

General Information

18 August 2025

Dear ASPs,

We're making some important changes to how we work at Ausgrid to make the connections process faster and easier, delivering better support for our Customers and ASP partners.

We have brought together key team members under the Customer Connections group. These teams already play a key role in supporting connections projects, and bringing them together will strengthen collaboration, improve efficiency and make it easier for you to get the right support when you need it.

What is changing?

We have combined the following teams under the Customer Connections group.

- Connection application support
- Ancillary Network Services (ANS) and support functions
- Scheduling support for Installation Inspections

By uniting these teams with Customer Connections, we can provide clearer processes, better coordination across the connections journey, improved communication between us, ensuring our people have the right tools and information to help you efficiently and effectively.

What does this mean for you?

We have updated how you can connect with us, providing more consistent and coordinated support for your projects. New group email addresses have been created, and we have made some updates to some existing contact details that you need to be aware of. These are listed on the next page for easy reference.

What we need you to do

We are asking for you to review the contact list on the next page and request you update your records to ensure the enquiries come through to the correct team to avoid any delays. It would help us if you could also share this list within your organisation. Using the correct email address will help us respond to your requests more efficiently.

If you have any questions, please reach out to your Ausgrid representative.

Thank you for your support and continued commitment to safety and efficiency in our network operations.

Ausgrid Customer Connections

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Email Channel	Email used for
Customer Connections	
NEW Connections Applications connectionapplication@ausgrid.com.au	<ul style="list-style-type: none"> • Basic connections • Connection application (under 100amps) that does not require technical assessment • Alterations • Permanent disconnections • Solar & battery applications • Loadslips or Schedule of labelling
Contestable Connections contestability@ausgrid.com.au	<ul style="list-style-type: none"> • New Connections and modifications to existing connections over 100 Amps • New connection and modifications to a PT Pole • Preliminary Enquiries • Asset Relocations • Subdivisions • Notification of arrangements • Street Lighting • Decommissioning of Ausgrid asset • ASP 1 & ASP 3 portal and system access
NEW Distributed Energy Resources (DER) Register derenquiries@ausgrid.com.au	<ul style="list-style-type: none"> • General DER enquiries/support • DER record unlocks • DER receipt
Service Support servicesupport@ausgrid.com.au	<ul style="list-style-type: none"> • Ancillary Network Service (ANS) support • Mandatory inspections / Installation Inspector Appointments • General service support enquiries
Customer & Commercial	
Connections and Operations datanorth@ausgrid.com.au	<ul style="list-style-type: none"> • Online NOSW portal enquiries • Type 1-4 metering • NOSW • Investigation Orders
CCEW ccew@ausgrid.com.au	<ul style="list-style-type: none"> • Submitting CCEW
NEW Customer Defect Support defectsupport@ausgrid.com.au	<ul style="list-style-type: none"> • Defect support (not relating to Private Mains), including all Safety defects issued by installation inspectors, field crews or EMSO's
Private Mains Defect Support privatemains@ausgrid.com.au	<ul style="list-style-type: none"> • Defect support relating to Private Mains, including all bushfire defect enquiries