

ASP General Information

Alert Number: **GI15_23 v2**

21/12/2023

Subject: Changes to customer outage notifications (NECF) - update

Dear ASPs,

Ausgrid has taken a leap forward with the introduction of an automatic mail out and SMS system to advise customers of planned interruptions. This will see some changes for ASP/Customer driven outages.

What is changing:

Customers can now be automatically notified of an interruption by either **SMS or mail out** via Australia Post.

- If all customers are notified by Ausgrid, a completed customer report will be sent to the ASP1 for their records.
 - If some customers cannot be reached through the automated system, a carding pack will be provided to the ASP1 to ensure the remaining customers are notified.
- A network verification can be requested to be undertaken onsite by the ASP1, however is no longer required for all outages.
 - Letters provided to customers will no longer include the ASP1's contact details (with the exception of building notification letters).
 - o Customers with questions will initially raise them with Ausgrid's contact centre with a referral to the ASP if required.
 - Customers notified by Ausgrid have shading to identify the delivery method and a comment 'Already Notified'. Refer to example Notification Report on the following page.
 - The ASP1 is responsible for the notification of all remaining customers indicating the delivery method with a tick/cross on the carding pack.
 - The completed carding pack is to be returned to the Compliance Officer a minimum of **5 business days** prior to the interruption date.
 - Consent can be obtained at **4 business days** or less to the outage day.

What hasn't changed:

- Negotiations with customers are still required to be undertaken by ASP1's as a part of the contestable process.
- Life Support customers must be notified by a written letter.

The new process:

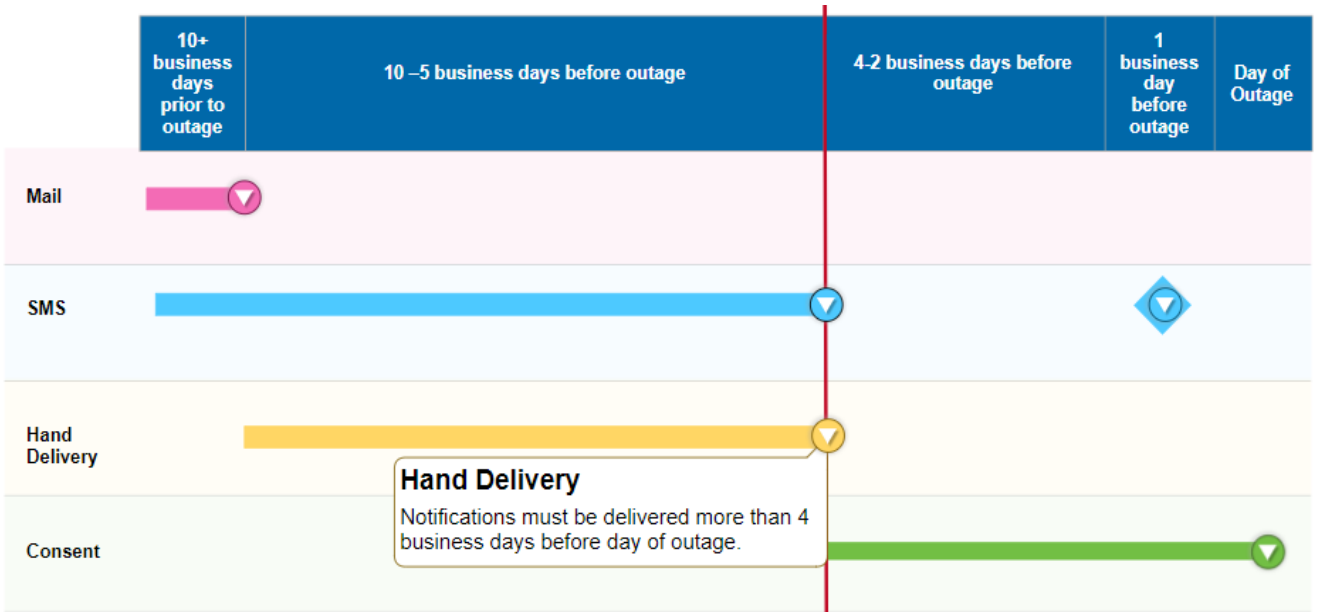
SMS: Is the first option for notification completed by Ausgrid. If a customer has provided a mobile phone number, a text message will be sent advising of the planned outage. A reminder SMS is also sent the day prior to the planned interruption or in the event of the outage being cancelled.

Mail: If a SMS notification isn't successful, Ausgrid will then automatically mail letters to impacted customers if the peer review is completed at a minimum of 10 clear business days. The letter is printed, placed into an envelope and delivered by Australia Post.

Hand Delivery: To be undertaken by an ASP1xi Authorised person and must be delivered more than 4 clear business days prior to the outage.

Consent: Is required if less than 4 clear business days notice is provided. Consent can be gained either in writing or verbally with the customer.

Communication timeline:



Example Customer Notification Report:

Planned Interruption Customer Notification Report																																																																																																																														
Network connectivity checked by:		Interruption Date:	22-08-2023	Project ID:	Test Sowjy	Report pages:	2																																																																																																																							
(Name)	(Signature)	(Date)	Start Time:	05:33	Main Contact Name:	Sowjanya Kollati	Site Contact Name:	Sowjanya Kollati																																																																																																																						
(Name)	(Signature)	(Date)	Finish Time:	18:33	Main Contact Number:	01651934	Site Contact Number:	01651934																																																																																																																						
Notifications delivered by:		Latest date to be notified:	15-08-2023	Total Customers:	7	Standard & PUMS:	3	Life Support:	3																																																																																																																					
(Name)	(Signature)	(Date)				Precautionary Life Support:	1	Key Customers:	0																																																																																																																					
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For any questions regarding the above, please email ASPAuthorisations@ausgrid.com.au.

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Service Installations & Compliance