

General Information

12 September 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100A connections is no longer in effect.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

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Additional Questions and Answers

1. Has there been a name change for Ausgrid's Installation Inspectors.

Yes, you will notice our Installation Inspectors (II) now referred to as Network Connection Inspectors (NCI) to better reflect the services provided to our customers and partners. Our Senior team members will be referred to as Senior Network Connection Inspectors (SNCI).

2. Do I need to submit main switchboard drawings etc, for review by Ausgrid for >100A street mains connections.

Yes, all private Installation documentation as listed on the Ausgrid Portal, including the MSB compliance statement, must be submitted to Ausgrid for review 30 business days prior to the proposed connection to the distribution network.

3. Am I still required to submit NOSW and CCEWs for >100A street mains connections.

Yes, ensure that the associated NOSW and CCEW are submitted to the Ausgrid portal within two days of connection.

Ausgrid will consistently monitor load approval, meter data, and network connectivity to ensure compliance with standards and confirm the completion of the NOSW submission

4. Will >100A street mains connections be inspected by Ausgrid after connection.

Yes, Ausgrid's Network Connection Inspectors will conduct inspections on these sites based on an audit system, in accordance with the NSW ASP Scheme Rules.

5. Do my fees change for >100A street mains connections.

Yes, an appointment quote will no longer be charged for connections that do not require an inspection.

6. Will my load slip still expire?

Yes, your load slip has an expiration date of 12 months from the contract commencement date indicated on the load slip.

A new application will be required after 12 months

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7. Is there any change to PUMs connections

No, there is no change to the current application and approvals process for PUMS connections.

8. What is the process for Commercial Pillars.

Access to commercial pillars remains unchanged, contact service support to arrange access. Isolation of a commercial pillar is required to connect services exceeding 200Amperes

9. What is the ASP2/ Electrical Contractors responsibility energising >100A street mains connections.

An ASP2 must perform the appropriate safety checks and testing as outlined in Ausgrid's NS282 and Ausgrid's Electrical Safety Rules

An Electrical contractor must perform the appropriate safety checks and testing as outlined in AS/NZS3000-Wiring Rules, AS4741- Testing of connections to low voltage electricity networks and AS/NZS3017-Electrical installations- Verification by inspection and testing.

10. What is the ASP2/ Electrical Contractors responsibility in setting a Service Protective Device (SPD) on >100A street mains connections installation.

Refer to the main switchboard manufacturer and circuit breaker manufacturers documentation for information, to ensure the SPD is set to grade with Ausgrid's distributor fuses as per load approval.

SPD settings must be provided on the main switchboard enclosure adjacent to the SPD, in accordance with the NSW Service and Installation Rules, Clause 4.7.6.

11. How will my non-ASP EC know about the changes.

We ask that you communicate the process change with any Electrical Contractors (EC) or Customers on connection projects in which you are involved.

Where an EC or Customer contacts Ausgrid for an appointment where it is no longer required, Ausgrid's Service Support team will provide further information and direction on the procedural change.