

Installation Document Request Process for ASP2

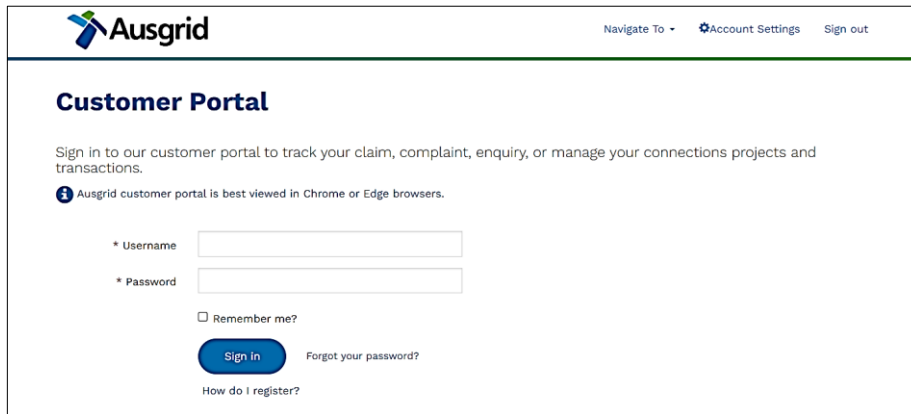
Purpose Installation Document request via the Ausgrid Customer Portal

Applies to ASP2

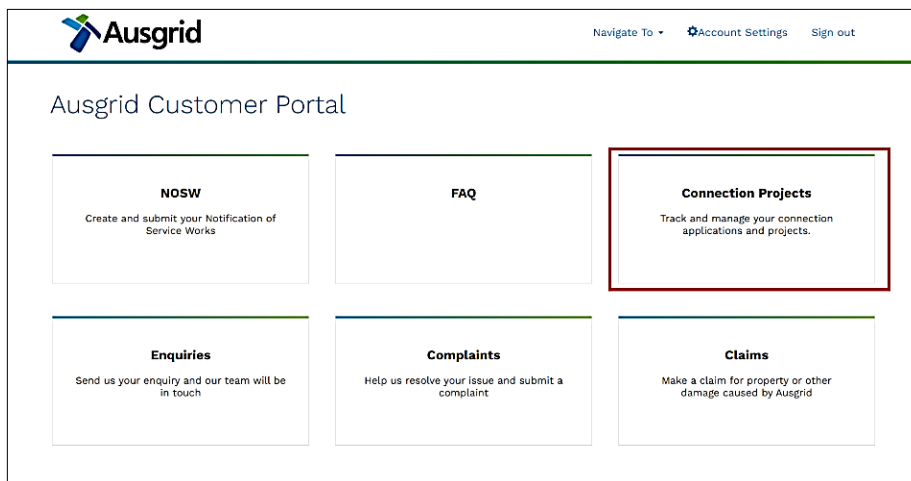
Before you begin Ensure you have access to the Ausgrid Customer Portal

Procedure **Step 1: Access the Ausgrid Customer Portal**

- a. Access Ausgrid Customer Portal via this URL
<https://services.ausgrid.com.au/Signin>
- b. Log in and access Connections Projects



The screenshot shows the Ausgrid Customer Portal login page. At the top left is the Ausgrid logo. At the top right are links for 'Navigate To', 'Account Settings', and 'Sign out'. The main heading is 'Customer Portal'. Below this is a sign-in instruction: 'Sign in to our customer portal to track your claim, complaint, enquiry, or manage your connections projects and transactions.' A note indicates the portal is best viewed in Chrome or Edge browsers. There are input fields for '* Username' and '* Password'. A 'Remember me?' checkbox is present. A blue 'Sign in' button is next to a 'Forgot your password?' link. A 'How do I register?' link is at the bottom.



The screenshot shows the Ausgrid Customer Portal dashboard. At the top left is the Ausgrid logo. At the top right are links for 'Navigate To', 'Account Settings', and 'Sign out'. The main heading is 'Ausgrid Customer Portal'. Below this are six service tiles: 'NOSW' (Create and submit your Notification of Service Works), 'FAQ', 'Connection Projects' (Track and manage your connection applications and projects), 'Enquiries' (Send us your enquiry and our team will be in touch), 'Complaints' (Help us resolve your issue and submit a complaint), and 'Claims' (Make a claim for property or other damage caused by Ausgrid). The 'Connection Projects' tile is highlighted with a red border.

Step 2. Navigate to Project

- a. Ensure ASP2 Projects is selected. Search the relevant project in the search bar.

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form	
		19 GWANDALAN - PENINSULAR DR	LOT 414 PENINSULAR D, GWANDALAN - PENINSULAR DR	Closed			▼
		1900082362 NORTH SYDNEY	88 WALKER STREET, NORTH SYDNEY, 2060	Application Assessment			▼
	Richard Crookes Constructions Pty Ltd	1900098307 ARNCLIFFE	233 PRINCES HIGHWAY, ARNCLIFFE, 2205	Private Installation		88245	▼
		1900102071 CAMERON PARK	1/309 GEORGE BOOTH DRIVE, CAMERON PARK, 2285	Private Installation		150382	▼

- b. Navigate to the chevron on the right and select "View Details".

Customer Reference	Customer Company	Project Name	Project Location	Project Stage	Associated Project	Web Form	
	ARA Electrical High Voltage Services Pty Ltd T/as Transect (L1)	AN-21878 DURAL	TAYLORS ROAD, DURAL, 2158	ASP1 Connection/Relocation Offer		179959	▼ View Details

- c. This will take you to the project "Summary" page.

Customer Reference -	Associated Project -	Site Address Details TAYLORS ROAD, DURAL 2158, NBN FTTC - 2DUR-23-03
Project Name AN-21878 DURAL	AE Notification -	Project Description -
Project No. AN-21878	AP Notification -	Web Form Number 179959

Customer Reference	Customer Project Description
-	-
Application - Received Date 24/11/2020	Assessment Application Response Due Date -
Assessment Outcome	Application Outcome - Response Date

Step 3. Receive a notification to submit documents.

The Installation Inspector will initiate the document request process

You will receive an automated email notification from NoReply@ConnectionProjects.com that will direct you to log into the portal to view required documents

Step 4. Access Ausgrid Customer Portal and upload documents

- a. Access the portal and navigate to the Private Installation tab in the project.

The screenshot shows the Ausgrid Customer Centre interface. At the top, there is a navigation bar with the Ausgrid logo, 'Customer Centre', and links for 'Navigate To', 'Account Settings', and 'Sign out'. Below this is a summary table with the following data:

Customer Reference	Associated Project	Site Address Details
-	-	11 IVANHOE PL, MACQUARIE PARK
Project Name	AE Notification	Project Description
1900079861 MACQUARIE PARK	-	-
Project No.	AP Notification	Web Form Number
-	-	-

Below the table is a navigation menu with the following items:

- Summary
- Assessment
- Design
- Network Construction
- Outages
- Private Installation** (highlighted)
- Property
- Warranty & Completion
- Project Team

The 'Private Installation' section is expanded, showing a table with the following data:

Load Approval Date	Appointment Date
-	-
Installation Documentation Status	Overtime Required? (Additional Fees Apply)
-	No
Installation Documentation Received Date	Service Order No.
-	-
Installation Documentation Reviewed Complete Date	Defect Issued
-	-

- b. In the Private Installation "Required Documentation" section, all the documents that are required will have the "Required" status.

The screenshot shows the 'Private Installation Required Documentation' section. It contains a checklist of documents, each with a status indicator. The 'Required' status is highlighted in yellow for several items:

- Appointment Checklist: Required
- SPD Details (Protection Settings, Curves): -
- Equipment specification: -
- Single Line Diagram: -
- Switchboard Compliance Statement: -
- Main Switchboard Plans (SLD): -
- Site Plan (Incl MSB and substation location): -
- Design plan: -
- CCEW: -
- Installation Safety Management Plan: -
- Retail Contract in Place: -
- Operating Protocols: -
- Embedded Generation Details: Required
- Back Up Protection Details: Required
- Hazardous Area Documentation: -

c. Upload requested document(s)

Private Installation Documents

Upload Document/s **Submit Document/s**

Document Name	Document Category	Status Reason	Document Location	Created On
There are no records to display.				

d. The document(s) you are required to upload will be shown in the drop-down box. Select "Other" if it is a document outside of the Required Documents list

File Upload for Private Installation Documents

Require Documents Appointment Checklist

File Appointment Checklist
Back Up Protection Details
Embedded Generation Details
Other

Notes

Upload Selected Files

Close

e. Choose files, add any relevant notes, and upload selected files.

File Upload for Private Installation Documents

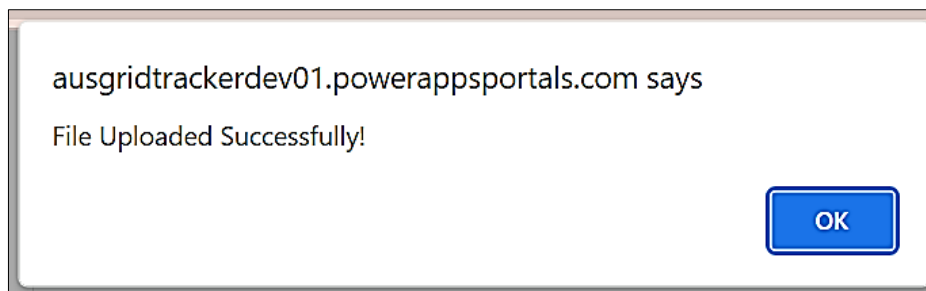
Require Documents

File 2 files

Notes

No of Files Selected : 2

- f. You will receive a pop-up notification that they have been uploaded successfully.



- g. Repeat this step for each require document
-

Step 5. Submit Documents

- a. Once you upload all your documents they will be saved in draft. You can save the documents in draft without submitting them. This allows you to upload document incrementally or return to upload later.

Submission is not possible until all required documents have been uploaded.

Private Installation Documents

Document Name	Document Category	Status Reason	Document Location	Created On
Appointment Checklist	Appointment Checklist	Draft		24/10/2023 2:30 PM
Appointment Checklist	Appointment Checklist	Draft		24/10/2023 2:31 PM
Back Up Protection Details	Back Up Protection Details	Draft		24/10/2023 2:32 PM
Embedded Generation Details	Embedded Generation Details	Draft		24/10/2023 2:33 PM

Confirm

Do you want to submit the Documents?

Private Installation Documents

Document Name	Document Category	Status Reason	Document Location	Created On
Appointment Checklist	Appointment Checklist	Submitted		24/10/2023 2:30 PM
Appointment Checklist	Appointment Checklist	Submitted		24/10/2023 2:31 PM
Back Up Protection Details	Back Up Protection Details	Submitted		24/10/2023 2:32 PM
Embedded Generation Details	Embedded Generation Details	Submitted		24/10/2023 2:33 PM

- b. Once documents are submitted, the "Upload Document/s and Submit Document/s" buttons are greyed out until reviewed by Installation Inspectors

Step 6. Check the status of a document/request or view comments.

- a. When the submitted documents are reviewed by the Installation Inspectors and marked as Review Complete you will receive an automated email notification from NoReply@ConnectionProjects.com indicating that no further documentation is required, and review is complete.
- b. If you are required to resubmit any of the documents, you will be required to log into the Ausgrid Customer Portal and upload documents.
- c. The documents that require resubmission will have a status of Resubmission.

Private Installation Required Documentation	
Appointment Checklist	SPD Details (Protection Settings, Curves)
Resubmission	—
Equipment specification	Single Line Diagram
—	—
Switchboard Compliance Statement	Main Switchboard Plans (SLD)
—	—
Site Plan (Incl MSB and substation location)	Design plan
—	—
CCEW	Installation Safety Management Plan
—	—
Retail Contract in Place	Operating Protocols
—	—
Embedded Generation Details	Back Up Protection Details
Submitted	Submitted

- d. The upload and submit button will be enabled once the document is uploaded, refer to step 5.

What do I do if...

For help with the accessing the Ausgrid Customer Portal click [here](#)

FAQs

Q. I cannot see my project in the Ausgrid Customer Portal.

A. Ensure you have selected the correct project view (ASP2).

Q. I have forgotten my log in or password.

A. You can reset your password [here](#).

If you have forgotten or have issues with your username, contact the Connections and Operations Team on 02 4399 8099 or datanorth@ausgrid.com.au
