

Outage Request Process for ASP1

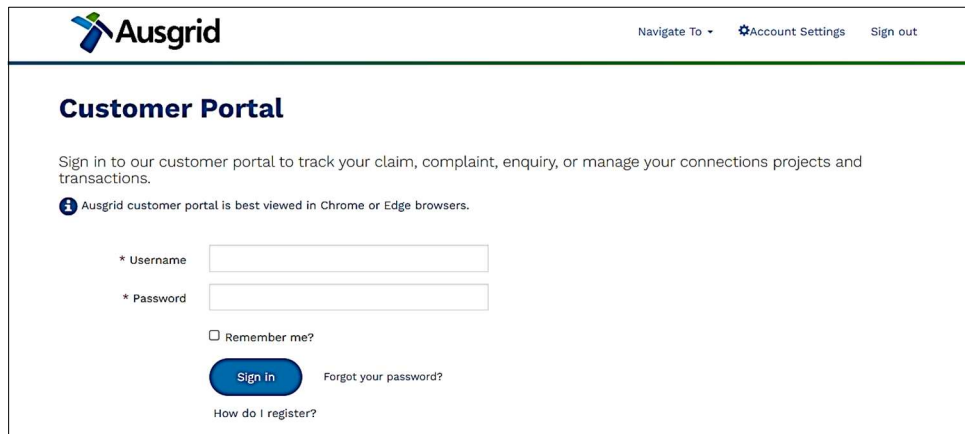
Purpose Submission of an outage request via Ausgrid Customer Portal

Applies to Accredited Service Provider 1(ASP1)

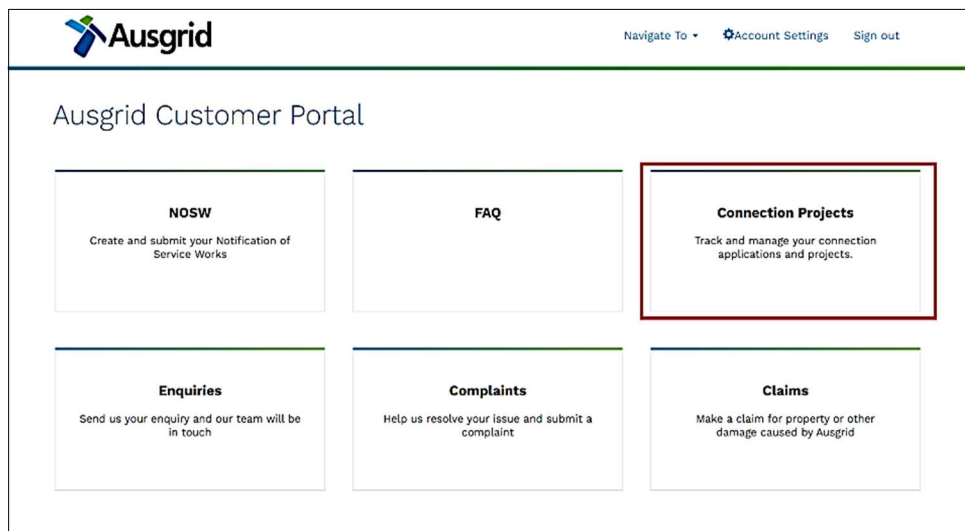
Before you begin Ensure you have access to the Ausgrid Customer Portal

Procedure **Step 1: Access the Ausgrid Customer Portal**

- a. Access Ausgrid Customer Portal via this URL <https://services.ausgrid.com.au/Signin>
- b. Log in and access Connections Projects.



The screenshot shows the Ausgrid Customer Portal login page. At the top left is the Ausgrid logo. At the top right are links for 'Navigate To', 'Account Settings', and 'Sign out'. The main heading is 'Customer Portal'. Below this is a sign-in instruction: 'Sign in to our customer portal to track your claim, complaint, enquiry, or manage your connections projects and transactions.' A note indicates the portal is best viewed in Chrome or Edge browsers. There are input fields for '* Username' and '* Password', a 'Remember me?' checkbox, a blue 'Sign in' button, and a 'Forgot your password?' link. A 'How do I register?' link is at the bottom.



The screenshot shows the Ausgrid Customer Portal dashboard. At the top left is the Ausgrid logo. At the top right are links for 'Navigate To', 'Account Settings', and 'Sign out'. The main heading is 'Ausgrid Customer Portal'. Below this are six tiles: 'NOSW' (Create and submit your Notification of Service Works), 'FAQ', 'Connection Projects' (Track and manage your connection applications and projects), 'Enquiries' (Send us your enquiry and our team will be in touch), 'Complaints' (Help us resolve your issue and submit a complaint), and 'Claims' (Make a claim for property or other damage caused by Ausgrid). The 'Connection Projects' tile is highlighted with a red border.

Step 2. Navigate to Project

- a. Ensure ASP1 Projects is selected. Search the relevant project in the search bar.

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form	
		19 GWANDALAN - PENINSULAR DR	LOT 414 PENINSULAR D, GWANDALAN - PENINSULAR DR	Closed			▼
		1900082362 NORTH SYDNEY	88 WALKER STREET, NORTH SYDNEY, 2060	Application Assessment			▼
	Richard Crookes Constructions Pty Ltd	1900098307 ARNCLIFFE	233 PRINCES HIGHWAY, ARNCLIFFE, 2205	Private Installation		88245	▼
		1900102071 CAMERON PARK	1/309 GEORGE BOOTH DRIVE, CAMERON PARK, 2285	Private Installation		150382	▼

- b. Navigate to the chevron on the right and select "View Details"

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form	
	ARA Electrical High Voltage Services Pty Ltd T/as Transelect (L1)	AN-21878 DURAL	TAYLORS ROAD, DURAL, 2158	ASP1 Connection/Relocation Offer		179959	▼ View Details

- c. This will take you to the project "Summary" page

Customer Reference	Associated Project	Site Address Details
-	-	TAYLORS ROAD, DURAL 2158, NBN FTTC - 2DUR-23-03
Project Name	AE Notification	Project Description
AN-21878 DURAL	-	-
Project No.	AP Notification	Web Form Number
AN-21878	-	179959

Summary

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

Customer Reference	Customer Project Description
-	-
Application - Received Date	Assessment Application Response Due Date
24/11/2020	-
Assessment Outcome	Application Outcome - Response Date

- d. Navigate to the left-hand menu and select the "Outages" tab and click the "Create Outage Request" Button.



Step 3. Complete outage request form

- a. Fill in the required details. The mandatory fields are marked with an *
You will be required to complete the following:

PART A

- **Name*** Project name and suburb, example AN-21878 DURAL
- **Associated Projects** information *self populates based on the project accessed.*
- **Proposed Outage start and end date*** You will need to select date and time of requested outage. The End date must be after the Start date.
You can select the time by clicking the blue clock at the bottom of the monthly calendar.
- **Description*** Please provide a short description of the outage request.

b. Click "Save" and continue

This will create a draft outage request; the form will refresh, and the rest of the form will become available

PART B – Outage Period

Part B - Outage Period

If proposed works are outside of normal business hours (WONBH), please provide justification.

Where WONBH are proposed due to Road Occupancy License (ROL) requirements, a copy of the ROL has been attached

–▼

Where WONBH are proposed due to commercial customer impacts, evidence of commercial customer consultation has been attached

–▼

If you select yes to either of the bottom two questions you will be prompted to upload the requirement documents.

Where WONBH are proposed due to Road Occupancy License (ROL) requirements, a copy of the ROL has been attached

Yes▼

[Upload ROL Document/s](#)

Where WONBH are proposed due to commercial customer impacts, evidence of commercial customer consultation has been attached

Yes▼

[Upload WONBH Document/s](#)

PART C – Switchboard onsite/Proof of arrangement for third party asset transfers

Part C - Switchboard on site / Proof of arrangement for third party asset transfers

For substation and direct distributor commissioning - The switchboard has been installed in the final location on site

 ▼

For final electrification outages – Proof of arrangement has been provided for third party asset removals / transfers from Ausgrid poles

 ▼

Appropriate paperwork has been submitted for all ASP Level 2 works

 ▼

Customer Electrician Name

Customer Electrician Contact Number

PART D – Outage Scope, Isolation details and LV Scope

Part D - Outage Scope and Isolation Details

Voltage

-Select or search options

HV Scope

-

LV Scope (Including Streetlighting)

De-energised

-Select or search options

Energised

-Select or search options

De-energised Scope

-


Energised Scope

-

PART E – Diagram

If you click diagram attached, you will be prompted to upload documents.

Part E - Diagram

 Diagram of intended works has been attached to this request

[Upload Diagram Document/s](#)

PART F – Outage Contact Details

Part F - Outage Contact Details

Outage Site Lead Name	Outage Site Lead Contact Number
<input type="text" value="-"/>	<input type="text" value="Provide a telephone number"/>
Notification Officer Name (ASP1Xi authorised)	AEC Authorisation Number
<input type="text" value="-"/>	<input type="text" value="-"/>

Note: Outage Site Lead Name and Contact number will be provided to contact centre and customer.

PART G – Earthing/Shorting Declaration

Part G - Earthing / Shorting Declaration

I have suitably trained and authorised staff to perform erection and removal of all required Access Permit Earths and Working Earths

I have suitably trained and authorised staff to perform erection and removal of all required LV shorts

I have suitable equipment to perform erection and removal of all required LV shorts

PART H – Statement by ASP

This is a mandatory field *

Part H - Statement by ASP

2. All known major electrical and safety defects have been rectified

3. An authorised access permit recipient will be present on-site to accept relevant permits on the day of the outage

4. If the works are planned for or extended into 'Work outside normal business hours, extra fees will be raised as per Ausgrid's Connection Policy – Connection Charges.

5. All necessary ASP Level 2 paperwork (e.g. NOSW, CCEW) has been submitted to Ausgrid and an Energy Contract is in place where required.

I acknowledge by submitting this Outage Request form, that to the best of my knowledge, the above information is accurate *

DOCUMENT UPLOAD

Any additional document can be uploaded here

Documents

[+ Add files](#)

There are no folders or files to display.

Step 4. Save draft or submit outage

Once you have ticked Part H, you can either save draft request or submit outage request

- **Save Draft** – Outage request is saved in “Draft” status. The request can be viewed and updated multiple times before submission
- **Submit Outage** – Once you select “Submit”, the request details cannot be edited or updated

Save Draft Request

Submit Outage Request

Once you have submitted an Outage request the details will be reviewed by Compliance Officers/Data Maintenance/Connections team.

You will receive an automated email notification from NoReply@ConnectionProjects.com that will advise you of the outcome and direct you to the Ausgrid Customer Portal

Step 5. Upload documents against outage request

View the details of the outage request via the Ausgrid Customer Portal. Go to 'Document Categories'. This section is visible when a document is nominated

The screenshot shows a section titled "Document Categories" with two blue buttons: "Upload Document/s" and "Submit Document/s". Below the buttons is a table with the following columns: "Document Category", "Status Reason", and "Created On".

- a. Click "Upload Document/s"
- b. The drop down will indicate the required documents for submission. Select and upload each file

The screenshot shows a dialog box titled "File Upload for Document Categories". It has a "Require Documents" dropdown menu with "Pole, Pillar, SL Data Sheet" selected. Below the dropdown is a "Choose files" button and a "No" button. An "Upload Selected Files" button is also visible. A "Close" button is at the bottom right.

- c. Select files to upload, multiple files can be uploaded for a document category
- d. Click "Upload Selected Files"

The screenshot shows the same dialog box as above, but now the "Choose files" button is highlighted in yellow and shows "3 files" next to it. The "Upload Selected Files" button is also highlighted in yellow. The "No" button is no longer visible. The "Close" button is at the bottom right.

- e. Once all documents are uploaded, click Submit Documents. This will notify Compliance Officers/Data Maintenance team/Connections team of the document submission for their review.

Outage Request Process for ASP1

Document Categories

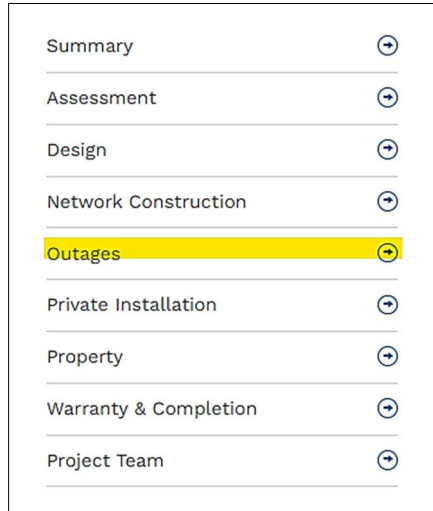
[Upload Document/s](#) [Submit Document/s](#)

Document Category	Status Reason	Created On	
TEI Sheet	Submitted	27/09/2023 9:23 PM	▼
SAO Diagram	Submitted	27/09/2023 9:22 PM	▼
Pole, Pillar, SL Data Sheet	Draft	27/09/2023 9:22 PM	▼

Step 6. Review outcome of document submission

You can log into the Ausgrid Customer Portal to check the outcome of the Document submitted.

- a. Navigate to the portal, log in and select the "Outages" tab. You will see a list of Submitted and Draft requests that you can access



The screenshot shows the 'Outages' page interface. On the left is a navigation menu with 'Outages' selected. The main content area features a 'Create Outage Request' button and a table with the following data:

Scope	Outage Type	Proposed Outage Date	Scheduled Outage Date	Status	Created On	Select
AN-21878 DURAL 24102023		06/11/2023 7:47 AM		Draft	24/10/2023 7:53 AM	▼ View Details
AN-21878 DURAL 23102023 SIT Dep	Electrification	25/10/2023 8:18 PM		Submitted	23/10/2023 8:18 PM	▼

If the Nominated Document category is Rejected, you will receive an automated email notification from NoReply@ConnectionProjects.com and be required to resubmit rejected documentation.

Document Categories

[Upload Document/s](#) [Submit Document/s](#)

Document Category	Status Reason	Created On	
SAO Diagram	Approved	23/10/2023 8:44 PM	▼
TEI Sheet	Approved	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:25 PM	▼

< 1 2 >

- b. View details of the Rejected document to see status reason and feedback

Document Categories

[Upload Document/s](#) [Submit Document/s](#)

Document Category	Status Reason	Created On	
SAO Diagram	Approved	23/10/2023 8:44 PM	▼
TEI Sheet	Approved	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:26 PM	▼ View Details
SAO Diagram	Rejected	23/10/2023 8:25 PM	Edit

< 1 2 >

Edit

Outage Request Name

AN-21878 DURAL 23102023 SIT Dep

Status Reason

Rejected

Approval

Feedback

- c. Review comments and re-upload documents as required, refer to step 5.

What do I do if...

For help with the accessing the Ausgrid Customer Portal click [here](#)

FAQs

Q. I cannot see my project in the Ausgrid Customer Portal.

A. Ensure you have selected the correct project view (ASP1).

Q. I have forgotten my log in or password.

A. You can reset your password [here](#). If you have forgotten or have issues with your username, contact the Connections Support team on 02 4399 8099 or contestability@ausgrid.com.au