

ASP General Information Data Maintenance

Alert Number: GI19_23

6 November 2023

Subject: Launch of Outage request and Private installation process improvements

This General Information Notice (GI) is to notify ASP1s that the process for submitting Outage Request Forms (ORFs) is now live and available via the Ausgrid Customer Portal. This can be accessed from the Ausgrid site at <https://services.ausgrid.com.au/SignIn>. This relates to Contestable projects and follows the communication [GI18_23](#), *subject: Improvements to Outage request and Private installation processes issued October 24, 2023*.

Effective today, the PF14 – Operator Request Form (ORF) will no longer be available to download and email to an Ausgrid Compliance Officer for scheduling an Outage. All submitted ORF's prior to the 6 November 2023 will be processed by our Compliance Officers. There is no requirement for ASP1s to resubmit these Outage Requests.

We have created a Quick Reference Guide (QRG) and an [instructional video](#) to assist in completing an [Outage Request](#).

For ASP2s and electrical contractors, the Outage request process remains unchanged. The transition to an online request process is in planning and further updates will be provided as we progress with these process improvements.

Private Installation documentation for ASP2s and Electrical Contractors

The improvements available in the Ausgrid Customer Portal from today, will enable the upload of all required documents in a single submission for private installations. A Quick Reference Guide (QRG) is available to assist you with the uploading and submission of [private installation documentation](#). This simplified process allows the Installation Inspectors to review of all required documentation in a single action.

NOSW portal information updates

The [Installation and Service page](#) has been updated to include a new section for Notification of Service Work (NOSW). ASP2s can now find direct links to the updated NOSW form and examples to assist in creating the overhead or underground service line diagram.

ASP2s must complete a [Notification of Service Work \(NOSW\) form](#) for all work as detailed in our publication [ES4 Service Provider Authorisation](#) and submit this form to Ausgrid at the completion of work.

Who to contact for further assistance

If you are already set up with an account in the Ausgrid Customer Portal, you can access this from the Ausgrid site at <https://services.ausgrid.com.au/SignIn>. For any support with your access, you can contact us on (02) 4399 8099 or you can email us for assistance at contestability@ausgrid.com.au for ASP1s and datanorth@ausgrid.com.au for ASP2s.

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 can contact us on (02) 4399 8099 or you can email us for assistance at contestability@ausgrid.com.au for ASP1s and datanorth@ausgrid.com.au for ASP2s.

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