

Critical Planned Dates Submission Process for ASP1 Quick Reference Guide

Purpose Submission of Critical Planned Dates via Ausgrid Customer Portal

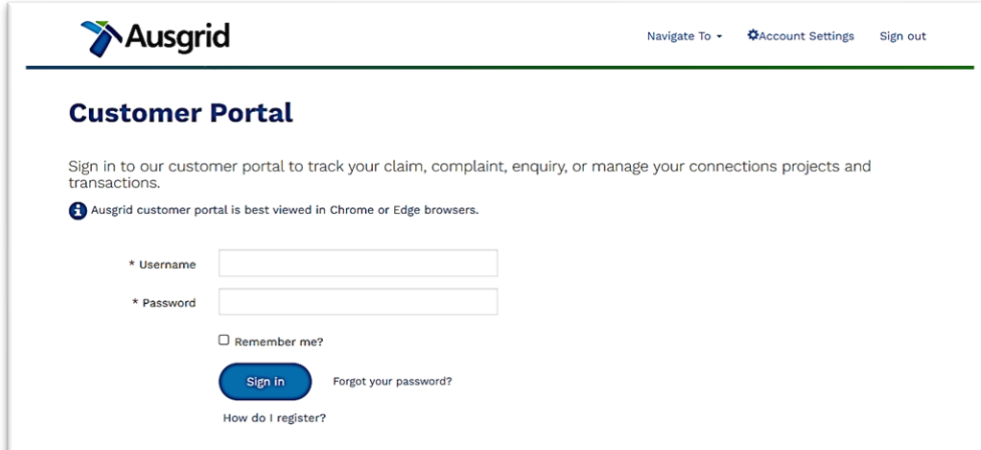
Applies to Accredited Service Provider Level 1 (ASP1)

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

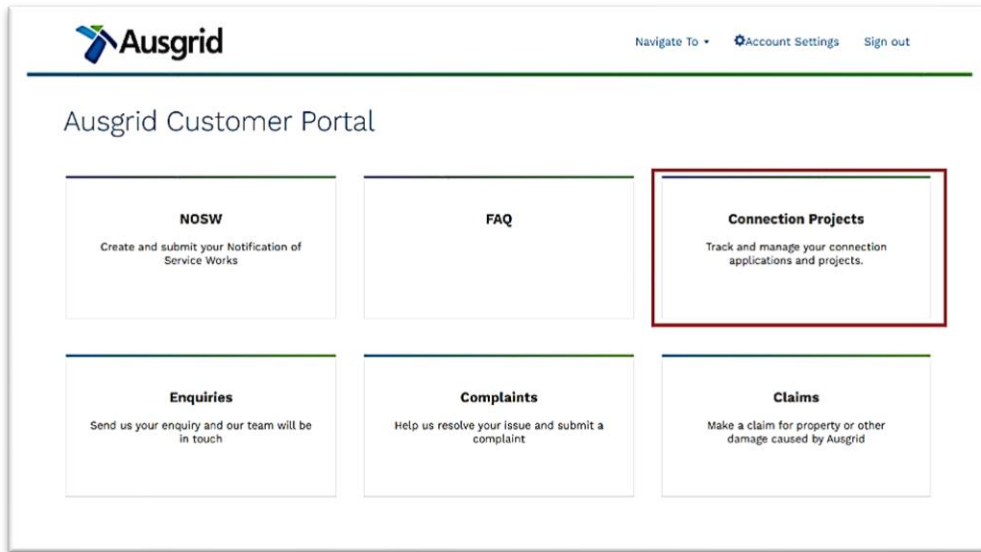
Procedure

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.

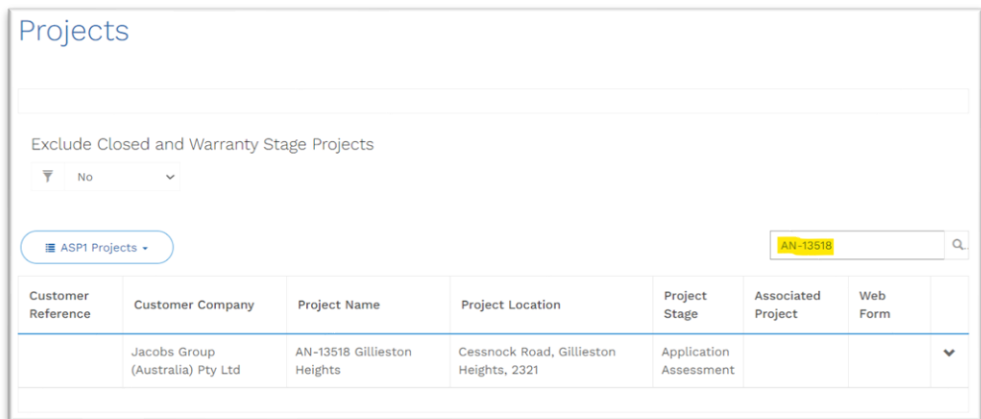


The screenshot shows the Ausgrid Customer Portal sign-in page. At the top left is the Ausgrid logo. At the top right are links for 'Navigate To', 'Account Settings', and 'Sign out'. The main heading is 'Customer Portal'. Below this is a sign-in instruction: 'Sign in to our customer portal to track your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

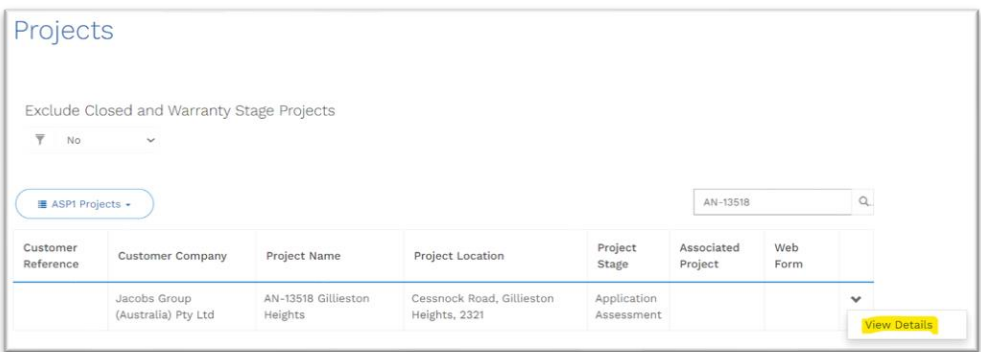


Step 2. Navigate to Project

a. Ensure ASP1 Projects is selected. Search the relevant project in the search bar.



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



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

The screenshot shows the 'Summary' page of a project. At the top, there are three columns of information: Customer Reference (AN-13518 Gillieston Heights), Associated Project (AN-13518), and Site Address Details (Cessnock Road, Gillieston Heights 2321). Below this, there are more details: Project Name (AN-13518 Gillieston Heights), AE Notification, Project Description, Project No. (AN-13518), AP Notification, and Web Form Number. A left-hand navigation menu is visible, with 'Summary' selected. The main content area is titled 'Summary' and contains several sections: Customer Reference, Customer Project Description, Application - Received Date (14/08/2018), Assessment Application Response Due Date, Assessment Outcome (-Select), and Application Outcome - Response Date.

d. Navigate to the left-hand menu and select the "Critical Planned Dates" tab.

The screenshot shows the 'Critical Planned Dates' submission form. The left-hand navigation menu has 'Critical Planned Dates' highlighted. The main content area is titled 'Critical Planned Dates' and contains several fields: Planned ASP1 Start (DD/MM/YYYY), Planned Electrification (DD/MM/YYYY), Planned ASP1 Finish (DD/MM/YYYY), and Planned Critical Dates Status (Dates Required). There is a Feedback section with a text area and a checkbox for 'Endorsed by Customer (Or Customers Representative)'. A 'Submit' button is located at the bottom.

Step 3. Submit Critical Planned Dates

a. Fill in the required details.

You will be required to complete the following:

- **Planned ASP1 Start** You will need to select the date of Planned ASP1 Start.
- **Planned Electrification** You will need to select date of Planned Electrification.
- **Planned ASP1 Finish** You will need to select date of Planned ASP1 Finish.
- **Endorsed By Customer (or Customer Representative)**. Please select the check box (mandatory for submission).

Customer Reference	Associated Project	Site Address Details
-	-	Cessnock Road, Gillieston Heights 2321
Project Name	AE Notification	Project Description
AN-13518 Gillieston Heights	-	-
Project No.	AP Notification	Web Form Number
AN-13518	-	-

Summary Critical Planned Dates

Assessment

Design

Critical Planned Dates

Network Construction

Outages

Private Installation

Property

Warranty & Completion

Project Team

Submission completed successfully X

b. Click "Submit".

This will submit the Critical Planned Dates and dates.

- Once you have submitted the dates, an email notification will be sent to Customer, Contestable Project Coordinator (CPC) and Network Connection Coordinator (NCC) from CRM-no-reply@ausgrid.com.au

c. If the Planned Critical Dates are rejected, you will receive an email notification to resubmit the dates.

The screenshot shows a web form titled "Critical Planned Dates". On the left is a sidebar with a list of project stages: Summary, Assessment (selected), Design, Critical Planned Dates, Network Construction, Outages, Private Installation, Property, Warranty & Completion, and Project Team. The main form area contains the following fields:

- Planned ASP1 Start: 01/07/2024
- Planned Electrification: 15/08/2024
- Planned ASP1 Finish: 10/09/2024
- Planned Critical Dates Status: Rejected (highlighted in yellow)
- Feedback: Rejected, please propose a new date
- Endorsed by Customer (Or Customers Representative)

A blue "Submit" button is located at the bottom of the form.

What do I do if...

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

Frequently Asked Questions

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

A. Ensure you have selected the correct project view (ASP1).

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 Support team on 02 4399 8099 or contestability@ausgrid.com.au