

ASP General Information

Service Installation and Compliance

Alert Number: GI05_24

20 March 2024

Subject: Bushfire and Vegetation Risk Mitigation Defect Notice

Ausgrid have a Bushfire Program that sees inspections undertaken of private mains and assets. The result of these inspections may result with a customer receiving a “Bushfire and Vegetation Risk Mitigation Defect Notice” which will inform the customer of the nature of the defect on their property.

This notice outlines to a customer the nature of the defect on their property and that they have 30 days to contact Ausgrid to inform us that they are either undertaking the repairs or would require disconnection. The notice also informs the customer that if the repairs are to be undertaken the customer has 60 days from the date of issue to have the defect completed and the appropriate paperwork submitted to Ausgrid.

What is required from the ASP2

Should the rectification work require an ASP2, an “Application for Alteration” will produce the job number to be used for the submission of their NOSW. These repairs are not to be treated as an emergency.

If an inspection does identify an immediate risk on the day the customer will be disconnected from the Ausgrid network and a A460 “Customer Installation/Private mains Defect Report”. In this situation the ASP2 can submit an Emergency NOSW from the OMS number located on that document. This is as per GI03_22 issued 9 February 2022.

Example of Bushfire and Vegetation Risk Mitigation Defect Notice

Attached in this document is the front and back pages of the Bushfire and Vegetation Mitigation Defect Notice that a customer will receive. The front page will outline to the customer the “Required Works” that must be undertaken. This could be either a hardware defect, vegetation defect or a combination of both. Again, it needs to be noted that the customer has 60 days from the date of issue to have the defects completed and the appropriate paperwork submitted to Ausgrid.

The back page of the notice is a “Frequently Asked Questions” section to assist the customer understand their responsibilities and outcomes.

Ausgrid
Service Installation & Compliance

Bushfire and Vegetation Risk Mitigation
Defect Notice
(Customer Copy)

Report No. **28501**



To: Owner or (customer's name) Meter number

Address/Location Nearest AG asset.....

Ausgrid has inspected your private electricity installation, including any power poles, overhead or underground powerlines, and has identified the following faults which require repair or rectification (the Required Work).

- This is a direction for vegetation management work under section 48 of the Electricity Supply Act 1995 (**S. 48 Direction**).
- This is a direction for Bushfire Risk Mitigation Work under section 53C of the Electricity Supply Act 1995 because your property is located within a Rural Fire Service designated bushfire-prone area (**Section 53C Direction**).
You must contact Ausgrid within 30 days of the date on this notice to notify us of your intention to complete the **Required Work**, or ask that we disconnect the property.

IF YOU ARE NOT THE OWNER OF THIS PROPERTY PLEASE FORWARD THIS NOTICE TO THE PROPERTY OWNER OR PROPERTY AGENT AS SOON AS POSSIBLE.

Required Work – You must arrange for the work below to be completed within **60 days of the date of this notice** (See over for further details).

- The **trees/vegetation** adjacent to the overhead line/s located do not have the required clearance m from the line/s and require trimming.
- The overhead / underground line/s located are damaged/ deteriorated and require repair/replacement
- The **Point of Attachment** where Ausgrid's overhead service line attaches to your private pole, house or building:
 - is damaged/unserviceable and requires repair/replacement.
 - does not have the required minimum ground clearance of metres.
 - does not have satisfactory access.
- The **poles** located require/s termite treatment / further inspection / replacement / or by a qualified person.
- The **crossarm** on the pole located at is damaged/ unserviceable and requires repair/replacement
- The **overhead line/s** located at **do not have the minimum safety clearance** to ground of metres and require retensioning/reconstruction.

Further details (if required)

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We require you to complete the Required Work to make your private electricity installation and our network safe. The Required Work must be completed in accordance with all applicable Ausgrid standards, which can be found at www.ausgrid.com.au/Common/Industry/Network-documentation/Network-standards.aspx

Reported by Date:/...../.....

How to contact Ausgrid

Please allow two business days from the date on this notice before calling Ausgrid on 13 13 65.

You must notify us of your intention to complete the Required Work or ask us to disconnect your premises **within 30 days** by emailing privatemains@ausgrid.com.au or telephoning 13 13 65.

Frequently Asked Questions

What should I do next?

You must respond to this direction within 30 days by calling Ausgrid on 13 13 65 or emailing privatemains@ausgrid.com.au – please wait two business days from the date on this notice before calling, to allow time for the results of the field inspection to be processed. If you ask us to disconnect your premises within 30 days of receiving this direction, you do not need to complete the Required Work.

The work must be completed within 60 days. If the defect notice relates to faults on your private electricity installation, you will need to engage a licensed electrician to carry out any repair work. If the defect notice relates to vegetation, you should engage a tree trimming contractor who is qualified to work around live powerlines. Learn more about how to find a contractor at ausgrid.com.au/privatepoles.

Contact with live wires can kill - do not attempt to carry out electrical repairs yourself or cut vegetation near an energised powerline

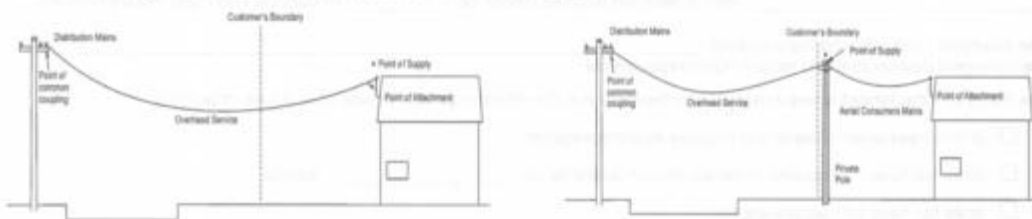
Why have I received this notice?

Ausgrid has power under the *Electricity Supply Act 1995* (NSW) to issue directions to customers to undertake work on vegetation or consumers' mains on their property that may create a risk of bushfire or a safety risk relating to Ausgrid's network. **Compliance with these directions is compulsory.**

Our officers carry out regular inspections across Ausgrid's electricity network, including private poles and overhead powerlines, to ensure the safety of customers, the community, our network and our staff.

Ausgrid has responsibility for maintaining and repairing its electricity network in the street. You own and are responsible for vegetation on your premises, and for maintaining the electricity installation on your property beyond the Point of Supply to Ausgrid's network (see diagram).

These are your consumers' mains, and may include underground cables, or overhead powerlines and power poles. These are also known as aerial consumers' mains, and include any pole-top fittings such as cross-arms and insulators. You are responsible for maintaining the installation including safety clearances from vegetation, structures or the ground.



What if I am only renting the property?

You will have received the direction because the letter is sent to the property address. If you are a tenant, you should forward the direction to the property owner, or your landlord, as soon as possible, and follow up until the matter is resolved.

What if I don't respond within 30 days?

If this is a Section 53C Direction and you do not respond within 30 days of receiving this direction, Ausgrid may carry out the works itself and recover the reasonable cost of doing so from you.

What if I don't complete the Required Work?

If this is a Section 53C Direction and you do not either ask us to disconnect your premises within 30 days of receiving this direction or tell us that you will do the Required Works within 30 days and complete the Required Works within 60 days of receiving this direction, Ausgrid may carry out the works itself and recover the reasonable cost of doing so from you (see "How much will it cost?" below).

If this is a Section 48 Direction and you do not do the Required Works within 60 days of receiving this direction, Ausgrid may carry out the works itself and recover the costs of doing so from you.

How much will it cost?

An estimate of costs associated with common repairs and vegetation removal can be found at ausgrid.com.au/repaircosts. You can find more information at ausgrid.com.au/privatepoles.

What if I can't get the work done in the time Ausgrid has allowed?

Depending on the severity of the defect, Ausgrid may extend the period for compliance with this direction. You should contact Ausgrid on 13 13 65 to discuss your options if you require more time to perform the Required Work.

What if I can't afford to pay for the work?

Ausgrid has a hardship policy and payment plans to assist customers who experience difficulty paying for the cost of Required Work. You can find further details at ausgrid.com.au/hardship or telephone us on 13 13 65.

What if I don't agree with the contents of this direction?

You can contact Ausgrid on 13 13 65, or you can refer any dispute between you and Ausgrid about this notice, including the cost of performing the Required Work, to the Energy and Water Ombudsman NSW on 1800 246 545 or via www.ewon.com.au.