

# ASP General Information Network Compliance & Authorisations

Alert Number: **GI02\_23**

27 February 2023

Subject: **Reporting Emergencies to Ausgrid**

This GI supersedes GI01\_16 Ausgrid Emergency Contact Numbers.

Level 1 ASPs are reminded of their responsibilities for reporting incidents when working on or near Ausgrid's network.

Ausgrid's [Electrical Safety Rules](#) (ESR) Clause 2.1 outlines the procedure for emergencies and reporting should an incident occur. This includes calling the below numbers as soon as practical to notify the Ausgrid Control Room of the incident. The below numbers are also on [page 2](#) of the current version of the ESR.

## Emergency Phone Numbers

Ausgrid	Number
<b>Emergency number</b>	<b>13 13 88</b>
General enquiries	13 13 65
Environmental emergency number	02 9394 6659 or 0412 070 574 (after hours)

  

Service	Number
Ambulance, Fire, Police	(0) 000 (or 112 from a mobile phone)
Poisons information centre	13 11 26

In addition to the requirements outlined within Ausgrid's ESR, Level 1 ASPs are required to call the project's assigned Ausgrid Compliance Officer and provide written notification as soon as possible.

Written notification must be sent to the **Ausgrid Compliance Officer** and [aspauthorisations@ausgrid.com.au](mailto:aspauthorisations@ausgrid.com.au).

Written notification should include as much information as available at the time regarding the incident including any available photos, sequence of events and who has made contact with the relevant parties etc.

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