer program consists of periodic online surveys of our customers*

Voice of Customer – ASPs (Jan 2019)

Net Promoter Score (NPS) is the primary metric through which we measure our customer performance. It is a single, powerful metric that can help us understand customer sentiment towards Ausgrid.

ASP's NPS for Ausgrid is -39, significantly below end-customer. Over half of ASP customers are detractors.

ASPs have given Ausgrid low ratings in all three core areas (process management, information and accessibility)



NPS Calculation

Detractors (score 0-6) are unhappy customers

Passives (score 7-8) are satisfied but unenthusiastic

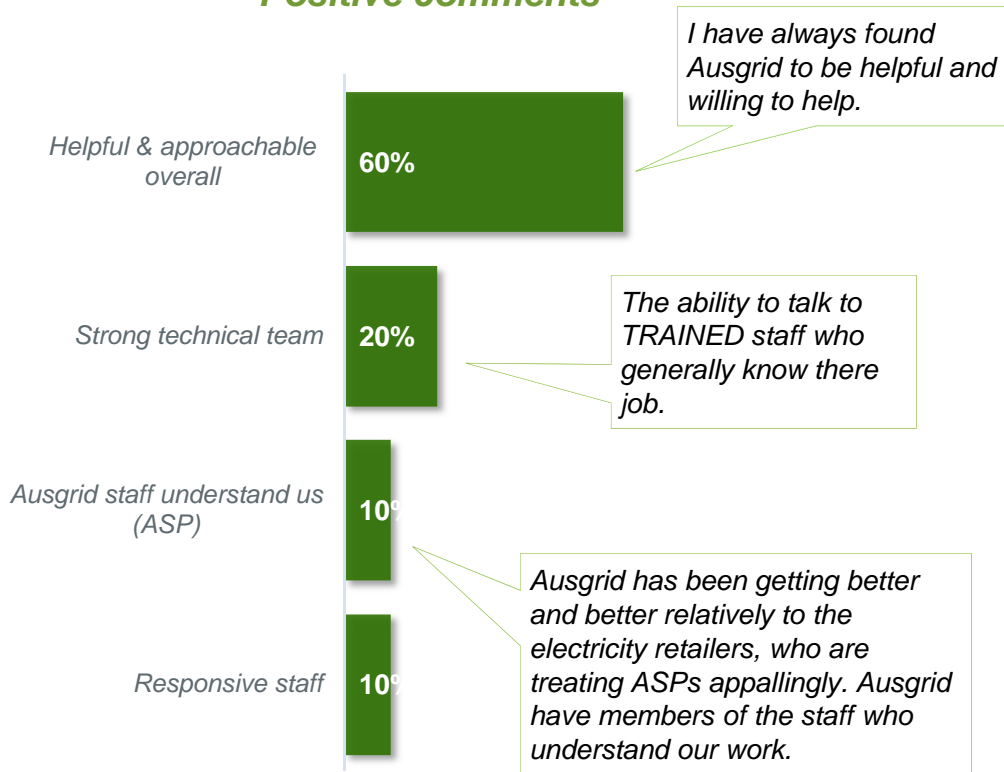
Promoters (score 9-10) are loyal enthusiasts

NPS score = % Promoters - % Detractors.

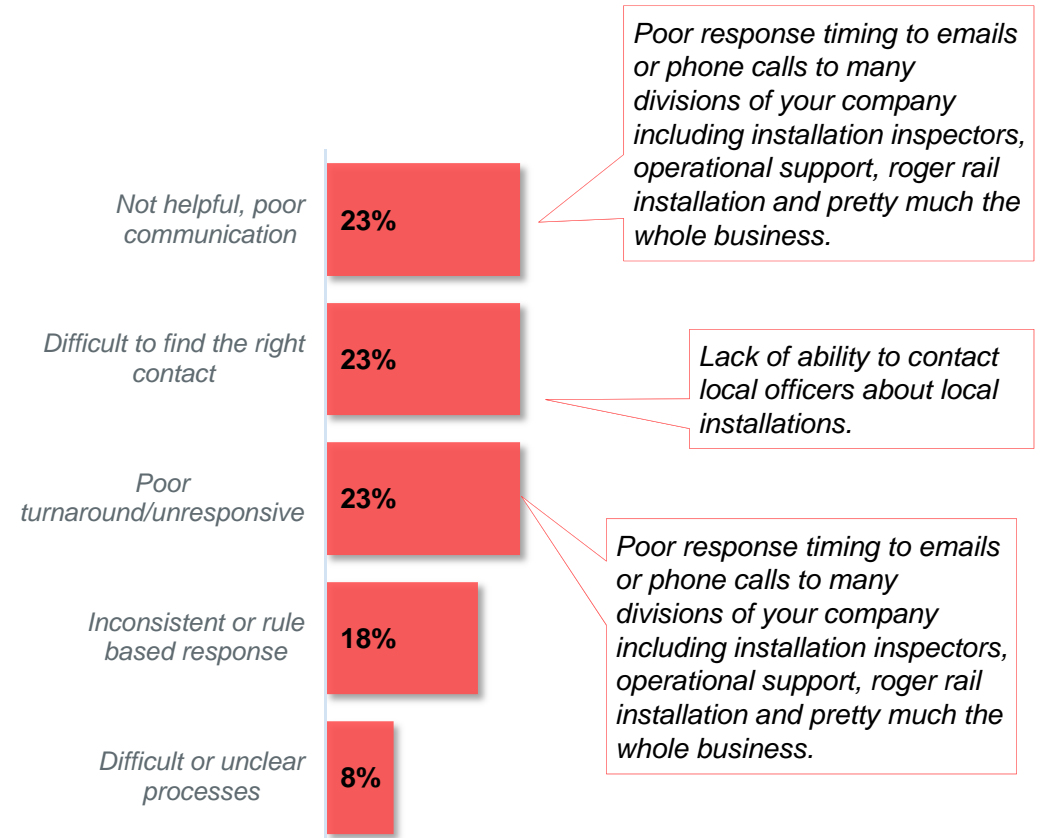
Results

Most commonly mentioned topics (#)

Positive comments

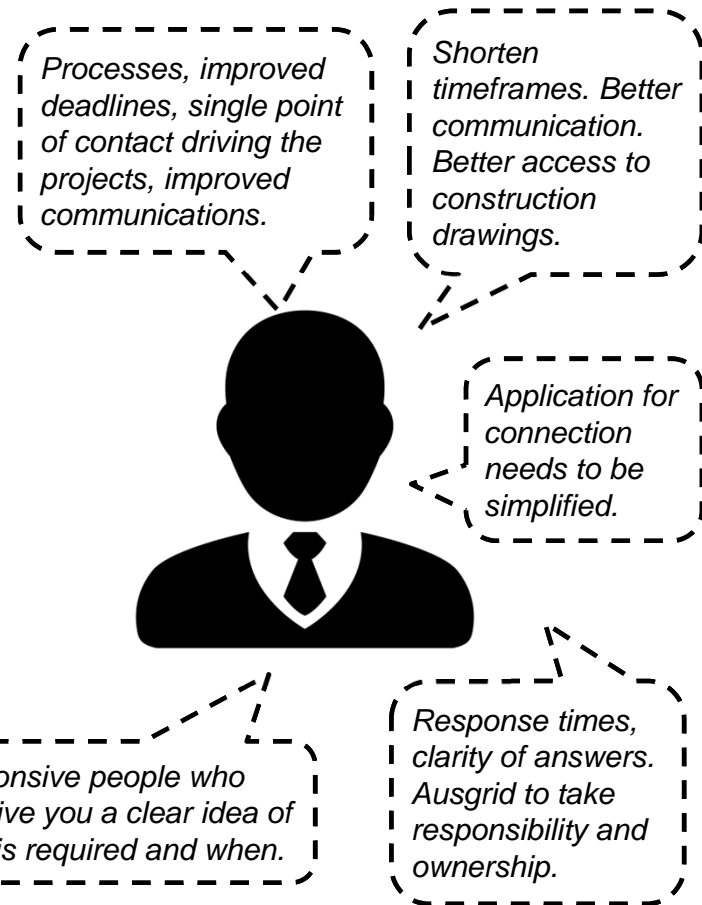
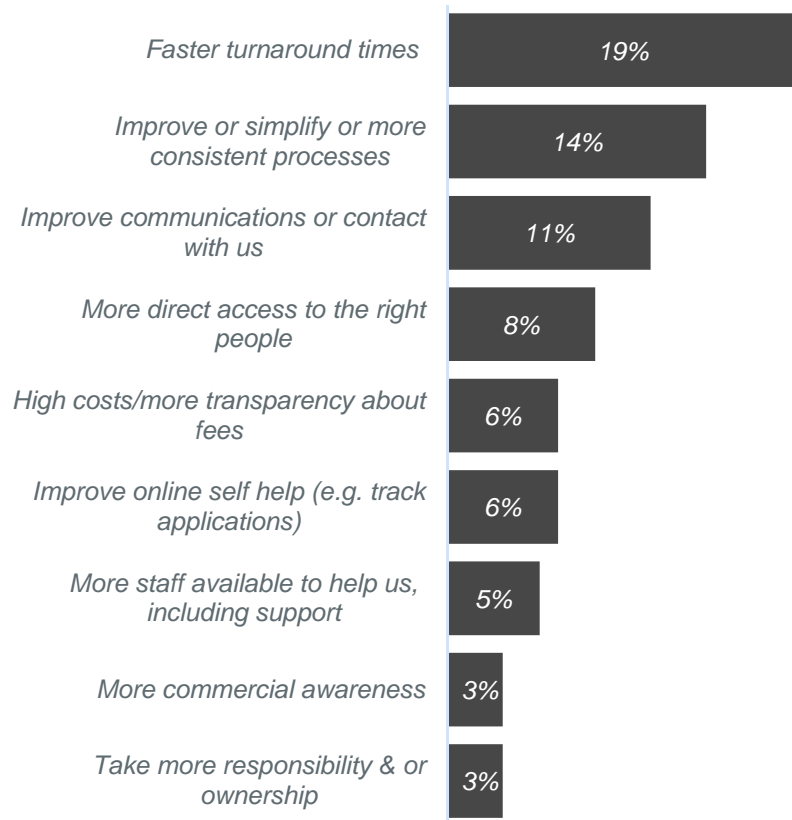


Most commonly mentioned topics (#)

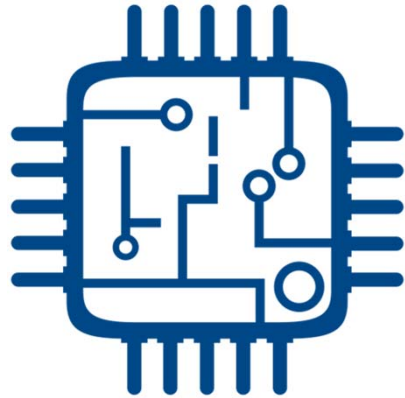


Recommendations from ASPs

Most commonly mentioned topics %



Main Actions from Feedback



*Technology: Introduction of CRM and Better Connected will improve **efficiency, transparency and accessibility***



*Behaviours: New KPIs to be introduced to reinforce behaviours that improve **responsiveness, accessibility and consistency***

Customer Relationship Management (CRM)

Andrew Vandenberg
Contestable Connections Team Leader



CRM Customer Portal - Recap

- Web based self service portal for our customers and partners.

Visit: www.ausgrid.com.au MICROSOFT PTY LTD BILL GATES

Ausgrid Customer Centre Connection Projects

Projects

Customer Projects

Customer Reference	Customer Company	Project Name	No./RMB	Street	Suburb	P'Code	Project Stage	Status	Associated Project	Select
	MICROSOFT PTY LTD	700005901 BLACKTOWN	265	SECOND AVENUE	BLACKTOWN	2148	Application Assessment	Active		▼
	MICROSOFT PTY LTD	AV-05150 Newcastle	5	King St	Newcastle	2300	Design Certification	Active		▼
	MICROSOFT PTY LTD	SC-13500 WINDOWLAND		MICHAEL DANN AVENUE	WINDOWLAND	2015	Design Certification	Active		▼

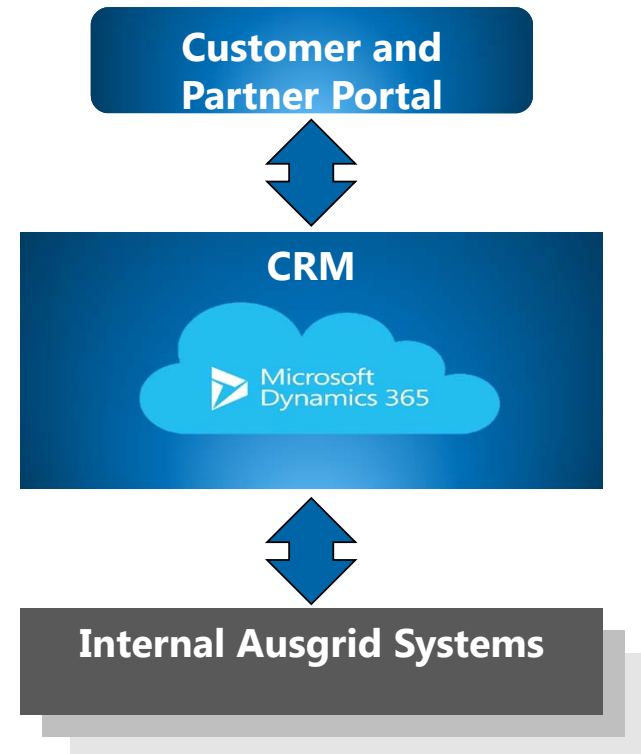
Ausgrid Connecting communities, empowering lives

f t y ● in

- Portal functionality for contestable and major connections:
 - End to end project transparency for customers and ASPs (status, milestones)
 - Communication and document exchange
 - Offer issue and acceptance.

CRM Solution - Recap

- Dynamics 365 (D365) core database for running contestable projects
- D365 Partner and Customer Portal for customers and ASPs
- Integration with key existing systems for increased internal efficiency and accuracy



Ausgrid Portal for ASP/3s

Initial release for ASP/3's includes the **basics**:

- **Review** documentation requirements
 - **Submit *designs*** for certification (PDS - follow current process)
 - **View** key project status and dates.
-
- Unique login (email address) is required.
 - Separate login if working for different ASP company.
 - Your login gives you visibility for your **Company's** ASP/3 projects.
 - ASP/3's acting as applicants – offers, design charges, visibility.

Initial Registration

1. You will receive an invite via your unique email address. Click on the link provided.
2. On the linked Ausgrid Portal page, click Register.

Visit: www.ausgrid.com.au DC Designers Sarah Frost

Ausgrid Customer Centre Connection Projects

Sign in

Sign up with an invitation code


* Invitation code

Register

Initial Registration (cont)

3. Select a password and confirm password. Must be > 8 characters, and contain a capital, a number and a non-alphanumeric character.
4. Select Register.

Visit: www.ausgrid.com.au DC Designers Sarah Frost

 Connection Projects

[Sign in](#)

Redeeming code: 56gsCGzJ01HdrcJ5af73DV6duv0pzpuRgSQgs9qMHvLu2PoSJ60UCEErO8ImmVEK-VY7b2rbxtlFh8jzw20JxsrT2Wqk-TfTYnWk8lXaFb043bA9RQBW-c03jtdeuvmFjIZBbLy7D5DbN0qrDTIR9KmuPQLUjLxQGmFuD86ZqA-

Register to activate your account

* Email

* Password

* Confirm password

Initial Registration (cont)

5. On successful registration, the Account Settings page is displayed. Here you can change your password, view your details and link to your Connection Projects.

Visit: www.ausgrid.com.au DC Designers  Bruce Jamieson ▾

 [Connection Projects](#)

Account Settings

 Bruce Jamieson

Security

[Change your password](#)

Your Details

First Name	Last Name *
<input type="text" value="Bruce"/>	<input type="text" value="Jamieson"/>
Mobile	Business Phone
<input type="text" value="0400123456"/>	<input type="text" value="0299995555"/>
E-mail	
<input type="text" value="bruce@dc.com"/>	

Connection Projects Table

1. This view provides you with a list of connection projects for your role as an ASP, a customer, an applicant or an electrical contractor. The default view is the Customer Projects view.
2. Click on the view selection to choose your ASP3 view.

Visit: www.ausgrid.com.au DC Designers Bruce Jamieson

Ausgrid Customer Centre Connection Projects


Projects


Customer Projects

Customer Company	Project Name	No./RMB	Street	Suburb	P'Code	Project Stage	Status	Associated Project
display.								


Connection Projects Table (cont)

3. This view provides you with a list of connection projects where your role is an ASP3.
4. To view a project click the down chevron and select View Details.

Visit: www.ausgrid.com.au DC Designers  Bruce Jamieson ▾

 Ausgrid Customer Centre Connection Projects

Projects

 ASP3 Projects ▾

Customer Reference	Customer Company	Project Name	No./RMB	Street	Suburb	P'Code	Project Stage	Status	Associated Project	
	ROBOT TRADING CO. PTY. LTD.	SC-12623 CORUSCANT	61	ROCKY POINT ROAD	CORUSCANT	2217	Design Certification	Active		▾
	SPACE EVENTS PTY LTD	SC-13500 CONDELL PARK	233	THIRD AVENUE	CONDELL PARK	2200	Network Design	Active		▾

[View Details](#)

Project View – Summary Tab

1. This is the default view for a Connection Project. The Summary tab provides you with a summary of key dates and information and list of tabs for further navigation.

The screenshot displays the Ausgrid Customer Centre interface for a Connection Project. The page is divided into three main sections:

- Header:** A grey box containing project details such as Customer Reference, Associated Project, Site Address Details, Project Name, AE Notification, Project Description, Project No., and AP Notification.
- Navigation Tabs:** A vertical list of tabs on the left side, including Summary, Assessment, Design, Network Construction, Outages, Private Installation, Property, Warranty & Completion, and Project Team.
- Key dates and information:** The main content area titled 'Summary' displaying various dates and statuses, such as Application - Received Date (16/05/2019), Assessment Application Response Due Date (30/05/2019), and Design Offer Accepted Date (24/05/2019).

Red annotations highlight these sections: 'Header' on the right, 'Navigation Tabs' on the left, and 'Key dates and information' on the right.

Project View – Project Team Tab

On the Project Team Tab you can view those companies and individuals involved in the project including Ausgrid reps, the Customer and Applicant, ASPs and electrical contractor.

The screenshot displays a web interface for viewing project details. On the left is a vertical sidebar with a list of tabs: Summary, Assessment, Design, Network Construction, Outages, Private Installation, Property, Warranty & Completion, and Project Team. The 'Project Team' tab is highlighted with a red rounded rectangle. To the right of the sidebar, the main content area is titled 'Project Team' and contains a grid of information:

Project Team	
Project Coordinator	Compliance Officer
Andrew Vandenberg	—
Customer Company	Customer Representative
SPACE EVENTS PTY LTD	SEE THREEPIO
ASP1 Company	ASP1 Project Manager
—	—
ASP2 Company	
—	
ASP3 Company	ASP3 Authorised Designer
DC Designers	<input type="text"/> <input type="button" value="Q"/>
E/C Company	E/C Representative
—	—

Project Team Tab – Selecting ASP3 Designer

1. On the Project Team Tab the ASP3 Company will have been nominated by the Customer or Applicant. This nomination allows the ASP3 Company reps to view the project.
2. The ASP3 will need to nominate its ASP3 authorised designer on this page by clicking on the search icon next to the ASP3 Authorised Designer Field.

Summary	⊖
Assessment	⊖
Design	⊖
Network Construction	⊖
Outages	⊖
Private Installation	⊖
Property	⊖
Warranty & Completion	⊖
Project Team	⊖

Project Team

Project Coordinator	Andrew Vandenberg	Compliance Officer	—
Customer Company	SPACE EVENTS PTY LTD	Customer Representative	SEE THREEPIO
ASP1 Company	—	ASP1 Project Manager	—
ASP2 Company	—	ASP3 Authorised Designer	<input type="text"/> <input type="button" value="Q"/>
ASP3 Company	DC Designers	E/C Representative	—
E/C Company	—		

Note this field may initially be filled with default system text. Simply delete and hit search.

Project Team Tab – Selecting ASP3 Designer

3. The ASP3 designer record lookup will appear. It shows the currently authorised designers associated with the ASP3 Company.
4. Select the nominated designer for the project (the row will highlight blue), and hit Select.

Visit: www.ausgrid.com.au

DC Designers Bruce Jamieson

Search

✓	Full Name	Business Partner Number	Parent Account	Phone Number	Mobile	Email Address
	Bruce Jamieson		DC Designers	0299995555	0400123456	bruce@dc.com
	Clark Blunt		DC Designers			clark@dc.com
✓	Sarah Frost		DC Designers			frost@dc.com

Summary

Assessment **Select** Cancel Remove value

Design

Network Construction Andrew Vandenberg

Outages

Project Team Tab – Selecting ASP3 Designer

5. The Project Team Tab is updated with the selected ASP3 Authorised Designer.
6. Important – you must hit Submit to register and save this selection.

Summary
Assessment
Design
Network Construction
Outages
Private Installation
Property
Warranty & Completion
Project Team

Project Team

Project Coordinator	Andrew Vandenberg	Compliance Officer	—
Customer Company	SPACE EVENTS PTY LTD	Customer Representative	SEE THREEPIO
ASP1 Company	—	ASP1 Project Manager	—
ASP2 Company	—		
ASP3 Company	DC Designers	ASP3 Authorised Designer	Sarah Frost
E/C Company	—	E/C Representative	—
Applicant Company	FISH FINGERS ELECTRICAL	Applicant Representative	CAPTAIN BIRDSEYE

Submit

Nominated designer
now listed

Project Design Tab – Selecting ASP3 Designer

The Project Design Tab is used to view the history of design information, design submissions and to submit design documents to Ausgrid for review. All parties on the project can view the Design Tab, but only ASP3 Company reps have access to view the details of each design submission, or to submit designs for certification.

- Summary
- Assessment
- Design**
- Network Construction
- Outages
- Private Installation
- Property
- Warranty & Completion
- Project Team

Design

Design Offer Accepted Date	09/05/2019	Proposed Design Scope Received Date	13/05/2019
Design Information Due Date	11/06/2019	Design Information Issued Date	21/05/2019
Design Information Type	Standard		

Design Information summary

Submitted Designs							
Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
SC-12532 - Submission - 02	09/05/2019	Rectify Non-Conformance	23/05/2019	09/05/2019	Response Sent	Yes	▼
SC-12532 - Submission - 01	09/05/2019	Initial	23/05/2019	09/05/2019	Response Sent	No	▼

Design Submission list

Project Design Tab – Submitting Design for Review

1. For each design submission, Ausgrid must set up a submission record for the saving and submission of files by the ASP3. If your view initially looks like this (no records displaying), please contact your CPC to set up the submission record.

- Summary
- Assessment
- Design
- Network Construction
- Outages
- Private Installation
- Property
- Warranty & Completion
- Project Team

Design

Design Offer Accepted Date	24/05/2019	Proposed Design Scope Received Date	28/05/2019
Design Information Due Date	26/06/2019	Design Information Issued Date	12/06/2019
Design Information Type	Standard		

Submitted Designs

Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
There are no records to display.							

Project Design Tab – Submitting Design for Review

2. A project with a submission record set up for submission by the ASP3 looks like this. The down chevron in the select column will have options for “Edit and Save” or “Edit and Submit”.
3. The ASP3 can use “Edit and Save” to build up the design files over time. The “Edit and Submit” option is then used for the submission of the design to Ausgrid, once all files are saved and ready.

The screenshot displays the 'Design' tab interface. On the left is a navigation menu with items: Summary, Assessment, Design, Network Construction, Outages, Private Installation, Property, Warranty & Completion, and Project Team. The main content area is titled 'Design' and contains several date and type fields:

- Design Offer Accepted Date: 24/05/2019
- Proposed Design Scope Received Date: 28/05/2019
- Design Information Due Date: 26/06/2019
- Design Information Issued Date: 12/06/2019
- Design Information Type: Standard

Below these fields is a 'Submitted Designs' table:

Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
SC-13500 - Submission - 01		Initial			Required	No	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Edit and Save Edit and Submit</div>

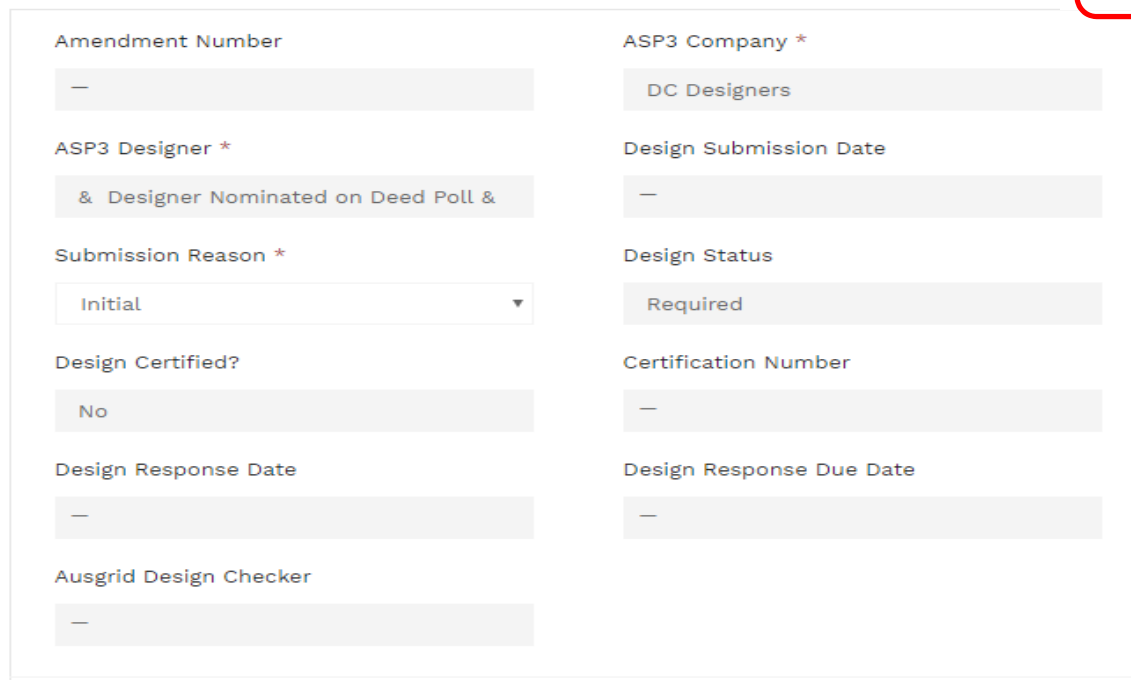
A red circle highlights the 'Submitted Designs' table and its dropdown menu. A red note with an arrow pointing to the dropdown menu states: "Note: You can cancel out of either choice at any time".

Project Design Tab – Submitting Design for Review

4. On selecting Edit and Save or Edit and Submit, a Submissions Details pop up box will appear.

The top section is a summary of the Submission Details.

Submission Details



Amendment Number	ASP3 Company *
—	DC Designers
ASP3 Designer *	Design Submission Date
& Designer Nominated on Deed Poll &	—
Submission Reason *	Design Status
Initial ▼	Required
Design Certified?	Certification Number
No	—
Design Response Date	Design Response Due Date
—	—
Ausgrid Design Checker	
—	

Note: You can cancel out at any time without submitting or saving

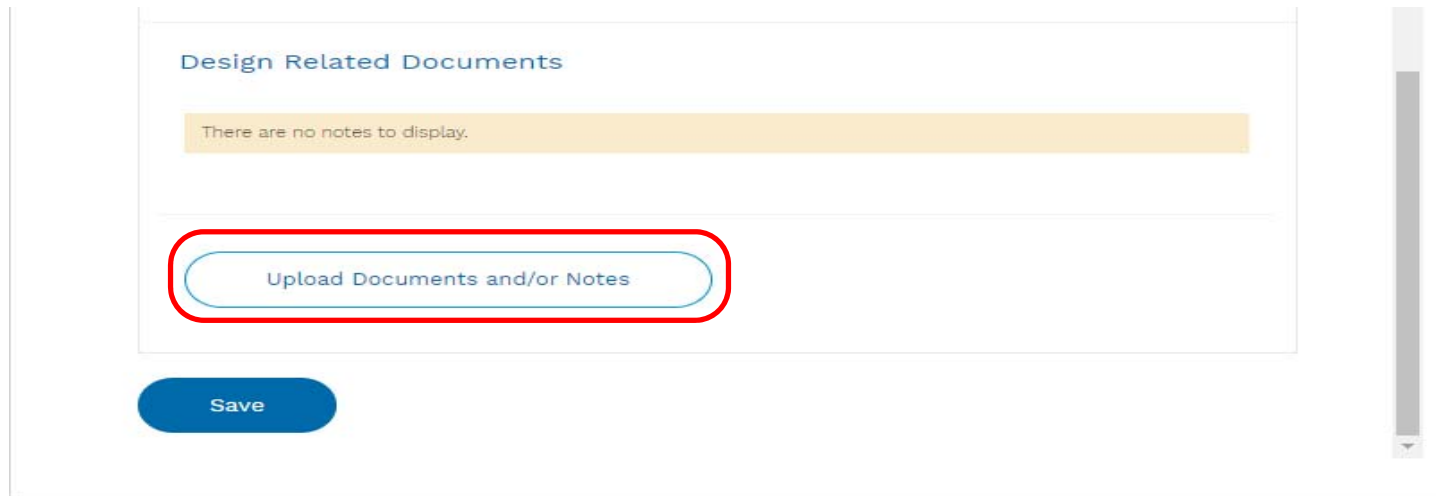
Project Design Tab – Submitting Design for Review

4. Cont... The middle section specifies the Design Submission Requirements.

Design Submission Requirements	
Design Information Valid	Design (CAD and PDF)
Required	Required
Designers Deed Poll	Environmental Submission
Required	Required
Designers Safety Report	Asset Valuation Sheet
Required	Required
SL Acceptance Form	OH Line and Footing Design
—	Required
Voltage Drop Calcs	Lock in Drawings
—	—
Structural Engineer's Certification	Cable Pulling Calcs
—	Required

Project Design Tab – Submitting Design for Review

4. Cont... The lower section is the file upload area along with the Save or Submit button.
5. To prepare a submission, start to upload your files one by one using the Upload Documents and/or Notes button.



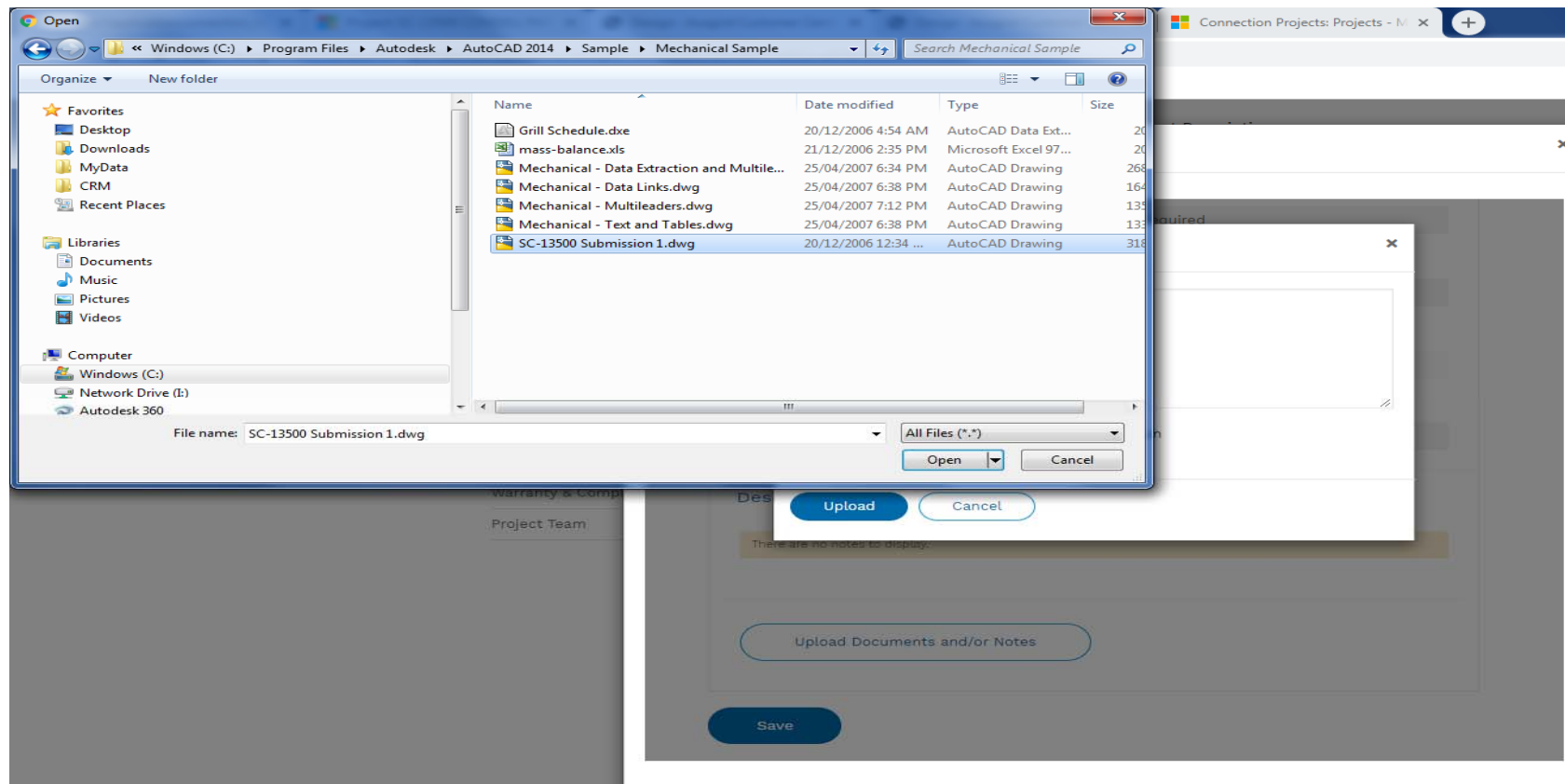
Project Design Tab – Submitting Design for Review

6. For each file, enter mandatory text in the Note field – suggest using the file label (e.g. CAD Design, SER, AVS etc).

The screenshot displays a 'Submission Details' dialog box. Within it, an 'Upload Documents/Notes' modal is open. The modal features a text input field labeled '* Note' containing the text 'CAD Design', which is highlighted by a red rounded rectangle. Below the text field is a file attachment section with the text 'Attach a file', a 'Choose File' button, and the text 'No file chosen'. At the bottom of the modal are two buttons: 'Upload' and 'Cancel'. The background of the 'Submission Details' dialog shows a list of items with 'Required' labels and a 'Save' button at the bottom.

Project Design Tab – Submitting Design for Review

7. Click Choose File, browse to and select the file you wish to attach. Click Open on the browser box.
8. The maximum file size per attachment is 20MB.



Project Design Tab – Submitting Design for Review

9. Click Upload. There will be a pause while the file is checked for viruses. Then it will appear as attached.
10. Repeat upload process for each file attached.
11. Beware files cannot be withdrawn once uploaded. You can upload a corrected file with an appropriate comment in the Notes area. Suggest contacting CPC to explain if not clear.

The image displays two screenshots of a software interface for submitting design documents for review.

Left Screenshot: Upload Documents/Notes Dialog

- Title:** Upload Documents/Notes
- Note Field:** Contains the text "CAD Design".
- File Attachment:** "Attach a file" section shows a file named "SC-13500 Submission 1.dwg" with a "Choose File" button.
- Buttons:** "Upload" and "Cancel".

Right Screenshot: Submission Details Page

- Title:** Submission Details
- Design Related Documents:**
 - 6 minutes ago: Bruce Jamieson, CAD Design, SC-13500 Submission 1.dwg (317.60 KB)
 - about a minute ago: Bruce Jamieson, Designer Safety Report, SC-135000 Designers Safety Report.docx (29.62 KB)
 - less than a minute ago: Bruce Jamieson, SER, SC-13500 SER.pdf (677.04 KB)
- Buttons:** "Upload Documents and/or Notes" and "Save".

Project Design Tab – Submitting Design for Review

12. If you are in the design submission in Edit and Save mode, press Save to save your session for later submission. This is important to ensure file attachments are not lost.
13. When you are ready to submit, enter the design submission using Edit and Submit.
14. Finalise any file uploading and press Save and Submit.

The screenshot shows the 'Design Related Documents' section with three entries:

Time	Author	Document Name	File Type	Size
6 minutes ago	Bruce Jamieson	CAD Design	SC-13500 Submission 1.dwg	317.60 KB
about a minute ago	Bruce Jamieson	Designer Safety Report	SC-135000 Designers Safety Report.docx	29.62 KB
less than a minute ago	Bruce Jamieson	SER	SC-13500 SER.pdf	677.04 KB

Below the list is a button labeled 'Upload Documents and/or Notes'. At the bottom, a 'Save' button is highlighted with a red rounded rectangle.

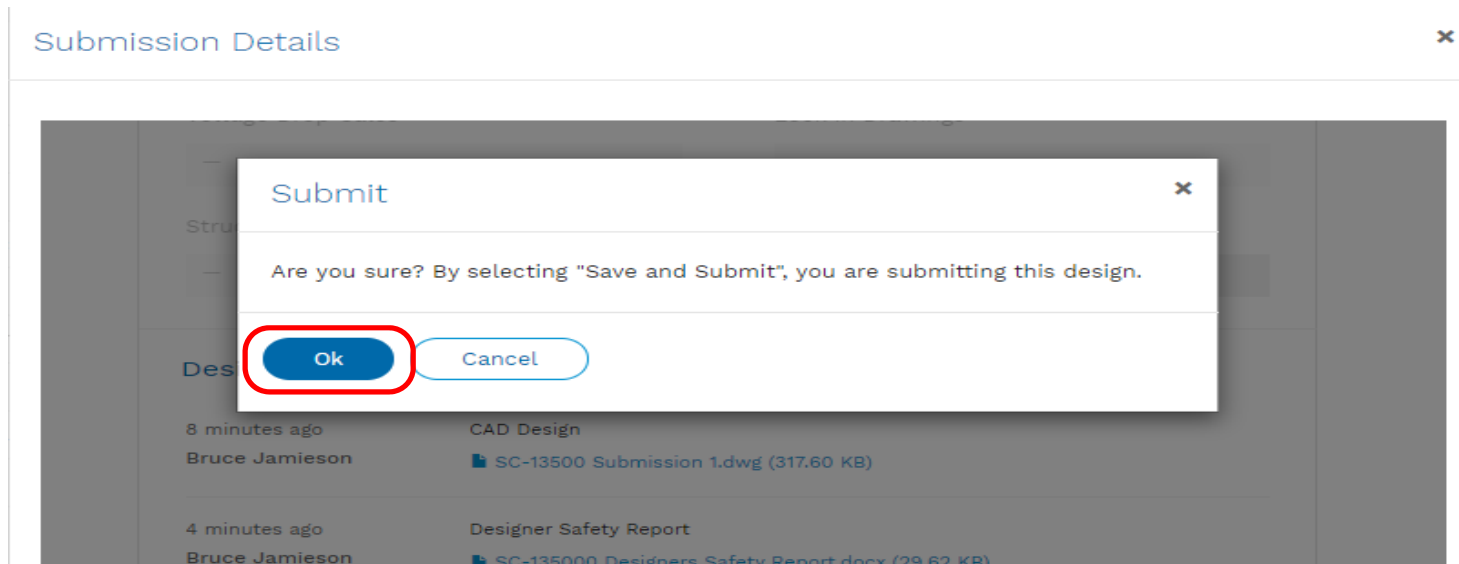
The screenshot shows the 'Design Related Documents' section with three entries:

Time	Author	Document Name	File Type	Size
7 minutes ago	Bruce Jamieson	CAD Design	SC-13500 Submission 1.dwg	317.60 KB
3 minutes ago	Bruce Jamieson	Designer Safety Report	SC-135000 Designers Safety Report.docx	29.62 KB
about a minute ago	Bruce Jamieson	SER	SC-13500 SER.pdf	677.04 KB

Below the list is a button labeled 'Upload Documents and/or Notes'. At the bottom, a 'Save and Submit' button is highlighted with a red rounded rectangle.

Project Design Tab – Submitting Design for Review

15. A Submit confirmation pop up will appear. Confirm you wish to submit by pressing OK.



Project Design Tab – Submitting Design for Review

- Following successful submission the Submitted Designs table will be updated to show the design submission date and design status (Submitted).
- Ausgrid, the Applicant and Customer will be notified of the submission.
Note – the ASP3 can still add to the submission at this point by following prior steps.

Summary	⊖
Assessment	⊖
Design	⊖
Network Construction	⊖
Outages	⊖
Private Installation	⊖
Property	⊖
Warranty & Completion	⊖
Project Team	⊖

Design

Design Offer Accepted Date	24/05/2019	Proposed Design Scope Received Date	28/05/2019
Design Information Due Date	26/06/2019	Design Information Issued Date	12/06/2019
Design Information Type	Standard		

Submitted Designs							
Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
SC-13500 - Submission - 01	03/06/2019	Initial	18/06/2019		Submitted	No	▼

Project Design Tab – Design Review by Ausgrid

18. Once Ausgrid commences the design review, the Design Status of the submission will change to Design Review.
19. Once the status is Design Review, further submissions will be locked out and the ASP3 will only be able to View Details of the submission.

Summary ☯ Design

Assessment ☯

Design ☯

Network Construction ☯

Outages ☯

Private Installation ☯

Property ☯

Warranty & Completion ☯

Project Team ☯

Design Offer Accepted Date: 24/05/2019

Proposed Design Scope Received Date: 28/05/2019

Design Information Due Date: 26/06/2019

Design Information Issued Date: 12/06/2019

Design Information Type: Standard

Submitted Designs

Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
SC-13500 - Submission - 01	03/06/2019	Initial	18/06/2019		Design Review	No	View Details

Project Design Tab – Resubmission & Certification

20. Ausgrid will respond with review feedback, or with certification information via email, as per the current process. The Submitted Designs table will be updated accordingly.
21. Resubmissions will follow the prior process via new submission rows in the Submitted Designs table, and repeat until a submission is certified.

Submitted Designs

Name	Design Submission Date	Submission Reason	Design Response Due Date	Design Response Date	Design Status	Certified?	Select
SC-12532 - Submission - 02	09/05/2019	Rectify Non-Conformance	23/05/2019	09/05/2019	Response Sent	Yes	▼
SC-12532 - Submission - 01	09/05/2019	Initial	23/05/2019	09/05/2019	Response Sent	No	▼

In this example submission 2 is certified

What's next

- You will receive your [invite](#) to the portal in the next 2 weeks.
- [Register](#) using invite link and the process outlined prior to July 1.
- Business go-live is [July 1](#).
- Use the portal for all [new projects](#) and any in progress projects that we notify you of.

Thank you

