

# ASP General Information Network Compliance & Authorisations

**Alert Number: GI16\_21**

**20 July 2021**

## **Subject: Christmas Limited Service Period**

Dear ASPs,

The ongoing COVID-19 pandemic has resulted in another challenging year and like many organisations, Ausgrid has also had to make tough decisions to ensure the ongoing health of our business. The welfare of our people, customers and business partners is, as always, very important. Due to the impacts of COVID-19 and other economic factors, Ausgrid is taking steps to manage our workforce with as little impact as possible on our people, customers, ASPs, and contractors.

With this in mind, Ausgrid will only be providing limited services over this Christmas period for all but essential work.

**The limited service period will be for 11 business days from 24 December 2021 to 7 January 2022 inclusive.**

### **What services will be impacted?**

During this period, Ausgrid will have limited capacity for essential work only.

As a result,

- **Outages,**
- **inspections, and**
- **site meetings**

for customer-initiated works will not proceed during this period, with a limited ability to respond to customer requests for these types of enquiries. All ASPs will need to consider the impacts of this limited service period when planning your works.

Additional to this limited service period, it is recognised that Ausgrid sees an increased volume of contestable works being undertaken on the network in the lead-up to the new year. We would like to emphasize the importance of submitting Operator Request Forms (ORF) with as much additional notice as possible prior to the planned outage date. This will assist Ausgrid in planning the limited resources available to complete your planned works in a timely manner. For planned works into January please take into account the addition of the Christmas limited service period.

Notwithstanding the above, it is imperative that works are carefully and accurately planned to ensure any unnecessary risk of cancellation to a planned outage is minimised.

We appreciate your understanding and cooperation through these challenging times and hope that this early notice provides the best opportunity for you to plan your works for yourself and your customers now and into the new year.

**Ausgrid**

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