

Wednesday, 9 August 2023

Ausgrid continues transformation of customer communications

Ausgrid will begin notifying customers of planned outages via SMS in replacement for postal updates and encourages customers to update contact details with their electricity retailer to receive live notifications.

Customers in the Ausgrid network that have a mobile number registered with their electricity retailer will now be notified of power outages via SMS notification. Previously, planned outages were communicated to customers via by both SMS and postal letter.

This change comes as a result of Ausgrid customers communicating that receiving notifications via SMS are more convenient and timelier and offer a more sustainable option to paper post. This change will provide simple updates and give real-time outage and power supply updates.

Customers can now expect to now receive an initial SMS at least four days prior to an outage, and a reminder the day before the outage is scheduled. If circumstances change, customers will also be notified via SMS if the outage is cancelled.

To provide these updates, Ausgrid utilises contact details provided by electricity retailers to keep customers up to date with unplanned, emergency power outages. If customers have registered a valid mobile number with their electricity retailer, they will no longer receive postal notifications prior to planned power outages. Instead, by default they will receive an SMS notification.

Customers that have not updated their contact details with their electricity retailer are encouraged to do so by logging into their online account on the electricity retailer's website or app. More than one mobile number can be registered to receive SMS notifications.

Customers who are registered as using life support equipment will continue to receive postal notifications in addition to SMS notifications.

For more information on SMS notifications, visit www.ausgrid.com.au/goingdigital.

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