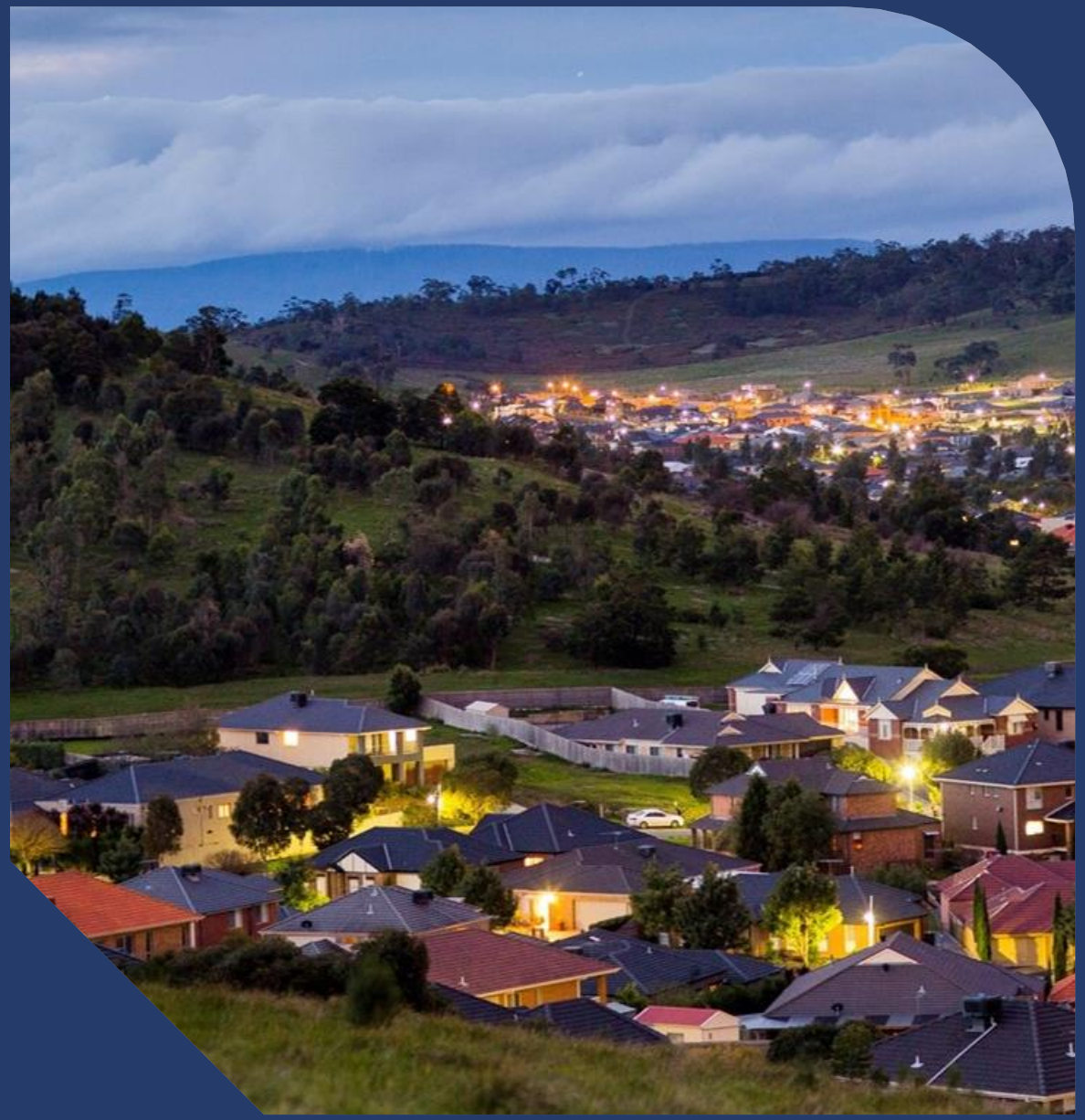
AusNet

Webinar

AusNet Customer Connections Upgrade



April/May 2025

Meet the team

Peter Quinn
Customer Works Manger

David Rofe
Customer Connections Manager

Saurabh Bhalla
Program Manager

Stefan Azzato
Customer Connections & Metering Business Lead

Key highlights

The portal will...

Allow Customers (Builder/Electricians/others) to request **New Connections**, **Alterations** and **Abolishment (VESI)** service requests (EWRs) directly with AusNet.

Provide **visibility of all digital applications** submitted, and show **the progress status** of each application, supported by **push notifications** as the application progresses.

Allow property contacts to be added to applications enabling them to receive automated updates from AusNet as the application progresses.

Provide an opportunity for AusNet to optimise current business processes which ultimately **enhances customer experience**.

Metering applications transition plan

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No more paper EWRs for:

- **New meter connections**
- **Alterations**
- **Abolishments (VESI)**

12 May

Last day for any paper-based EWRs submissions accepted

13 May

All forms of EWRs **must be submitted via the portal** – no further paper-based applications accepted*

CES can be attached as part pf the application

* Inflight applications already submitted will continue to be processed by retailers

01 Demonstration

Changes at a glance
Metering Application

Metering applications

- Applications can be submitted electronically via the portal, removing the retailer from this part of the process
- Ability to **save an application as-a-draft** in the portal; valid for 30 days since last saved
- **Reduced incoming calls** from property contacts seeking updates on connection status
- Improved **visibility of the connection status** throughout the journey

Application validations

- Increased automation will **reduce application content validation times** and administration processes required for a new electrical meter installation
- **Reduced errors** due to immediate validations therefore reduced wasted truck fees

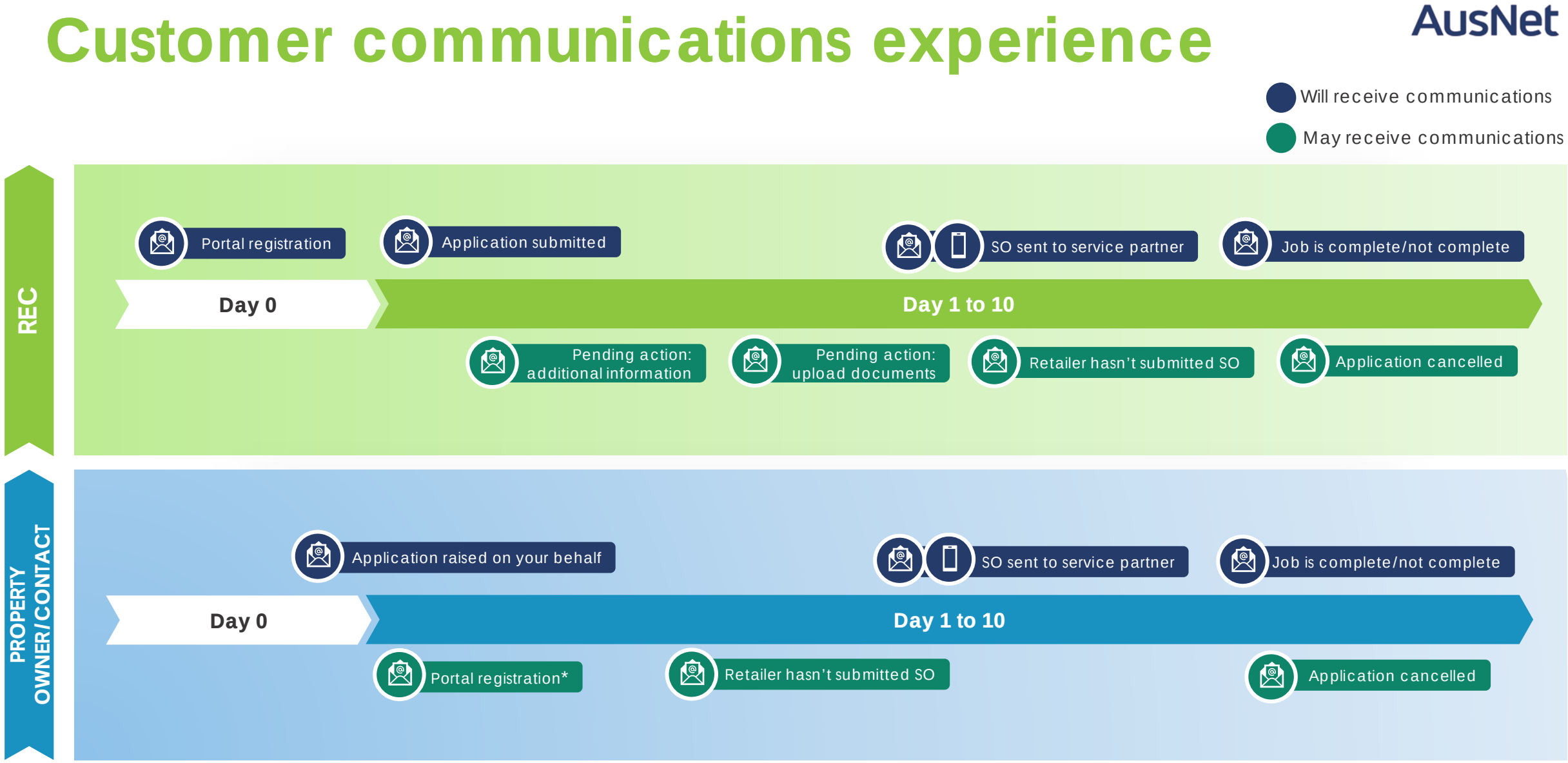
Digital Electrical Works Request (EWR)

- A digital EWR will be generated and **sent automatically to the retailer**

Portal

- **Visibility of the connection status** throughout the journey
- Electronic action request for **additional information including document uploads**, to the Applicant's customer portal account instead of cancelling the Service Order
- Ability to create a **direct enquiry** from the (metering or solar) application
- Both Electricians and Customers will receive **application status updates** as their request progresses and reminders for outstanding requests
- **List of all** (metering and solar) **applications**: current, in draft, or closed
- Access to **support resources online**

Customer communications experience



* Portal registration is optional for property / customer

Portal registration types

Registration types designed to accommodate the different needs of our Customers

Industry Administrator

- Best suited for Administration
- Allows Applications to be created for different RECs / LEWs in one administration account

Industry LEW

- Suitable for an individual performing work independently or for others
- Allows them to enter their license number, which makes the form completion process easier

Industry REC

- Suitable for any individual or business with an REC license, e.g. sub-contractors
- Allows them to enter their registration number, which makes the form completion process easier

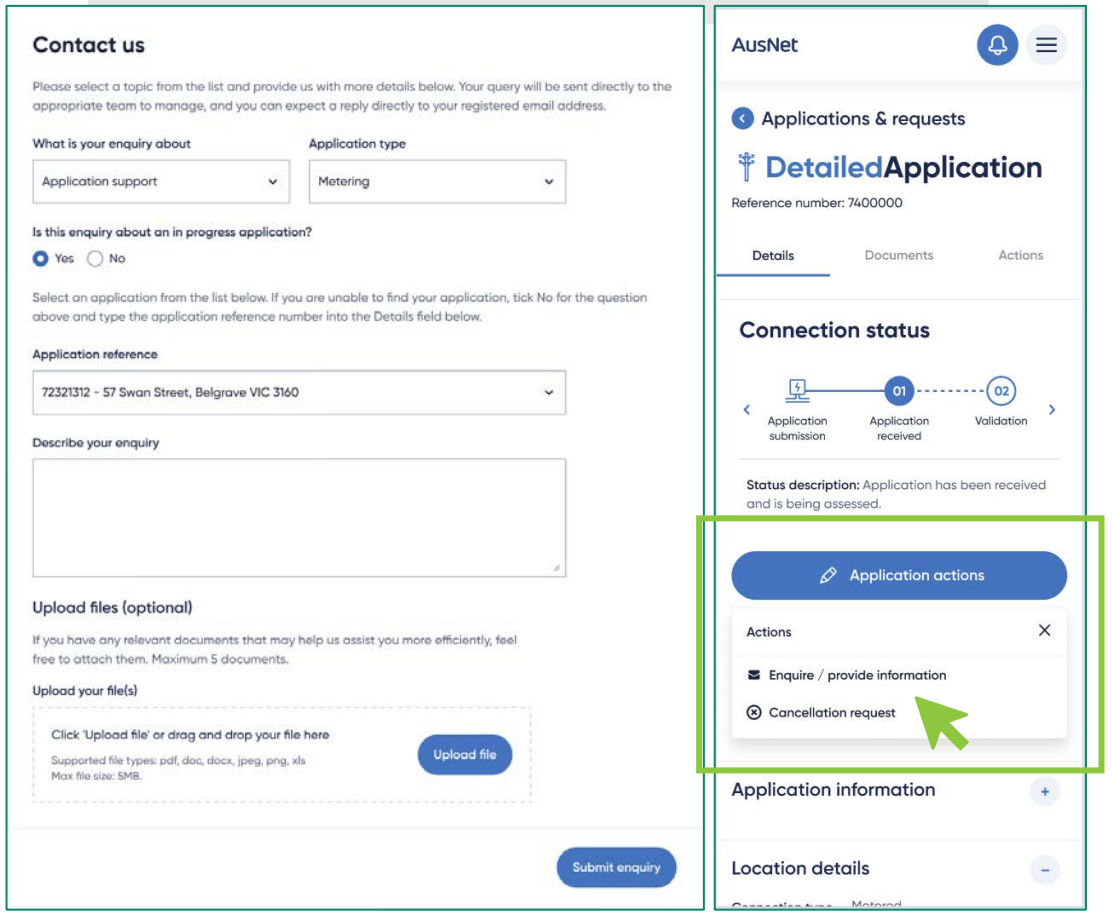
Residential Customers

- For residential customer living within the AusNet distribution area
- Can only submit abolishment metering application
- Can view all metering applications submitted, including those on their behalf

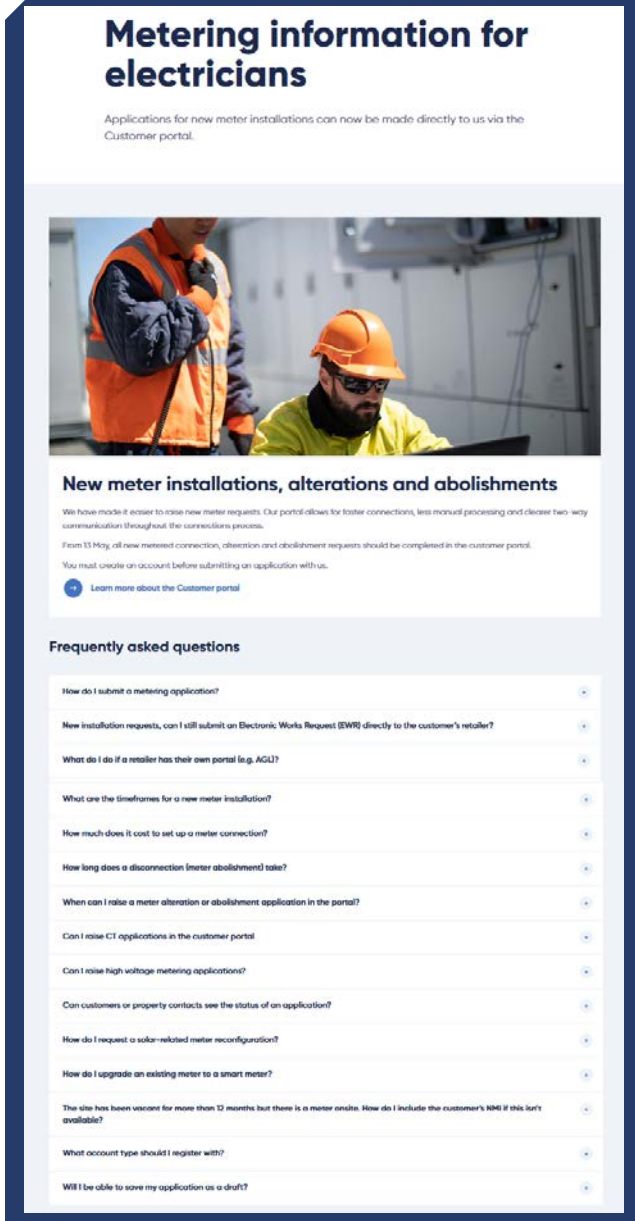
In the future, users will have more registration types and features available to meet their needs

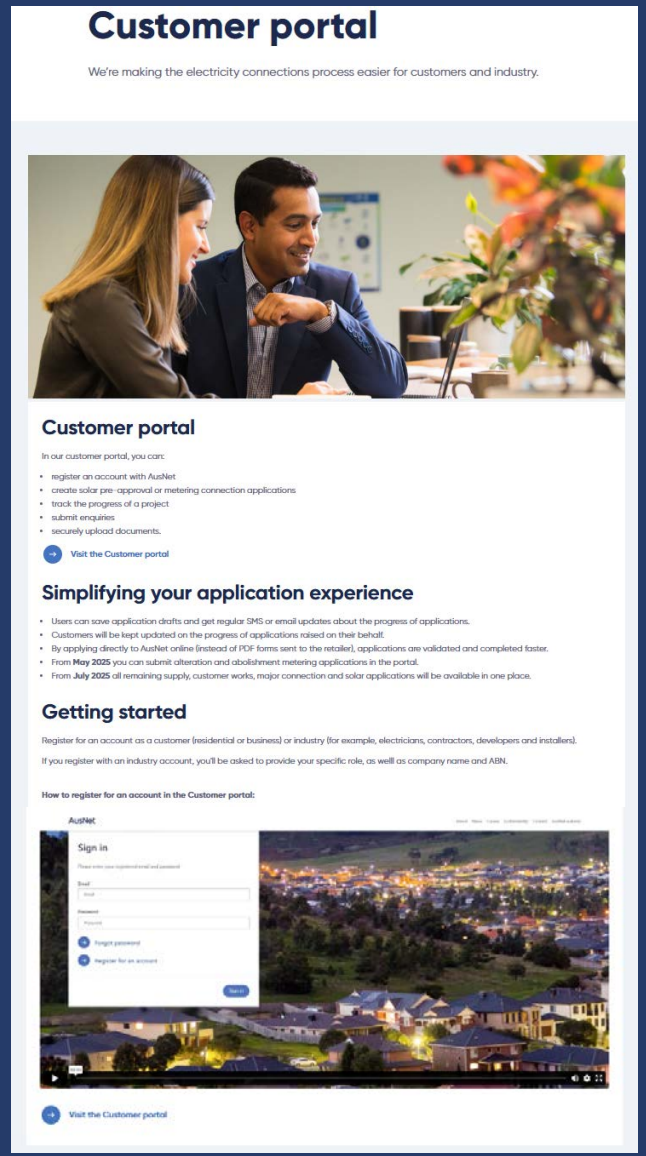
Portal self-service

In portal FAQs and enquiry forms



New AusNet website pages coming soon, including a dedicated electrician section for metering





Future Enhancements

These new features being shared from August 2025

- Administrators can **add REC / LEW / SAA users as a "favourite"** and select those details when completing applications to speed up the process

- Portal users can **update their own details:**
  - Mobile phone
  - Email address
  - Accreditation details / add new accreditations

- **Single portal for all connections requests:** EnergyConnect application types e.g.: pole to pits & supply upgrades etc, will come into this single self-service portal

- Self service for truck appointments

Frequently asked questions

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Will my customers see the status of the application themselves?

Yes, they can see this by logging into the portal. This is why we ask you for your customers email address.

What do we do if there is a meter on the site but it's not been used for over 12 months (therefore there will not be a bill, therefore no NMI to include on the form - but the form requires one?

Please use the contact us on the portal and our team can look up the NMI via the meter number for them

Will I be able to see Truck appointments in the portal?

Yes, your truck appointment will show within the portal once confirmed.

What do I do if I need to re-schedule a truck appointment?

Contact the service provider directly or you can raise an enquiry against the application in the portal requesting the reschedule.

Do I still have to go to the retailer at all?

Yes, you would first submit your connection application via AusNet, then contact your retailer for retail account set up and billing purposes.

How do I pay for my connection?

This will be billed as it currently is via the retailer, typically in your next invoice.

Do I raise an abolishment when there is a builder's temporary supply (BTS) in place?

No this is not required.

How do I request a solar-related meter reconfiguration?

If your site requires a Supply Alteration to complete works onsite in conjunction with solar (e.g. meter consolidation or smart meter installation) raise an alteration application. Once completed, you will need to raise a meter reconfiguration service order via the retailer.

If your site only requires a meter reconfiguration, contact the retailer directly.

What does the ANSO number mean for you?

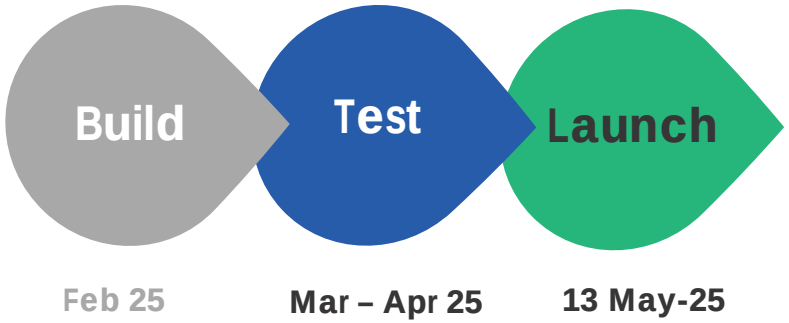
This is the unique ID for your application that you would use when liaising with retailers and/or AusNet.

What if I have a new connection to be completed with an alteration or abolishment?

Raise the new connection application first, then in the subsequent alteration or abolishment reference the new connection ANSO number.

You can find a **comprehensive list of FAQs** on the AusNet website at:
www.ausnetservices.com.au/metering-update

Next steps



- **Customers and Electricians must submit** the applications (New Connections, Alterations and Abolishments) via **the AusNet portal from 13 May 2025**
- We'll keep you informed via the email address you used to register for this webinar with any further updates.
  A copy of this recording can be found on the AusNet **website metering page**
- We will be holding a second session for those who couldn't make it today. Please share the details to those who you think may be interested:
  1 May webinar link
- You're also welcome to provide us feedback via:
  newportalinfo@ausnetservices.com.au