

What is changing

We are simplifying the connections process by advancing the pre-construction meeting to the Design stage, starting the ASP1 tender process earlier.

01

What this means for you

These changes aim to expedite project timelines, reduce re-design work and help minimise delays. We are introducing automated notifications for timely reminders to help you submit necessary documents on time.

02

Where these changes apply

These changes apply to Contestable Connections within Ausgrid's service area. The new design statuses, Ready for Tender (RFT) and Ready for Construction (RFC), will be used to ensure designs are more accurate and constructable before moving forward.

03

Why are we doing this

We are making these changes to address pain points identified by customers, Accredited Service Providers (ASPs), and employees over the last three years. Our goal is to create an easier, faster, better value connections experience for everyone involved.

04

When will these happen

The changes are planned to be launched on 13 September 2024. Further information will be shared as we approach the implementation date.

05

Customer Connections

We are making improvements to our service delivery for our connecting customers



We value your feedback and comments. If you have any questions, please connect with your Ausgrid representative or contact us through [✉ Connex@ausgrid.com.au](mailto:Connex@ausgrid.com.au)