

ASP General Information

Installations Data Operations (IDO)



Alert Number: GI02_19

Subject: Changes to submit NOSWs in 2019

16/01/2019

Dear ASP2s,

Happy New Year and thank you for your ongoing collaboration with Ausgrid.

Further to the correspondence issued in December "NOSW submission form moving online in 2019" Ausgrid is committed to keeping you informed and engaged as we transition to digitising key customer interactions.

Your **Notification of Service Works** (NOSWs) has been identified as a key interaction between yourself and Ausgrid and is important to our business.

This communication is to let you know that in the first quarter of 2019 Ausgrid will be launching a new webpage functionality on our website. This means that you or your administration staff will be required to submit NOSWs online. Using the dedicated web page, you will be able to lodge, attach relevant documents relating to your NOSW and view NOSWs once they have been submitted. This new online submission does not change the current method for invoicing and payment of NOSW related charges. This process will remain the same.

The online submission function will be intuitive and quick to use whether you are at your office PC or in the field using laptops and tablets. The currently used paper based NOSW form will no longer be accepted once the online submission webpage comes into effect. However, a printable job aid will be provided for those who prefer to complete the form in paper prior to completing it online.

We will ensure that your business will receive timely information about accessing our NOSW webpage and we will continue to provide additional guidance to transition smoothly to the new process of submitting NOSWs online.

In the meantime, if you have any questions about this change, please contact Ausgrid at crminfo@ausgrid.com.au.

Kind Regards,

Your IDO Team
Ausgrid