

Disconnection Requests

Guide to Retailers



All disconnections should be requested through your Market Transaction Service Order System.

Depending on the situation at the site of disconnection, Retailers can request four different types of disconnections:

**Non-technical Disconnection:
Remove Fuse/Main switch**

When you need the main switch turned off or the supply fuse physically removed.

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**Non-technical Disconnection:
Recipients Discretion**

When you want the site de-energised in the most efficient manner at the recipient's discretion.

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**De-energisation Request
for Local Meter Disconnection**

A disconnection at the meter by either isolating the meter point itself, opening the contactors, or removing tails from the meter terminal.

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**De-energisation Request
for Pole Top/Pit/Pillar disconnection**

Where all other options have failed, a pole top/pit/pillar disconnection request is available for a single NMI site only (not applicable for a block of units/flats).

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Find Ausgrid's disconnection charges in **section 1.3** of the **Alternative Control Services Fee Schedules** on ausgrid.com.au/Industry/Regulation/Network-prices

Non-technical Disconnection



**Non-technical Disconnection:
Remove Fuse/Main switch**

**Non-technical Disconnection:
Recipients Discretion**

When a Non-technical Disconnection is requested, a field officer will attend the site to turn the main switch off or remove the supply fuse. No electrical qualification is required for this kind of disconnection.



Site Disconnected

When the field officer succeeds with the disconnection, you will receive a notification through your Service Order System that your order has been completed and will be closed.



Site Not Disconnected

Sometimes the field officer is unable to disconnect the site for reasons like:

- No access
- No fuse
- Shared fuse
- No main switch

You will then be notified via the Service Order System with the reason.

Next Step

Retailers have three options moving forward:

1. Work with the customer to resolve the issue that makes the disconnection impossible and submit a new Non-technical Disconnection Request in your Service Order System
2. Submit a De-energisation Request for Local Meter Disconnection (*go to page 3*)
3. Submit a De-energisation Request for Pole Top/Pit/Pillar Disconnection (*go to page 4*)

De-energisation Request for Local Meter Disconnection



De-energisation Request for Local Meter Disconnection

A technically trained officer will attend the site to disconnect the best possible way, e.g. at the meter tails or by meter rotation method.



Site Disconnected

When the field officer succeeds with the disconnection, you will receive a notification through your Service Order System that your order has been completed and will be closed.



Site Not Disconnected

The field officer may be unable to disconnect the local meter for reasons like:

- No access
- Aged meter
- New customer moved in
- Customer claims life support
- CT metering with no main switch on the meter board

You will then be notified via the Service Order System with the reason.

Next Step

Retailers have two options moving forward:

1. Work with the customer to resolve the issue that makes the disconnection impossible and submit a new De-energisation Request for Local Meter Disconnection
2. Submit a De-energisation Request for Pole Top/Pit/Pillar Disconnection (*go to page 4*)

De-energisation Request for Pole Top/Pit/Pillar Disconnection



De-energisation Request for Pole Top/Pit/Pillar Disconnection

Firstly, the site will be assessed to check for disconnection viability.

Disconnection Considered Possible

If the first check indicates that it's possible to disconnect the asset, a Field Crew will be issued with the task.

The work will be scheduled according to the scheduled date on the request.

Please note, the required lead time is 3 weeks.



Disconnection Not Possible

Sometimes the asset can't be disconnected because it's a shared connection point. In these cases, you'll be notified with the reason through the Service Order System.

Unfortunately, it isn't possible to complete the disconnection.

Please contact Ausgrid's B2B team and we will help you resolve the issue. See contact information below.

Site Disconnected



When the Field Crew succeeds with the disconnection, you will receive a notification through your Service Order System that your order has been completed and will be closed.



For more information visit ausgrid.com.au/retailers, call us on **02 7253 7558** (Mon-Fri, 8:00 am-5:00 pm), or send an email to service.orders@ausgrid.com.au