

SER process

Frequently Asked Questions (FAQ)



1. I lost the email with the Verified SER. How do I obtain a copy?

Option 1: TIBCO Database

1. Open up TIBCO FormCentre.
2. Click on 'SER Verified' under the reporting icon located at the top left of the screen.
3. Search the archive through using the 'Project Number', 'Assessor', 'Verifier', 'Location', and 'Date' functions.
4. Once you have located the SER, click on 'View only SER' in order to obtain a copy of the form.
5. You can save this 'Read Only' document to file.

Option 2: Retrieve via email

You can obtain a 'Read Only' copy of an SER by emailing eforms@ausgrid.com.au with the Subject: Get project [Project Number].

Note, this option may not work if the project number includes spaces, special characters etc.

Option 3: Contact Environmental Services

Request a copy by emailing environmentalservices@ausgrid.com.au

2. I lost the email with my Assessed SER stating that the SER was registered. How do I obtain a copy of the Assessed SER?

Request a copy by emailing environmentalservices@ausgrid.com.au

3. As a verifier, why can't I edit the SER and verify it?

If you have viewed the form by clicking on 'View only SER' in the SER Current database on TIBCO FormCentre, then you have accessed a 'read only' SER. You can only edit/verify the Assessed SER which was attached to the original email sent to the Assessor stating that the SER was registered.

If this email cannot be found, see Question 2.

4. How can I save an electronic copy of the SER form?

You can save an electronic copy of the SER both before and after submitting the form. In either case to save the SER, click on 'File' (located in the upper left hand corner on the toolbar) and then 'Save As'. You can then save a copy of the form to the electronic folder of your choice.

5. I can only save a blank document, it does not save what was already completed.

You must save the template to the local directory, and re-open from the local directory before entering text.

6. I want access to the WebGIS EL to use for maintenance activities

The WebGIS environmental layers (WebGIS EL) general maintenance theme has been released for trial to selected work groups in December 2016 to April 2017. It is proposed to roll out the maintenance theme across Ausgrid in 2017. There will be communications and an online training course made available.

Note that each theme on the WebGIS EL has specific reporting tools, layers and associated environmental controls. The environmental controls are written to ensure environmental compliance depending on whether you are planning new works or undertaking routine maintenance activities.

7. What isn't Bushfire Prone Land mapping available on the WebGIS EL?

At this stage, Bushfire Prone Land is not available on the WebGIS EL due to the data size.

8. Why is there no risk assessment of environmental issues anymore?

The risk assessment is embedded into the level 1, 2 and 3. Environmental Services will undertake an additional assessment on level 3 issues.

9. What is a Hazardous activity?

Hazardous activities are items that do not fall into the sensitive issues category such as water discharge or construction noise. The thresholds are specified within the SER.

10. When will the EIA Worksheet database be closed?

EIA worksheets have not been accepted from 1 December 2016. This includes any pulled back EIA Worksheets. Ausgrid is an Authorised Network Operator and must comply with the *NSW Code of Practice for Authorised Network Operators*.

The EIA Worksheet database will remain as an archive record of completed environmental assessments.

11. I can not submit the SER into TIBCO, I am not getting an email back?

Your email signature may have an attached PDF that is preventing the submission of the SER.

Please submit the SER using a blank email with no email signature or internal text.

Attach the SER to the blank email with a subject heading "Click 'Send'. Do not change recipient." Make sure the second full stop is included in the subject heading. Send the email to eforms@ausgrid.com.au

If this does not resolve your issue, please contact Environmental Services by emailing environmentalservices@ausgrid.com.au

12. I've still got questions

Contact Environmental Services by emailing environmentalservices@ausgrid.com.au