

General Information Notice Contract Delivery

Notice Number: GI15_21

9 July 2021

Subject: NECF Notification Officer Authorisation

Dear ASP1s,

Ausgrid has been working with the Australian Energy Regulator (AER) in reviewing a series of failings surrounding the notification of Customers including Life Support Customers (LSC) when performing a planned interruptions on the network.

As such Ausgrid has an enforceable undertaking to the AER to ensure that our LSC's are given the required notice of all planned interruptions. Where a LSC is not provided the required four (4) days' notice for a planned outage, this constitutes a Type 1 NECF breach enforced by the AER.

The review identified the absence of ASP training for the delivery of planned interruption notifications to customers, this training is provided to Ausgrid's workforce. Ausgrid have since developed an ASP specific NECF training course set for deployment to ASP's from 1st September 2021.

This training covers key areas and information required for ASPs when notifying customers of planned interruptions. The training will be rolled out online via an eLearn module in Pegasus, including a competency assessment at the conclusion of the content. Training will be required to be refreshed on an annual basis to maintain currency.

Class 1Xi NECF Notification Officer

From 1 October 2021, in order for ASP/1's to provide customer notifications of a planned interruption, a person must be authorised as a Class1Xi – NECF notification officer.

To be eligible for authorisation, the individual must hold and maintain all mandatory additional training and annual or other refresher training stipulated by Ausgrid from time to time, including but not limited to the training detailed in Ausgrid's ES4 Accredited Service Provider Authorisation (ES4) and ASP Authorisations Training Matrix.

Training requirement for the Class 1Xi NECF Notification Officer are as following:

- Proof of Identity (Drivers licence/ Passport etc).
- WHS White card (general construction induction card)
- NECF ASP Course
- Ausgrid Sales Order for ASP/1 individual authorisation; and
- NSW Department of Planning, Industry & Environment Registration for Class 1X.

Details of the Class 1Xi NECF Notification Officer will be included in the next ES4 release.

Where an individual is eligible, they must obtain registration with the NSW Department of Planning, Industry and Environment under a current Level 1 Accredited Service Provider company. Once the Individual obtains this registration, they can apply for a *Class 1Xi – NECF notification officer* authorisation through the Pegasus ASP Worker portal.

If have any questions or require any further information on the NECF Notification Officer please email ASPAuthorisations@ausgrid.com.au.

Regards,
Contract Delivery – Ausgrid