

ASP General Information Connections & Operations

Alert Number: **GI04_22**

14 March 2022

Subject: NOSW & Connection application charges for sites impacted by Flood

Dear ASP2s,

Some customers in Ausgrid's network area have had their premises damaged or destroyed in recent Floods. To minimise hardship for these customers, we will be waiving several connection and network charges for sites notified to us as impacted by Retailers and validated by Ausgrid with a field check.

NOSW charges

ASP2s are aware that the invoicing for NOSW charges is now automated in the online NOSW portal. If you are lodging a NOSW for a Flood impacted customer, you can choose the 'Emergency Repair' NOSW type which will be assessed manually, checked against Ausgrid's list of impacted sites and have the fee waived if appropriate. Ausgrid will confirm our action by email to you.

Please use the comments field to let us know you have carried out work for one of these customers and assist us by providing all connection information (Section C on the attached job aid). These questions are not mandatory for a routine emergency repair job, however, will be required for flood impacted customers, as Ausgrid needs to know how the site is connected to the network. If you prefer to, you can handwrite and attach the job aid form when you submit the NOSW. To enable the submission of the NOSW (in the instance you do not have a job number) please utilise 90000001 within the job number field for the submission of flood impacted emergency NOSW only.

Connection application fees

Applications to connect are submitted via our website. When you submit an application to connect on behalf of an impacted customer, please 'share' the application with datanorth@ausgrid.com.au when you reach the payment step. This will allow submission without a charge.

Disconnection / Reconnection Reimbursement

Ausgrid is providing support in the form of Reimbursement of up to \$600 for the costs charged by an ASP to a customer to disconnect and reconnect a property to enable inspections and/or repairs to the customer's electrical installation due to flood damage. Your customer will need to visit the Ausgrid website [Flood Assistance - Ausgrid](#) and follow the instructions.

Reimbursement schedule:

Small residential & commercial	1phase	\$300
Small residential & commercial	3phase	\$375
Large commercial (3phase above 200amps)	3phase	\$600

If you need any additional information, please contact the Connections Operations team on 02 4399 8099 between 7.30am and 4:00pm, Monday to Friday.

Ausgrid

Connections & Operations team

Ausgrid