



Media Release

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Changes to electrical services under the Australian Energy Regulator's Ring-Fencing Guideline

Ausgrid customers will soon notice a change to the electrical services the company provides as the Australian Energy Regulator's (AER's) Ring-Fencing Guideline comes into effect.

From 1 January 2018, Ausgrid will no longer be able to carry out any electrical repairs inside a customer's property because the AER's new Ring-Fencing Guideline prevents Distributors from doing the work which can be done by any electrical professional.

Ausgrid Chief Operating Officer, Trevor Armstrong said Ausgrid is communicating with customers so they can prepare themselves by identifying an Accredited Service Provider ahead of time.

"Ausgrid has secured an exemption for registered life support customers, allowing crews to continue to carry out simple repairs to ensure the power supply to medical equipment is restored as quickly as possible.

"However, to comply with the AER rules, our emergency crews will continue to respond and ensure the situation is safe but will no longer be able to offer to carry out any work on private electrical installations on a customer's property. This will include things like repairs to faults on customer's main switchboards, hot water services and internal electrical wiring," Mr Armstrong said.

"Customers will now have to contact an independent electrical professional when the source of the outage is a fault inside their own installation and seek their own quotes for that work," he said.

If repairs need to be done by an Accredited Service Provider (ASP) Level 1/2/3, customers can find a full list of ASPs on the Department of Resources and Energy website at www.resourcesandenergy.nsw.gov.au/asp or by calling 13 77 88.

More information about the Electricity Ring-fencing Guideline is available on the Australian Energy Regulator's website at www.aer.gov.au

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