

Below you will find information about Ausgrid's transition from postal notifications to SMS notifications for planned power outages.

### Key messages

1. Ausgrid is moving to SMS as the primary form of notification for planned power outages, replacing the previous method of SMS and printed postal notifications.
2. SMS notifications keep our customers informed in a convenient and timely way, giving customers more time to plan around planned outages.
3. Energy retailers will provide Ausgrid with customer mobile numbers so that they can be informed about outages in their areas.
4. Customers should make sure their contact details are up to date and ensure they have registered their phone number with their energy retailer via their online account.

### FAQs

#### What is happening?

From August 2023, Ausgrid will use SMS as the default method for notifying customers of upcoming planned power outages, replacing the previous method of combined SMS and postal outage notifications.

#### When will Ausgrid send planned outage SMS notifications to customers?

Ausgrid will send an SMS notification to the primary account holder of each household as well as any additional registered mobile phone numbers at least four (4) business days prior to a planned power outage. A reminder SMS notification will be sent around 9AM the day before the planned outage. An SMS notification will be sent if a planned outage is cancelled.

Please note that Ausgrid will continue to send planned power outage notification letters to customers who are registered as using life support equipment (in addition to SMS) and to customers who have not provided their energy retailers with a valid mobile phone number.

#### Why is Ausgrid removing postal notifications?

Our customers have told us they prefer the convenience and timeliness of SMS notifications for planned power outages. Additionally, stopping postal notifications will help Ausgrid become a more sustainable business by reducing carbon emissions from printing, postage and transport.

#### When will this transition happen?

The transition will begin in late August 2023. Marketing activities to inform customers of the transition will begin in early August 2023.

#### Can customers register additional numbers to receive planned outage SMS notifications?

Customers wishing to register additional phone numbers to receive SMS outage notifications can do so via their energy retailer. Phone numbers are registered to each address individually; customers looking to be notified of planned outages for multiple premises will need to register a phone number for each address.

#### How does Ausgrid have customer phone numbers?

The Australian Energy Market Operator (AEMO) [B2B Procedure Customer and Site Details Notification Process](#) governs how we receive customer data from their energy retailer for the purpose

of notification of essential services. In some circumstances we collect personal information directly from the customer or from a third-party service provider.

**Will the customer's number be protected?**

Yes. Ausgrid takes reasonable steps to ensure that personal information held by us is secure from risks of loss or unauthorised access and disclosure. Our IT systems require user authentication and we use firewalls and encryption.

Ausgrid also does not sell personal information to third parties. However, in certain circumstances described in our [Privacy Policy](#), we may disclose customers' personal information to other people or entities.

**Why does Ausgrid schedule planned outages?**

Planned outages are necessary to replace aging equipment, conduct maintenance, or extend the network to connect new premises. This ensures we can keep providing a safe and reliable power supply to our customers. We mitigate the inconvenience as best as we can by providing notification a minimum of four (4) business days in advance and by keeping the interruptions as short as possible.