

General Information

25 August 2025

Changes to Connection Inspection Requirements

Dear ASPs,

Ausgrid is modernising its inspection services to improve efficiency for customers and Accredited Service Providers (ASPs). Following a comprehensive review, we are changing our inspection requirements for new or altered connections.

1. What is the specific change to mandatory inspections?

Effective 15 September, Ausgrid is updating its inspection requirements for new or altered connections greater than 100A.

Previous Requirement	New Requirement
Mandatory inspection for all new or altered connections where the load exceeds 100A.	Mandatory inspection is now only required for new or altered direct substation connections.

Ausgrid retains the right to inspect any installation based on risk assessment. However, the automatic, mandatory inspection for general >100A connections is no longer in effect.

2. What is a direct substation connection?

This refers to consumer mains that are connected directly to the low voltage busbars of an Ausgrid substation (e.g., kiosk, chamber) or to a dedicated "direct distributor" cable originating from a substation.

This requirement excludes connections made to pole-mounted substations for loads less than 400A.

3. Does this mean Ausgrid will no longer check ASP work?

No. Ausgrid's compliance oversight will continue through:

- Targeted inspections on direct substation connections.
- Our audit program will continue to operate as usual for connections of all sizes.

5. Who do I contact for more information?

For technical enquiries or clarification on these new requirements, please contact the Service Installation and Compliance group at serviceandinstallationcompliance@ausgrid.com.au.

For enquiries regarding mandatory appointments please contact servicesupport@ausgrid.com.au