

RE-ENERGISATION – RECONNECTION MATRIX



NOTE: SOMEONE OVER THE AGE OF 18 MUST BE ADVISED TO BE ON SITE FOR ALL RECONNECTIONS

RE-ENERGISATION STATUS	B2B SERVICE ORDER TIMEFRAMES	SERVICE TIME	DESCRIPTION	KEY POINTS
POWER IS OFF - MSATS	All areas for future dates	ANYTIME/ BUSINESS HOURS	Anytime/Business Hours Re-energisation requests – Ausgrid will guarantee to reconnect on scheduled date.	<ul style="list-style-type: none"> • MSATS SHOWS POWER OFF - this will generate a reconnection request. • Every reconnection service order must include the customer's name & contact number. The customer or someone over the age of 18 must be on site for reconnection to proceed.
	All areas for same day reconnection – retailer must send request BEFORE 3PM AEST Mon-Fri (excluding Public Holidays)	ANYTIME/ BUSINESS HOURS	Anytime/Business Hours Re-energisation – if received before 3pm AEST Mon-Fri (excluding Public Holidays) they will be processed as a guaranteed same day service.	<ul style="list-style-type: none"> • No Access - If Ausgrid is unable to access the site, the customer will be left a card advising to contact their retailer. A new service order is required. • Reconnected – Main Switch off – The customer is left a card with instructions stating supply reconnected and main switch off. The card will direct any customer who is unable to operate their main switch to contact their retailer. A new service order is required with Power Off in the special instructions.
	All areas for same day reconnection – request received AFTER 3PM AEST Mon-Fri or at any time on a weekend or Public Holidays	ANYTIME/ BUSINESS HOURS	Anytime/Business Hours requests received between 3-4pm will be rejected on the day. Service orders received after 4pm Monday to Friday, Weekends or public holiday will be rejected on the next business day.	<ul style="list-style-type: none"> • Ausgrid treat Anytime Service Orders the same as Business Hour Service Orders. • Business hours are between 8am and 5pm – the Service Order must be received by 3pm for same day reconnections. • Please DO NOT call to get permission to raise a same day Business Hours reconnection.

	<p>All areas Non-Business Hours received AFTER 3PM AEST Mon-Fri or at any time on a weekend or Public Holiday Weekends and Public Holidays</p>	<p>NON- BUSINESS HOURS</p>	<p>Non-Business Hours for all dates will be completed outside of Business Hours for an After Hours Fee</p> <p>Weekend/Public Holidays - Re-energisations must be raised as a "Non-Business Hours" request.</p>	<ul style="list-style-type: none"> • ALWAYS SUBMIT YOUR SERVICE ORDER BEFORE CONTACTING AUSGRID • After 4pm AEST Mon-Fri and 8am-9:30pm AEST Sat-Sun, please contact Ausgrid's B2B number 02 7253 7558 to confirm receipt of your service order and capacity to perform the reconnection. • At this time Ausgrid will confirm if there is capacity to perform the reconnection. • If Non-Business Hours Re-energisations are unavailable due to increased network activity, an email will be sent to retailers.
<p>POWER IS ON - MSATS (CUSTOMER ADVISES POWER OFF)</p>	<p>AS ABOVE</p>	<p>AS ABOVE</p>	<p>AS ABOVE</p>	<ul style="list-style-type: none"> • If a customer indicates that there is no power at the site, the retailer request must show NO POWER, Customer Name, Contact Number in SPECIAL INSTRUCTIONS