

ASP General Information

Contract Delivery

Notice Number: GI20_21

13 August 2021

Subject: Planned Interruptions during the Trial HSC Period

Dear ASPs,

With COVID restrictions continuing the NSW government has launched a new and flexible HSC model for students to complete trial HSC exams and assessments at home. The trial HSC period commences from the 16th August 2021 and will take place across a number of weeks to follow depending on various school timetables.

In preparation Ausgrid have put in place a series of steps in mitigating the impacts of power interruptions to HSC students sitting their HSC exams in these extraordinary circumstances.

As you may have already received, Ausgrid have released an information pack for households with HSC students which is included with the planned interruption notices issued during the exam period. We ask our customers with HSC students living at the addresses notified to take the following steps:

1. Speak to their school immediately about any alternatives that are possible
2. In the event there are no alternatives, request a letter or email from the school confirming the time power is required to complete the HSC exam:
 - a. Email the verification letter from the school to enquiries@ausgrid.com.au
 - b. Provide Ausgrid the resident's contact details, power interruption details and the specific times power is needed for the HSC exam within the interruption period

A further follow up with customers via SMS has been enacted for Customers included in a planned interruption. It is vital completed carding packs are returned immediately enabling the follow up to take place.

Each case will be reviewed inline with mitigating impact to the HSC student which includes the option for the ASP to supply a generator directly to the household covering the HSC exam period. For cases received by Ausgrid, the initiating officer will make contact with the nominated ASP Project Officer enabling further arrangements to be negotiated with the customer impacted by the HSC exam. Satisfactory arrangements will need to be established and communicated to the Ausgrid initiating officer for the outage to proceed.

It is advisable that the ASP also plans for any unidentified HSC students being impacted on the day and where possible make allowances for a spare mobile generator suitable to supply a standard computer to support the unidentified student. This will add a level of protection to prevent the outage being cancelled on the day due to these extenuating circumstances.

What to do if you are approached on outage day by a customer with a HSC student doing a trial exam

If you are approached by a customer who has a student undertaking an HSC trial exam – and was unaware of an outage on the day - please ensure you escalate this to your Supervisor / Initiating Officer immediately

If alternate arrangements can't be made quickly (deployment of personal generators) and there is an immediate impact on the HSC student, arrangement will be made to restore supply.

Remember – this is a stressful time for parents and students, even without COVID, so Ausgrid will do everything we can to balance the needs of individual students and gaining safe access to the network.

Regards,
Contract Delivery – Ausgrid