

ASP General Information Connections Operations

Alert Number: GI06_20

16 March 2020

Subject: NOSW & Connection application charges for sites impacted by Bushfire

Dear ASP2s,

Some customers in Ausgrid's network area have had their premises damaged or destroyed in recent bushfires. To minimise hardship for these customers, we will be waiving several connection and network charges for sites notified to us as impacted by Retailers and validated by Ausgrid with a field check.

NOSW charges

ASP2s are aware that the invoicing for NOSW charges is now automated in the online NOSW portal. If you are lodging a NOSW for a bushfire impacted customer, you can choose the 'Emergency Repair' NOSW type which will be assessed manually, checked against Ausgrid's list of impacted sites and have the fee waived if appropriate. Ausgrid will confirm our action by email to you.

Please use the comments field to let us know you have carried out work for one of these customers and assist us by providing all connection information (Section C on the attached job aid). These questions are not mandatory for a routine emergency repair job, however will be required for bushfire impacted customers, as Ausgrid needs to know how the site is connected to the network. If you prefer to, you can handwrite and attach the job aid form when you submit the NOSW.

Connection application fees

Applications to connect are submitted via our website. When you submit an application to connect on behalf of an impacted customer, please 'share' the application with datanorth@ausgrid.com.au when you reach the payment step. This will allow submission without a charge.

If you need any additional information, please contact the Connections Operations team on 02 4399 8099 between 7.30am and 4:00pm, Monday to Friday.

Ausgrid

Connections Operations team