

ASP General Information Connection Operations

Alert Number: GI14_22

13 July 2022

Subject: Ausgrid process for re-energising customers after flooding

Dear ASP2s,

Floods in Ausgrid's network area have damaged or destroyed the premises of some of our customers. Further to our recent notice about our flood assistance package (GI12_22), we wish to share additional information about our process for re-energising customer installations after flooding.

Ausgrid has successfully restored supply to most of our network, however we are aware that a large number of customer installations have been impacted by floodwaters.

We are advising customers not to turn power back on if their property has been impacted by flood waters and encouraging them to engage an electrical contractor to test and restore supply where possible.

Ausgrid will also be conducting inspections on customers premises in flood affected areas and, in some circumstances, we will be isolating customer premises where required for safety

Customers will need to engage ASP2's in some cases to complete repairs. 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.

Please see the attached flyer that will be made available to customers in affected communities.

This is a challenging time for our communities, and we appreciate your efforts to support them in recovering from these events

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

Ausgrid

Connection Operations Team

Getting the power back on at your property after flood waters

Safety must always come first when returning to your property

Always avoid entering flood waters. Never approach fallen powerlines, - stay at least 8 metres or 2 car lengths away - and call us on 13 13 88

We understand you need to get the power back on at your property as soon as possible to start clean-up activities.

- Flood damaged properties will need to be checked by a licensed electrical contractor before you switch power back on.
- Large electrical equipment located close to the ground, such as air conditioning units and pool pumps, may be damaged by flood waters.
- Do not switch back on until a professional inspection has taken place.

Getting the power back on after floods

While the power may have been returned to your area, the power to your property may have, or could be, turned off by Ausgrid for safety reasons.

If this occurs, you will have received a notice at your premises advising you of the need to get a licensed electrical contractor to make your site safe before you switch back on.

To get the power back on at your property, you will need to do the following:

1. Engage a licensed electrical contractor to test and inspect your property for safety and compliance. Provided the premises meets safety and compliance requirements, and no defects are identified, the electrical contractor is able to restore your supply.

In some circumstances you may need a Level 2 Accredited Service Provider (ASP2) to safely restore your energy supply. You will be advised by your electrical contractor if this is the case.

To find an ASP2, visit www.energysaver.nsw.gov.au/get-energy-smart/dealing-energy-providers/installing-or-altering-your-electricity-service.

2. Once power is back on, obtain a copy of the Certificate of Compliance for Electrical Work (CCEW) from your contractor. Your contractor will log this document with Ausgrid once they have completed the inspection and testing.

If you require assistance, call us on 13 13 88 or email enquiries@ausgrid.com.au.