

25 June 2026

This notice is to inform ASP Level 2s working on the Ausgrid network that a Request for Dispensation Form is available for situations where work cannot be carried out in full compliance with the current **Service and Installation Rules of NSW (SIR)**.

- Site conditions or constraints prevent compliance with standard specifications;
- Technical or design limitations necessitate an alternative approach; or
- Exceptional circumstances warrant a variation from the prescribed rules.

Important Requirements

- Submission of a dispensation request does not guarantee approval.
- Each application will be assessed on a case-by-case basis by Ausgrid.
- Adequate supporting information must be provided, including:
 - Description of the proposed variation
 - Reasons for non-compliance
 - Supporting drawings or documentation
 - Photos of the affected site
- You must attach a copy of your approved dispensation request to the relevant Notification of Service Work (NOSW). If a copy is not included, a Non-Conformance Notice may be issued and full reinspection fees may apply.

Request for Dispensation

Applicant Details

Date _____ AUC / Contractor # _____ Phone _____
Applicant Name _____
Email Address _____
Site Address _____

Dispensation Request

Service and Installation Rules of New South Wales Clause _____
Details of dispensation request _____

Please send your completed request for dispensation and all relevant documents (photographs, site drawings) via email to inspectors@ausgrid.com.au.

Review of Dispensation Request - to be completed by Ausgrid only

Date _____ Dispensation has been ☐ Approved ☐ Not approved
Name _____ Signature _____ Position _____
Comments _____

Please make sure to **attach a copy of this approved dispensation request to the relevant Notification of Service Work (NOSW)**. If a copy is not included, a Non-Conformance Notice may be issued and a full reinspection fee may apply.

This dispensation applies only to the installation described in this dispensation request. It cannot be used for any other installation or work.

If Ausgrid receives information that differs from what was provided in this request, the dispensation may be withdrawn for safety reasons. Any costs required to bring the installation back into compliance would then be the responsibility of the relevant party.

Contacting us

- Connections Support **02 8659 6498**
Monday to Friday 8am to 3pm
- Emergencies **13 13 88** (available 24/7)
- For more information visit ausgrid.com.au/connections

Thank you for your cooperation and continued commitment to safety and efficiency in our network operations.