

Quick Reference Guide: Pre-Construction Meeting Request Process for ASP1

| Purpose | Submission of Pre-Construction Meeting request via Ausgrid Customer Portal |
|---------------------|--|
| Applies to | Accredited Service Provider Level 1 (ASP1) |
| Before you begin | Ensure you have access to the Ausgrid Customer Portal |

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.

| Customer Portal | | | |
|--|--|---|---|
| Sign in to our customer portal t |) track your claim, complaint, enquiry, or m | nanage your connections | projects and |
| Ausgrid customer portal is best view | ed in Chrome or Edge browsers. | | |
| * Username | | | |
| * Password | | | |
| | me? | | |
| | Forgot your password? | | |
| Sign in | | | |
| How do I reg | iter? | Navigate To 🔹 🏼 🎝 Acco | unt Settings Sign out |
| How do I reg | Portal | Navigate To 🗸 🏼 🎝 Acco | unt Settings Sign out |
| How do I reg Ausgrid Ausgrid Customer | Portal | Navigate To - QAcco | unt Settings Sign out |
| How do I reg We do I reg Ausgrid Customer Nosw Create and submit your Notification Service Works | Portal | Navigate To - Acco Conner Track and m applicat | unt Settings Sign out |
| Eign in How do I reg Musgrid Ausgrid Customer Nosw Create and submit your Notification Service Works | Portal FAQ | Navigate To • \$Acco Conner Track and ma applicati | unt Settings Sign out |
| How do I reg The second secon | Portal f | Navigate To • Acco | unt Settings Sign out |
| Enquiries | Portal f | Navigate To - Acco Connee Track and ma applicati | unt Settings Sign out ction Projects anage your connection ons and projects. Claims |

Step 2. Navigate to Project

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

| J | | | | | | | |
|-----------|----------------------|---------------|------------------|------------------|-----------------------------------|-------------|--|
| Exclude C | losed and Warranty S | tage Projects | | | | | |
| Y No | ~ | | | | | | |
| | | | | | | | |
| | | | | | | | |
| ASP1 Pro | jects • | | | | AN-13518 | | |
| ASP1 Pro | Customer Company | Project Name | Project Location | Project Stage | AN-13518 Associated Project | Web Form | |

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

| Exclude Cl | losed and Warranty S | tage Projects | | | | | |
|--------------------|-----------------------------|---------------|------------------|------------------|-----------------------------------|-------------|-----|
| ▼ No | ~ | | | | | | |
| | | | | | | | |
| | | | | | | | |
| ASP1 Proj | jects • | | | | AN-13518 | | Q., |
| Stomer eference | jects + Customer Company | Project Name | Project Location | Project Stage | AN-13518 Associated Project | Web Form | Q. |

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

| Customer Reference - Project Name AN-13518 Gillieston Heights | | Associated Project - AE Notification - | Site Address Det Cessnock Road, G Project Descripti - | talls jillieston Heights 2321 ion | | |
|--|----|---|--|--|--|--|
| Project No. AN-13518 | | AP Notification - | Web Form Numb - | ber | | |
| ummary | • | Summary | | | | |
| ssessment | ۲ | | | | | |
| lesign | ۲ | Customer Reference | | Customer Project Description | | |
| ritical Planned Dates | • | | | | | |
| letwork Construction | ۲ | | | | | |
| utages | • | | | | | |
| rivate Installation | • | Application - Received Date | | Assessment Application Response Due Date | | |
| roperty | ۲ | 14/08/2018 | | | | |
| Varranty & Completion | • | Assessment Outcome | | Application Outcome - Response Date | | |
| roject Team | () | | | | | |

d. Navigate to the left-hand menu and select the "Network Construction" tab and click the "Create Inspection" Button.

| Summary | \odot | Network Co | nstruction | | | | |
|------------------------|---------|-----------------|------------------------------|---|-------------------------|-------------------|------------|
| Assessment | \odot | 20 | | | | | |
| Design | \odot | | | | | | |
| Critical Planned Dates | \odot | Offer Acceptanc | e Date | | Connection/Relocation (| Contract Expiry I | Date |
| Network Construction | \odot | 18/09/2020 | | | | | |
| Outages | Θ | | | | | | |
| Private Installation | \odot | ASP1 Reimburser | ment Amount | | Date Issued To Complian | nce Officer | |
| Property | \odot | - | | | 22/09/2020 10:00 AM | | |
| Warranty & Completion | \odot | ASP1 Reimburser | ment Purchase Order | | | | |
| Project Team | \odot | | | | | | |
| | | ASP1 Reimburser | ment Purchase Order Iss | sued Date | | | |
| | | Milestone In | spections | | | Create | Inspection |
| | | Name | Milestone Inspection Type | Milestone Inspection Proposed Start | Milestone Inspection | Status | Select |

Step 3. Complete outage request form

- a. Fill in the required details. The mandatory fields are marked with an * You will be required to complete the following:
- **Name*** information self populates based on the project name, example AN-13518 Gillieston Heights
- Milestone Inspection Type* information self populates as Pre Construction
- Milestone Inspection Proposed Start* You will need to the select date and time of pre-construction meeting. You can select the time by clicking the blue clock at the bottom of the monthly calendar.
- **Description*** Please provide a short description of the meeting request.

| Name * | Mileston | e Insp | ectior | Туре | * | | |
|-----------------------------|----------|--------|--------|--------|--------|--------------------|----|
| AN-13518 Gillieston Heights | Pre Co | nstruc | tion | | | | ~ |
| Status | Mileston | e Insp | ectior | Prop | osed s | Start ^a | * |
| -Select | DD/MN | /YYYY | h:mn | ηA | | | |
| | ٢ | | Ju | ly 20: | 24 | | > |
| Description * | Su | Мо | Ти | We | Th | Fr | Sa |
| | 30 | 1 | 2 | 3 | 4 | 5 | 6 |
| | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| | 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| | 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| Save | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

b. Click "Save".

This will create a draft milestone inspection; the form will refresh, and the save and submit button will be available at the bottom.

c. Click "Save and Submit"

| Upload documents and/or notes | |
|-------------------------------|-----------|
| Save and Submit | - - |
| • | · · · · · |

This will submit the milestone inspection for pre-construction.

- Once you have submitted the Milestone Inspection for pre-construction, an approval request will be sent to the Network Connection Coordinator (NCC) and Contestable Project Coordinator (CPC) with meeting details.
- An email notification with the request will be sent from <u>flow-</u> <u>noreply@mirosoft.com</u> that will request the NCC and CPC to approve or reject the meeting request.
- Once the meeting request is approved by an NCC, an appointment will be created for the pre-construction meeting.

Note: ASP1 should agree on a date with the NCC and CPC for the preconstruction meeting, prior to submitting the request. This will reduce the occurrence of rejected meeting requests.

If the request is Rejected by an NCC, you will receive an automated email notification from <u>CRM-no-reply@ausgrid.com.au</u> and will be required to create a new Milestone Inspection Request and submit.

What do I do if...

For help with the accessing the Ausgrid Customer Portal click here.

Frequently Asked Questions (FAQs)

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 <u>here</u>. If you have forgotten or have issues with your username, contact the Connections Support team on 02 4399 8099 or <u>contestability@ausgrid.com.au</u>