

General Information

12 May 2025

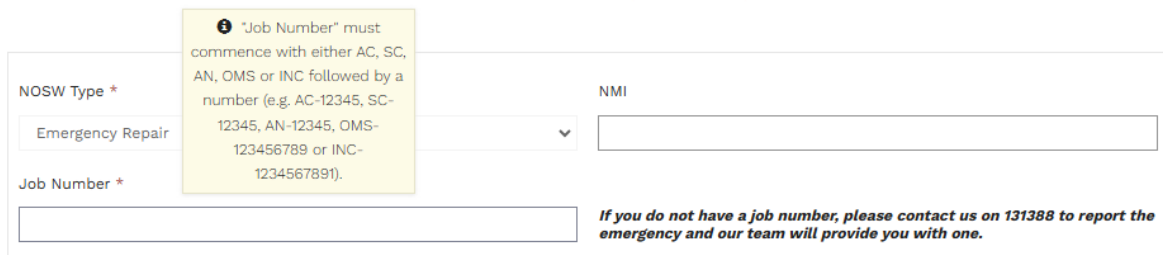
Dear ASPs,

Ausgrid have recently updated their system, which will now generate "INCIDENT" (Inc) job numbers for Emergency Contestable Service Works, previously known as the OMS Number.

The Job Number field on the Emergency Repair NOSW form has been updated to also accept Incident Numbers.

Hovering over the Job Number field, will display all the permissible entries for this type of NOSW:

Submit Notification of Service Work (NOSW)



The screenshot shows a form with the following fields and a tooltip:

- NOSW Type ***: A dropdown menu with "Emergency Repair" selected.
- Job Number ***: An empty text input field.
- NMI**: An empty text input field.
- Tooltip**: A yellow box with an information icon containing the text: "Job Number" must commence with either AC, SC, AN, OMS or INC followed by a number (e.g. AC-12345, SC-123456789 or INC-1234567891).
- Footer text**: "If you do not have a job number, please contact us on 131388 to report the emergency and our team will provide you with one."

Validate

The process for emergency customer service work remains unchanged and as per ES4, 10.4:

Failure to submit the NOSW within the required time is in breach of the ASP's authorisation.

ASPs should also be aware that, prior to carrying out any contestable service work, a Connection Application form must be submitted to Ausgrid to obtain an installation job number (excluding emergency works).

For emergency works, the ASP is responsible for contacting Ausgrid's emergency line at 13 1388 prior to commencing any work. The ASP can request an "INC" number to use as the job number for the emergency repairs. An "Emergency NOSW" can then be submitted for the work.