

ASP General Information Data Maintenance

Alert Number: GI18_23

24 October 2023

Subject: Improvements to Outage request and Private installation processes

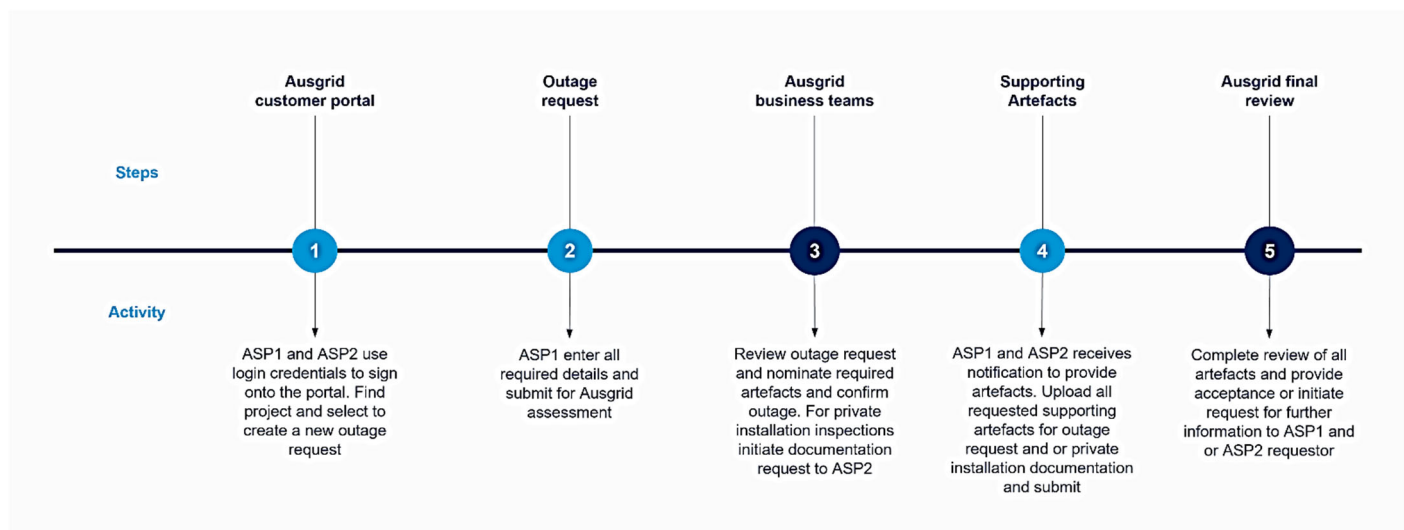
This General Information Notice (GI) is to notify ASP1s and ASP2s of the upcoming update to the process for submitting outage request forms (ORFs) and private installation documentation along with other associated documentation. This follows the communication [GI14_23](#), *subject: ASP Field Recording and Outage Request Obligations Advice issued September 12, 2023*.

We will be introducing an online request which will allow the ASP1's to access the Ausgrid Customer Portal to digitally submit the outage requests and associated documentation. This will allow us to retire the manual outage request form making it easier to submit and track the progress of the outage request. The submission of the outage requests will flow through automatically via the portal directly to the Compliance Officers and Data Maintenance teams for Ausgrid action and review.

The ASP2's will also experience an update to the upload and submission for the private installation documentation making it easier to submit all required documentation one time for review and acceptance by the Installation Inspector team.

This update is planned to come into effect on November 6, 2023.

The below is the five-step process for the ASP1 and ASP2 updated outage request and private installation inspection processes.



How can you prepare for this launch

If you are already set up with an account in the Ausgrid Customer Portal, that's great. We recommend at your convenience that you login and check that your credentials for the Ausgrid Customer Portal are current and you can access this from the Ausgrid site at <https://services.ausgrid.com.au/SignIn>. For any support with your access, you contact us on 13 13 65 or you can email us at ASPAuthorisations@ausgrid.com.au.

If you need to register to the Ausgrid Customer Portal, please follow the instructions in the "[How to register](#)" page on the Ausgrid website. If you require any help in getting access, you contact us on 13 13 65 or you can email us at ASPAuthorisations@ausgrid.com.au.

**Regards,
Service Installations & Compliance and Data Maintenance – Ausgrid**