

## Quick Reference Guide: Pre-Construction Meeting Request Process for ASP1

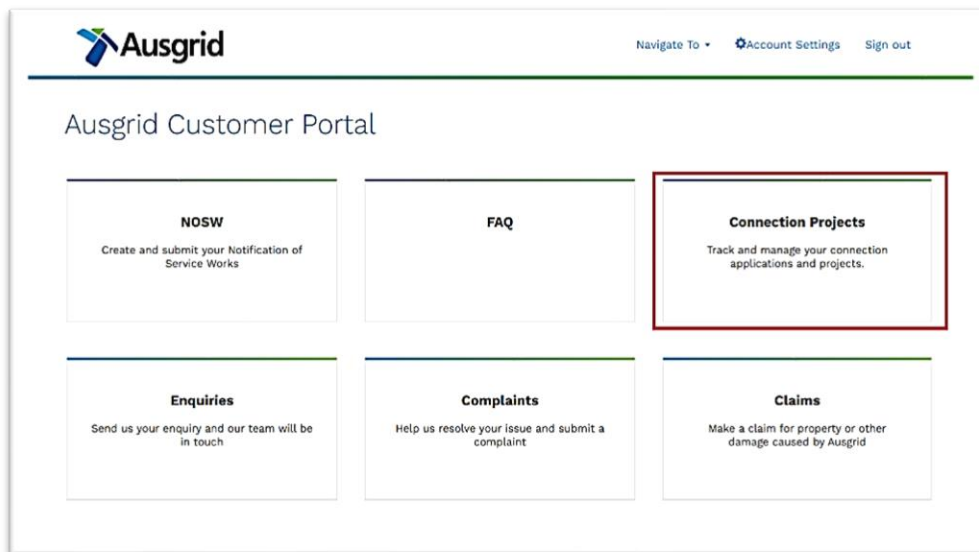
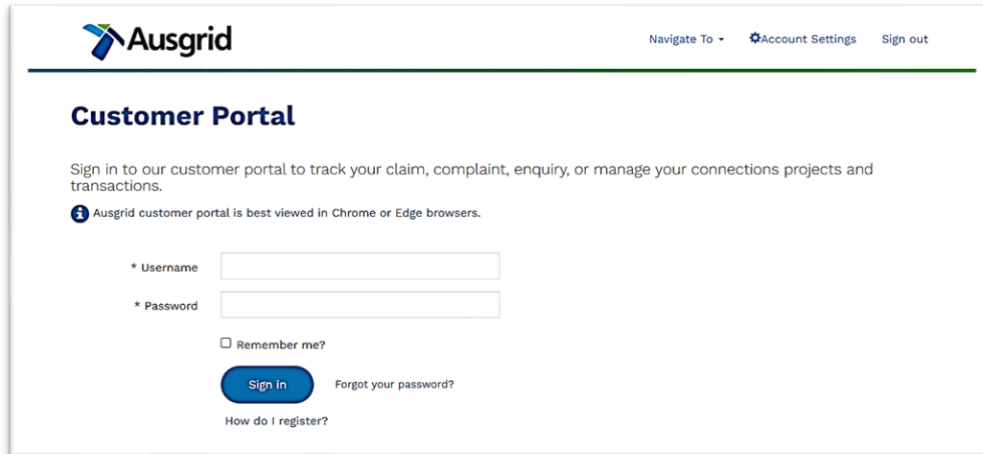
**Purpose** Submission of Pre-Construction Meeting request via Ausgrid Customer Portal

**Applies to** Accredited Service Provider Level 1 (ASP1)

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

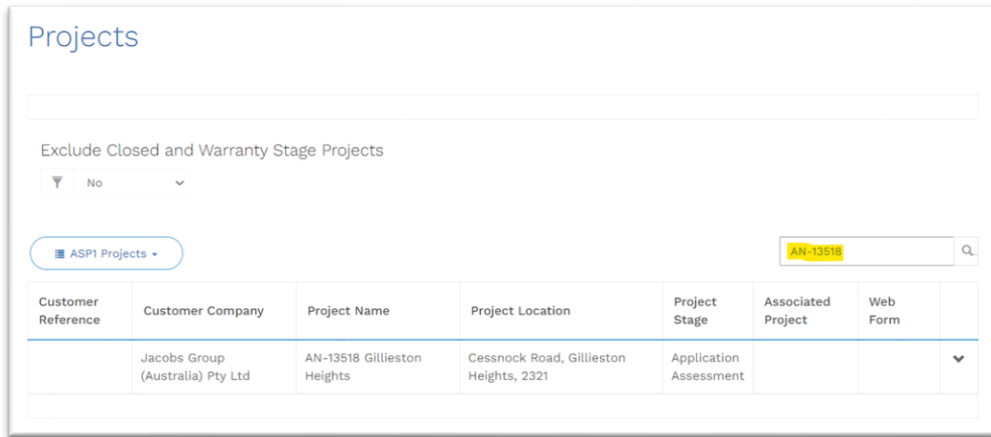
### Step 1: Access the Ausgrid Customer Portal

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

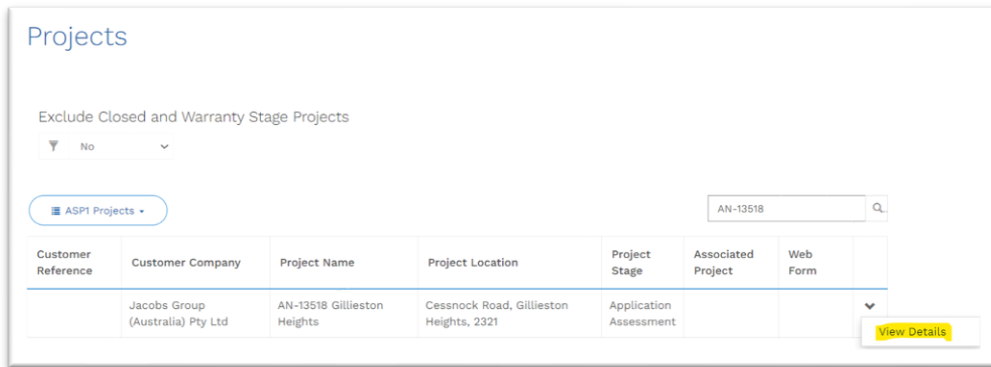


### Step 2. Navigate to Project

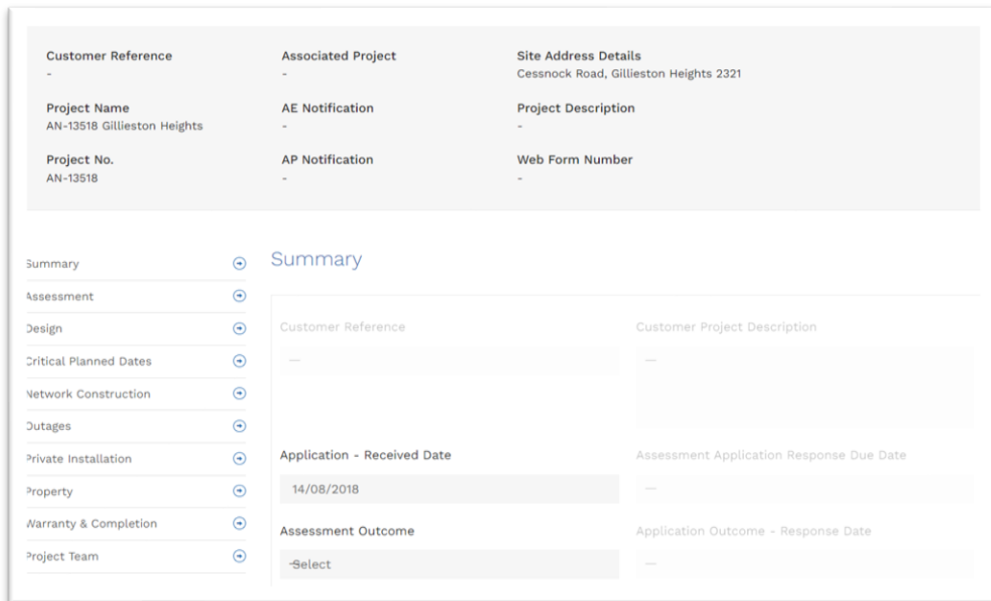
- a. Ensure ASP1 Projects is selected. Search the relevant project in the search bar.



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



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



- d. Navigate to the left-hand menu and select the "Network Construction" tab and click the "Create Inspection" Button.

Name	Milestone Inspection Type	Milestone Inspection Proposed Start	Milestone Inspection Proposed Finish	Status	Select
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### 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:
- **Name\*** information *self populates based on the project name, example AN-13518 Gillieston Heights*
  - **Milestone Inspection Type\*** information *self populates as Pre Construction*
  - **Milestone Inspection Proposed Start\*** You will need to select date and time of pre-construction meeting.  
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 meeting request.
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The screenshot shows a web form titled "Create Milestone Inspection". The form has the following fields and elements:

- Name \***: Text input field containing "AN-13518 Gillieston Heights".
- Milestone Inspection Type \***: Dropdown menu with "Pre Construction" selected.
- Status**: Dropdown menu with "-Select" selected.
- Description \***: Text area.
- Date**: Date picker showing "DD/MM/YYYY h:mm A". A calendar pop-up is open for July 2024, with the 17th selected.
- Save**: A blue button at the bottom left.

b. Click "Save".

This will create a draft milestone inspection; the form will refresh, and the save and submit button will be available at the bottom.

c. Click "Save and Submit"

The screenshot shows the bottom portion of the form, including:

- Upload documents and/or notes**: A button with a document icon.
- Save and Submit**: A blue button.

This will submit the milestone inspection for pre-construction.

- Once you have submitted the Milestone Inspection for pre-construction, an approval request will be sent to the Network Connection Coordinator (NCC) and Contestable Project Coordinator (CPC) with meeting details.
- An email notification with the request will be sent from [flow-noreply@mirosoft.com](mailto:flow-noreply@mirosoft.com) that will request the NCC and CPC to approve or reject the meeting request.
- Once the meeting request is approved by an NCC, an appointment will be created for the pre-construction meeting.

Note: ASP1 should agree on a date with the NCC and CPC for the pre-construction meeting, prior to submitting the request. This will reduce the occurrence of rejected meeting requests.

If the request is Rejected by an NCC, you will receive an automated email notification from [CRM-no-reply@ausgrid.com.au](mailto:CRM-no-reply@ausgrid.com.au) and will be required to create a new Milestone Inspection Request and submit.

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### **What do I do if...**

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

### **Frequently Asked Questions (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](mailto:contestability@ausgrid.com.au)