

ASP General Information Contract Delivery

Notice Number: GI18_21

23 July 2021

Subject: Notification of Planned Interruptions during the Greater Sydney Lockdown period July 2021

Dear ASP1s,

Ausgrid have reviewed protocols surrounding the notification of planned interruptions in Greater Sydney, including the Central Coast, Blue Mountains, Wollongong, and Shellharbour areas with the latest direction from the NSW Health Minister and are authorised to proceed with outages/interruptions deemed urgent.

As per *GI17_21 COVID-19 July Update*, for Emergency and urgent Network Connections, Ausgrid will make a case by case assessment of all connection activities under the following conditions.

Works assessment

The customer or ASP must contact the appropriate Ausgrid representative (Operational Support, Contestable Project Coordinator (CPC) or Compliance Officer (CO)) to raise a request for connections under the following circumstances:

- Ausgrid will still support connections on a case by case basis to ensure no one is being left without power at their residence if they need to move back in following renovations, or any kind of building works like switchboard upgrades etc.

If any other essential service organisations with PUMS connections such as telecommunications providers or sewerage pump sites identify a connection to be critical for safety or immediate function of their network, Ausgrid will assess this request and action accordingly on a case by case basis.

Customer carding activities

Current NSW COVID-19 restrictions extend to the pause of all Construction activities with the aim of limiting spread of COVID-19. This also includes actives associated with delivering planned interruption notifications to customers. Based on the latest health advice the issuing of planned interruption notices will resume from 31st July 2021.

For planned interruption to proceed, customers must be provided a minimum of 4 clear business day notice. Allowance will be afforded for ASP's to notify Customers with the minimum 7-day notice period for outages that are scheduled to take place within 2 weeks from the resumption of Construction actives.

ASP's must take all care with ensuring notifications are fully completed as failing to notify all customers may result in the outage needing to be rescheduled. Completed notification packs are to be returned to the nominated Compliance Officer on the day notifications are issued if being undertaken inside 7 business days as per normal practices.

Working in the Newcastle/Hunter regions

Established protocols remain for notifying of customer interruptions in the Newcastle/Hunter regions.

Adherence to the latest health advices must be adapted. If you live in or stay in the Greater Sydney including the Blue Mountains, Central Coast, Wollongong, and Shellharbour, you must have a COVID test in the 7 days before working if your workplace is 50km or more outside Greater Sydney.

Please note, that these measures may be revisited at any time due to the rapidly changing conditions associated with the pandemic and when they do, we will advise accordingly.

Regards,
Contract Delivery – Ausgrid