

ASP General Information

Contract Delivery

Notice Number: GI25_21

21 October 2021

Subject: Field verification requirements when performing notification of planned interruptions.

Dear ASP1s,

As part of Ausgrid's ongoing commitment to improving data systems and processes, recent changes have been introduced to the 'Planned Interruption Customer Notification Report' utilised by ASP's when performing notification of planned interruptions.

These changes include the introduction of two new fields which must be completed by the ASP when notifying customer(s) of planned interruptions. Details and requirements associated with these changes are outlined below.

Verification of Network Connectivity

With reference to Safety Alert, SA01_21 'NECF Carding Requirements', the ASP/1 completing carding for a planned interruption must;

- Visually confirm all open points, services and network connectivity are as indicated in the carding pack.
- Capture any network connectivity discrepancies and notify Ausgrid on return of completed carding pack.

A new signatory field labelled 'Network connectivity checked by' (Reference 1*) has been included within the 'Planned Interruption Customer Notification Report'. This field must be signed by the person completing the carding (ASP/1) to provide a documented record that verification of network connectivity has been completed in line with the requirements as outlined above.

| Planned Interruption Customer Notification Report | | | | | | | | | |
|--|-----------------------------|------------|---------------------|-------------------------|---------------------|----------------------------|---------------|--|--|
| 1* Network connectivity checked by: _____ / ____ / ____ (Name) (Signature) (Date) | Interruption Date: | 30-10-2021 | Project ID | AN ##### | Report pages | 2 | | | |
| | Start Time: | 08:00 | Main Contact Name | Compliance Officer Name | Site Contact Name | ASP Contact Name | | | |
| | Finish Time: | 17:00 | Main Contact Number | #### ## | Site Contact Number | #### ## | | | |
| | Latest date to be notified: | 20-10-2021 | Total Customers | Standard & PUMS | Life Support | Precautionary Life Support | Key Customers | | |
| Notifications delivered by: _____ / ____ / ____ (Name) (Signature) (Date) | | | 3 | 2 | 0 | 0 | 1 | | |

In addition to the new signatory field, a blank 'GIS Correction Details' sheet is also included. This sheet should be utilised by the person completing the carding (ASP/1) to assist in capturing any network connectivity discrepancies identified onsite.

Confirmation of Customer Address

A new checkbox labelled 'Address Confirmed?' (Reference 2*) has also been included within the 'Planned Interruption Customer Notification Report'. This field must be ticked for each premises notified and provides confirmation that the address was visually confirmed on site at the time of notification.

| 2* Address Confirmed? Please tick | Delivery Method | | | | | Address | Type | Sub | Dist | Customer Name | Contact Number | Comments |
|---|-----------------|---|---|---|---|---|--------------|---------|--------|---------------------------|----------------|----------|
| | L | H | D | E | G | | | | | | | |
| | | | | | | 1 EXAMPLE RD TOWN POST CODE | Key Customer | S999999 | 000001 | KEY CUSTOMER CONTACT NAME | ##### | |
| | | | | | | SUPPLY 1 - 2 EXAMPLE RD TOWN NAME & POST CODE | Customer | S999999 | 000001 | | / | |
| | | | | | | SUPPLY 2 - 2 EXAMPLE RD TOWN NAME & POST CODE | Customer | S999999 | 000001 | | / | |

References

Further information surrounding requirements when performing notification of planned interruptions can be found within the following ASP General Information & Safety Alert Notifications;

Safety Alert References

- SA01_20 NECF Carding Requirements
https://www.ausgrid.com.au/-/media/Documents/ASP/Safety-Alerts/2021/SA01_21.pdf

General Information References

- GI26_20 Notification of Communication Towers
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2020/GI26_20.pdf
- GI40_19 ASP/1 Planned Interruption Requirements Reminder
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2019/GI40_19.pdf
- GI01_17 Planned Outage Notification Process Changes
- GI30_15 Planned Outage Notification Process Reminder

Remember, if there is any doubt regarding network connectivity or the associated notification of customers, capture it on the Planned Interruption Customer Notification Report and raise it with the Compliance Officers enabling the details to be confirmed.

Regards,
Contract Delivery – Ausgrid