

Post Outage Document Process for ASP1

Purpose Upload On the Day/ Post Outage documents against Outage request via Ausgrid Customer Portal

Applies to Accredited Service Provider Level 1 (ASP1)

Before you begin Ensure you have access to the Ausgrid Customer Portal

Procedure

Step 1: Access the Ausgrid Customer Portal

- a. Access Ausgrid Customer Portal via this URL
<https://services.ausgrid.com.au/Signin>
- b. Log in and access Connections Projects.

The screenshot shows the top navigation bar with the Ausgrid logo on the left and 'Navigate To', 'Account Settings', and 'Sign out' on the right. Below the navigation bar is the heading 'Customer Portal'. The main content area contains a sign-in prompt: 'Sign in to our customer portal to track your claim, complaint, enquiry, or manage your connections projects and transactions.' Below this is an information icon and the text 'Ausgrid customer portal is best viewed in Chrome or Edge browsers.' The login form includes fields for '* Username' and '* Password', a 'Remember me?' checkbox, a blue 'Sign in' button, a 'Forgot your password?' link, and a 'How do I register?' link.

The screenshot shows the 'Ausgrid Customer Portal' dashboard. The top navigation bar is identical to the previous screenshot. Below the navigation bar is the heading 'Ausgrid Customer Portal'. The dashboard features six service tiles arranged in a 2x3 grid. The 'Connection Projects' tile is highlighted with a red border. The tiles are: 'NOSW' (Create and submit your Notification of Service Works), 'FAQ', 'Connection Projects' (Track and manage your connection applications and projects), 'Enquiries' (Send us your enquiry and our team will be in touch), 'Complaints' (Help us resolve your issue and submit a complaint), and 'Claims' (Make a claim for property or other damage caused by Ausgrid).

Step 2. Navigate to Project

- a. Ensure ASP1 Projects is selected. Search the relevant project in the search bar.

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form
cref	Shepherds Bay Urban Development P/L	AN-06126 SHEPHERDS BAY	N/A NANCARROW AVENUE, SHEPHERDS BAY, 2114	Network Construction		

- b. Navigate to the chevron on the right and select "View Details"

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form
cref	Shepherds Bay Urban Development P/L	AN-06126 SHEPHERDS BAY	N/A NANCARROW AVENUE, SHEPHERDS BAY, 2114	Network Construction		

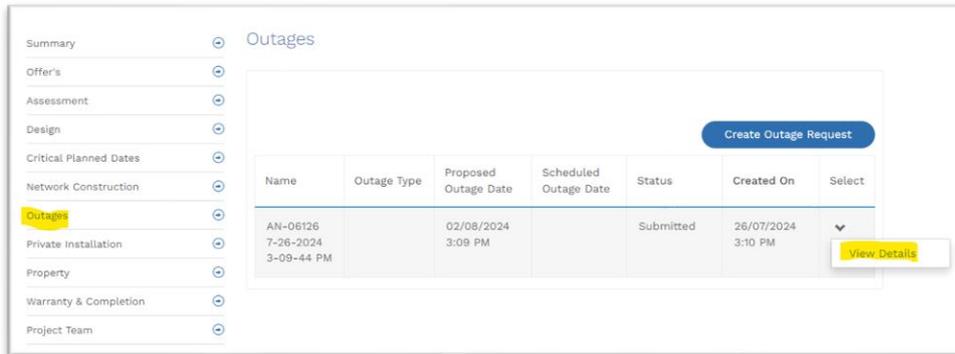
- c. This will take you to the project "Summary" page

Customer Reference cref	Associated Project -	Site Address Details N/A NANCARROW AVENUE, SHEPHERDS BAY 2114
Project Name AN-06126 SHEPHERDS BAY	AE Notification -	Project Description -
Project No. AN-06126	AP Notification -	Web Form Number -

Summary	Summary
Offer's	
Assessment	
Design	
Critical Planned Dates	
Network Construction	
Outages	
Private Installation	
Property	
Warranty & Completion	
Project Team	

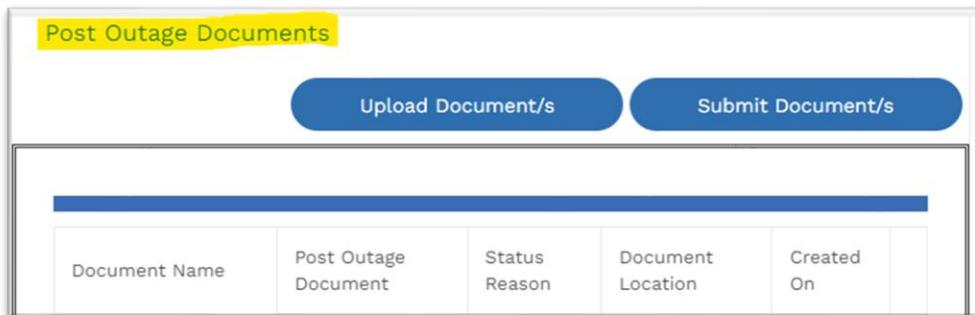
Customer Reference cref	Customer Project Description -
Application - Received Date 13/05/2014	Assessment Application Response Due Date -
Assessment Outcome Contract Offer Required	Application Outcome - Response Date -
Contract Offer Type Design Related Services Offer	Connection Offer Accepted Date -

- d. Navigate to the left-hand menu and select the "Outages" tab and click on view details on outage request.

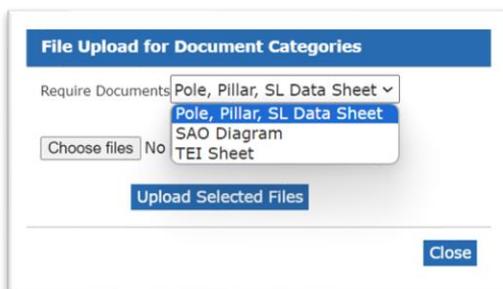


Step 3. Upload Post documents against outage request

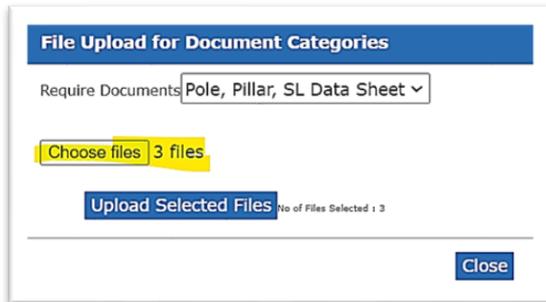
Go to 'Document Categories'. This section is visible when a document is nominated



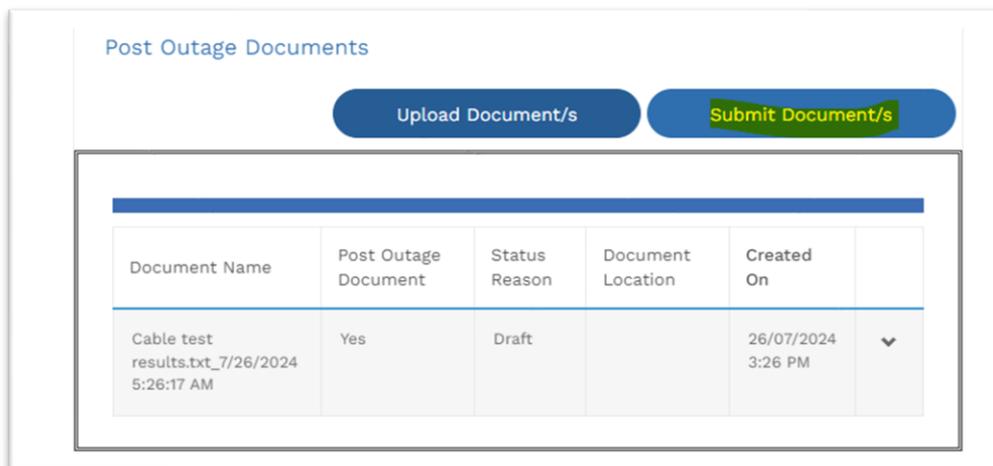
- a. Click "Upload Document/s"
- b. The drop down will indicate the required documents for submission. Select and upload each file



- c. Select files to upload, multiple files can be uploaded for a document category
- d. Click "Upload Selected Files"



- e. Once all documents are uploaded, click Submit Documents. This will notify Compliance Officers/Data Maintenance team/Connections team of the document submission for their review.



Step 4. Review outcome of document submission

You can log into the Ausgrid Customer Portal to check the outcome of the Document submitted.

- a. Navigate to the portal, log in and select the "Outages" tab. You will see a list of Submitted and Draft requests that you can access

- Summary
- Assessment
- Design
- Network Construction
- Outages**
- Private Installation
- Property
- Warranty & Completion
- Project Team

Summary Outages

Offer's

Assessment

Design

Critical Planned Dates

Network Construction

Outages

Private Installation

Property

Warranty & Completion

Project Team

Create Outage Request

Name	Outage Type	Proposed Outage Date	Scheduled Outage Date	Status	Created On	Select
AN-06126 7-26-2024 3-09-44 PM		02/08/2024 3:09 PM		Submitted	26/07/2024 3:10 PM	View Details

If the Nominated Document category is Rejected, you will receive an automated email notification from NoReply@ConnectionProjects.com and be required to resubmit rejected documentation.

Post Outage Documents

Upload Document/s Submit Document/s

Document Category	Status Reason	Created On	
SAO Diagram	Approved	23/10/2023 8:44 PM	▼
TEI Sheet	Approved	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:25 PM	▼

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- b. View details of the Rejected document to see status reason and feedback

Post Outage Documents

Upload Document/s Submit Document/s

Document Category	Status Reason	Created On	
SAO Diagram	Approved	23/10/2023 8:44 PM	▼
TEI Sheet	Approved	23/10/2023 8:26 PM	▼
SAO Diagram	Rejected	23/10/2023 8:26 PM	▼ View Details
SAO Diagram	Rejected	23/10/2023 8:25 PM	Edit

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The screenshot shows a web form titled 'Edit'. It contains the following fields and sections:

- Outage Request Name:** A text input field containing 'AN-21878 DURAL 23102023 SIT Dep'.
- Status Reason:** A dropdown menu with 'Rejected' selected.
- Approval:** A section containing a 'Feedback' text area, which is currently empty.

- c. Review comments and re-upload documents as required, refer to step 5.

What do I do it...

For help with the accessing the Ausgrid Customer Portal click [here](#)

Frequently Asked Questions (FAQs)

Q. I cannot see my project in the Ausgrid Customer Portal.

A. Ensure you have selected the correct project view (ASP1).

Q. I have forgotten my log in or password.

A. You can reset your password [here](#). If you have forgotten or have issues with your username, contact the Connections Support team on 02 4399 8099 or contestability@ausgrid.com.au