

ASP Safety Alert Network Compliance & Authorisations

Alert Number: SA01_20

27 January 2021

Subject: NECF carding requirements

Key Messages

NECF planned interruption notifiers must identify all impacted customers and service connections. Ausgrid must be notified of any services within the planned interruption area that are not identified in the carding pack.

Dear ASP1s

Ausgrid has experienced an increase in Immediately Reportable (Type 1) NECF breaches where life support customers have not been notified of planned interruptions. Consequently, the requirements for notifying customers of outages affected by level 1 contestable projects have been updated as detailed in this notice. The updated NECF customer notification process will be included in a revised version of Ausgrid's standard *ES4 Accredited Service Provider Authorisation* due for release Q1 2021.

NECF customer notification process

As part of Level 1 projects, ASP/1s are responsible for proactive engagement, negotiation and notification of all parties affected by planned interruptions, and for ensuring customer impacts are minimised. Negotiations should consider customer impacts and outcomes including alternate dates, times and alternate supply arrangements:

- The impact on life support customers require particular consideration.
- Night interruption in residential areas have significant impacts on customers involving, but not limited to, lighting, hot water system and apartment block essential services.

These factors must be considered for all planned interruptions.

Where a planned interruption to a customer's power is required for a Level 1 project, a minimum of seven (7) clear business days' notice is required, prior to the date of the planned interruption. The ASP/1 must provide written notification to all impacted customers and all life support customers in the interruption area and neighbourhood of the interruption.

The ASP/1 completing the carding for a planned interruption must complete the following:

- Notify all premises indicated within the outage notification package provided by Ausgrid (outage area & neighbourhood);
- visually confirm the connectivity of the network (outage area & neighbourhood) and check that services are as indicated in the carding pack.
- visually confirm all open points and connectivity of the network and services are as indicated in the carding pack;
- ensure all customers supplied at an open point receive a notification letter;
- if network connectivity, open points or any services vary from those indicated in the carding pack, and/or a customer(s) is not listed on the Planned Interruption Customer Notification Report, then the ASP/1 must ensure:
 - the additional customer(s) receive an Interruption to Power Supply notification letter. The ASP/1 must also include the additional customer details to the Planned Interruption Customer Notification Report and mark on the outage area map that they have been notified; or
 - contact the Network Compliance Officer where service connections cannot be verified on site. i.e. LV UGOH service connection
- 24-hour contact details are to be included on the interruption notice (name & number) of the individual who must be contactable leading up to, and for the duration of the outage;

- return copies of the following documents to the Network Compliance Officer a minimum of five (5) clear business days prior to the planned outage:
 - a copy of Interruption of Supply letter used to notify the customers;
 - a copy of completed Planned Interruption Customer Notification Report, with additional affected customer(s) marked if required;
 - a copy of outage area map with any extra customer(s) notified and/or discrepancies of service locations clearly marked; and
 - a signed copy of the completed Planned Interruption Customer Notice cover sheet. If other utilities are notified, they are to be indicated on the cover sheet.

ASP/1s are responsible for notifying customers via an outage notification package supplied by the Network Compliance Officer as part of the project planning and outage arrangement. Any ASP/1 that fails to provide seven (7) clear business days' notice will have their outage cancelled and rescheduled at their own expense.

Proposed outage timeframes must align with project specific environmental assessment (SER/REF) requirements, which may reference Ausgrid's Environmental Handbook or a Construction Environmental Management Plan (CEMP). Where complex coordination is required, Ausgrid require a full project implementation plan to be submitted prior to the commencement of construction.

Any variations to planned interruptions, are to be raised with the Ausgrid appointed representative as soon as practicably possible.

If ASP/1s require assistance in the implementation of this procedure, please do not hesitate to contact our Network Compliance & Authorisations management team.

Alternatively you can email any queries to aspauthorisations@ausgrid.com.au; a copy of this notice will also be published on our website.

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