Ausgrid

Ausgrid Sign-In

FAQs for Home Property Owners & Residents



Learn more about how Ausgrid Sign-In, how it works, the benefits, and how to access participating services

One sign-in
Access participating Ausgrid services with one account

Enhanced security
Protect your account with MFA

Self-service
Update details and reset passwords yourself

1. What is Ausgrid Sign-In?

Ausgrid Sign-In is a secure identity service that provides a single sign-in experience across participating Ausgrid digital applications and services. It is designed to make it easier and more secure to access Ausgrid's online services using one account.

2. Why is Ausgrid introducing Ausgrid Sign-In?

Ausgrid Sign-In provides:

- A single sign-in across participating services
- Improved security through multi-factor authentication (MFA)
- A consistent experience across Ausgrid applications
- Self-service account management, including password resets and profile updates

3. Who should use Ausgrid Sign-In?

Ausgrid Sign-In is available to external users who access Ausgrid services, including:

- **Residential owners**
- Accredited Service Providers (ASPs)
- Electrical contractors
- Solar retailers
- Property developers
- Government agencies and councils
- Agents, brokers and legal representatives

Need help?

For assistance with registration, sign-in or account access, contact **Ausgrid Customer Care.**

Customer Care 13 13 65
Mon to Fri 9am to 4:30pm

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4. What services can I access using Ausgrid Sign-In?

Ausgrid Sign-In provides secure access to participating Ausgrid online services. Home, property owners and residents may use Ausgrid Sign-In to access Ausgrid Connect, where eligible customers can manage connection applications and projects, upload documents, track progress and communicate with Ausgrid.

5. What do I need to do?

If you receive an activation email from Ausgrid, follow the instructions to:

- Activate your Ausgrid Sign-In account
- Set up a password
- Enter your mobile phone number
- Configure multi-factor authentication (MFA)

Otherwise, you can select **Sign up** from the Ausgrid Sign-In page and follow the registration instructions.
Once activated, your account will be ready to use with participating Ausgrid services.

6. How can I create and safely store a strong password/passphrase?

Ausgrid recommends using a passphrase made up of four or more random words, for example RedHouseSkyTrain1. Passphrases are easier to remember and harder to guess. If you need to manage multiple passwords, consider using a password manager to securely store them.

7. Where can I get help?

Check out the self-serve resources on the **Ausgrid Sign-In** about page. You can also contact Customer Care on 13 13 65, Monday to Friday, 9am – 4:30pm.

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