

ASP General Information

Service Installations and Compliance

Alert Number: GI20_23

1 December 2023

Subject: Additional Improvements to Outage request and Private installation processes

This General Information Notice (GI) is to notify ASP1s, ASP2s and Electrical Contractors, of additional improvements to the process of submitting Outage Requests, which are now live and available via the Ausgrid Customer Portal. This can be accessed from the Ausgrid site at <https://services.ausgrid.com.au/SignIn>. This relates to Contestable projects and follows the communication GI19_23, subject: *Launch of Outage request and Private installation process improvements* issued November 6, 2023.

Following the launch of these improvements on November 6, 2023, we have received valuable feedback from the ASP community that have been recognised as key enhancements to uplift the Connections experience. We appreciate the insights shared and would like to advise your feedback has informed these additional improvements.

Improvements to the Outage Request Process for ASP1s

The following improvements apply to all new Outage Requests and any current requests in a “Draft” and or “Rejected” status. These updates include:

- The “Project Name” field will auto-populate with the Project Name and timestamp as the unique identifier for all new Outage Requests. This field will also allow you to override the auto-populated information with an alternative naming convention for your Outage Request whilst this is in a “Draft” status only. Please note, once the Outage Request is submitted you are unable to make any further changes to the Project Name.
- The system-generated emails will include the “Project Name” in the title and contain relevant body text and a link to the Project Outage details for access in the Ausgrid Customer Portal. For any rejected Outage Requests, email notifications will not contain specific information relating to the rejection reason. This is under review and any further improvements will be part of future enhancements.
- The proposed start date of an Outage Request in a “Draft” status can be edited at any time. This field will be inactivated once the Outage Request is submitted.
- Once all documentation is uploaded to the Ausgrid Customer Portal and you select “Submit” a confirmation window will appear on your portal screen, requesting confirmation of submission. Once confirmed, an automated acknowledgement will be displayed advising of successful document submission.
- Part F of the Outage Request has been corrected to reflect the AUP title.

Improvements to Private Installation documentation for ASP2s and Electrical Contractors

The following improvements apply to the upload of documentation for any current or future requirements. These updates include:

- The system-generated emails will include the “Project Name” in the title and contain relevant body text and a link to the private installation inspection document upload requirement to access the Ausgrid Customer Portal.
- The [Installation Inspection Appointment Checklist](#) and the [Ausgrid Switchboard Compliance Statement](#) can now be downloaded from the Ausgrid website removing the need to contact the Ausgrid Resolution Support team for these documents.
- As a reference, a ‘[Six Easy Steps](#)’ process guide has been developed to assist with the navigation of the Private installation documentation process.

Document submission verification process

When you upload any documentation to the Ausgrid Customer Portal, please be aware of a potential delay while the documents are being scanned. There may be a delay to the document uploading process of between 1-2 minutes and this is dependent on your internet speed. Once the upload is successful, a confirmation window will appear on your portal screen.

A quick reminder, can you please ensure a Project Manager is nominated within the Customer Portal so the Ausgrid system generated emails are sent to the recipient.

We would like to thank you for your continued support.

Regards,

Service Installations & Compliance and Data Maintenance – Ausgrid