

# Instruction – Submitting an SER Form

## Purpose

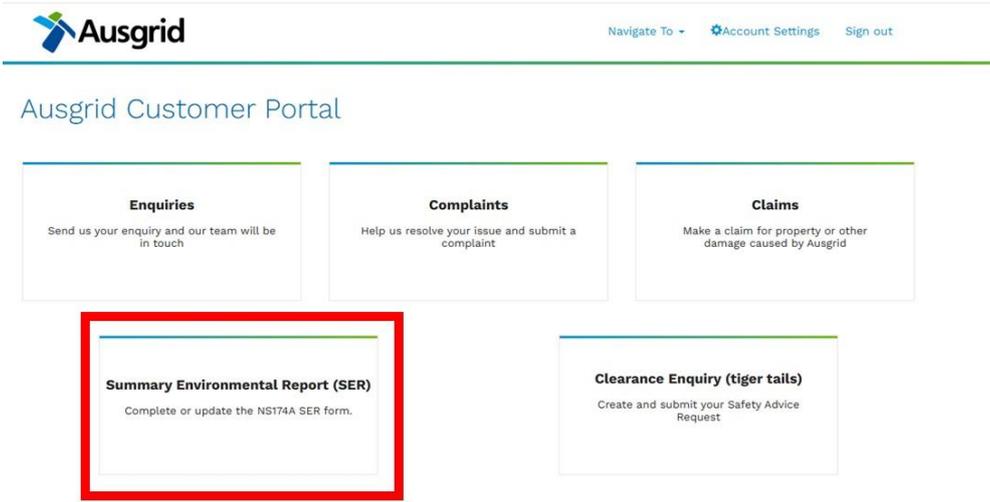
To outline the steps required for:

1. Accessing the SER Portal on Ausgrid’s Customer Portal
2. Submitting an SER
3. Accessing draft, submitted and approved SERs

## Applies to

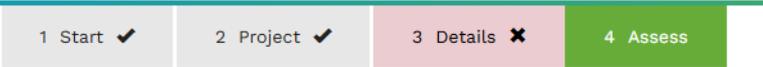
Those Authorised to prepare and submit Ausgrid SERs.

## Procedure: 1. Accessing the SER Portal on Ausgrid’s Customer Portal

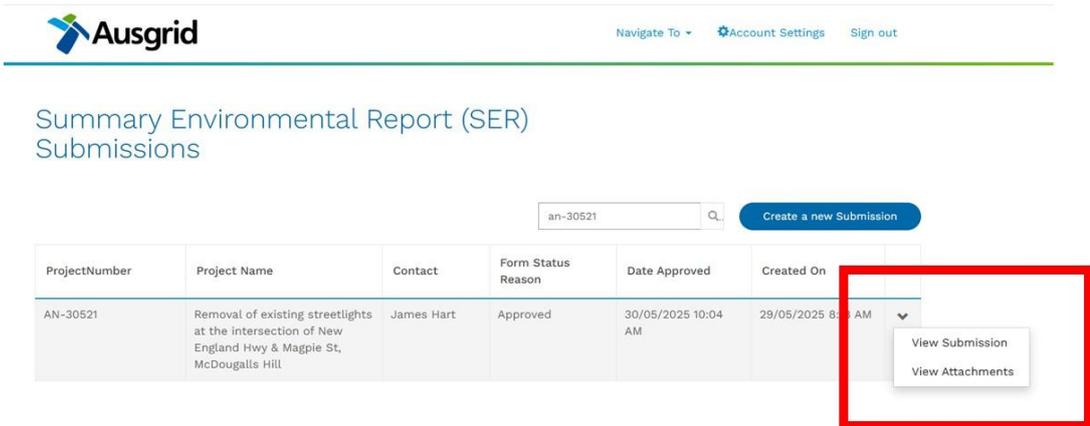
Step	Action
1.	Register with Ausgrid’s Customer Portal if you have not previously set up an account. You will need an account with your work email. <a href="https://services.ausgrid.com.au/SignIn">https://services.ausgrid.com.au/SignIn</a>
2.	If you have an account sign in and if you see the SER Portal shown below in Step 4 you already have access.
3.	If the SER Portal is not visible, email <a href="mailto:environmentalservices@ausgrid.com.au">environmentalservices@ausgrid.com.au</a> requesting access to the SER Portal. <b>Note:</b> You will need to have completed Ausgrid’s SER and WebGIS-EL training within the last 2 years to be granted access.
4.	Once access is approved you should see the SER Portal 

## Procedure: 2. Submitting an SER

Step	Action
1.	Open the SER Portal at Ausgrid’s Customer Portal <a href="https://services.ausgrid.com.au/SignIn">https://services.ausgrid.com.au/SignIn</a>
2.	Click the ‘ <a href="#">Create a new submission</a> ’ button to create a new SER.

<p>3.</p>	<p>Complete project information and click the '<u>Submit</u>' button.</p>
<p>4.</p>	<p>Click the '<u>Proceed to form</u>' button and progress through the 5 stages of the form filling out required information.</p> <p>Key functionality of the form:</p> <ul style="list-style-type: none"> <li>- Fields marked with an * are mandatory. The form cannot be submitted unless these are filled in.</li> <li>- The form is only saved when clicking '<u>Next</u>'. Clicking '<u>Previous</u>' does not save the form.</li> <li>- Default text is provided to guide the level of assessment required.</li> <li>- Where default text includes [*** and ***] these must be removed/replaced. The form cannot be submitted if these symbols remain in the form.</li> <li>- The form will highlight where mandatory fields have not been completed or [*** and ***] symbols remain in the form by highlighting the relevant tab red.</li> </ul>  <ul style="list-style-type: none"> <li>- Click the help symbol  for more guidance on individual questions.</li> </ul>
<p>5.</p>	<p>When you get to the decision tab, click the '<u>Yes</u>' radio button if you agree with the statement and then click '<u>Next</u>' to save your response.</p> <p>Assessor Decision</p>  <p>I certify to the best of my knowledge and belief that:</p> <ul style="list-style-type: none"> <li>• I have completed this SER in accordance with <a href="#">EGN 174B SER Guidance Notes</a> and <a href="#">NS174B Environmental Assessment Guidelines</a>.</li> <li>• The information contained in this SER is neither false nor misleading and I have been appropriately trained to consider and assess the impacts of the Activity.</li> <li>• The Activity's impacts are minor and neither extensive nor complex and can proceed subject to compliance with specific controls in this SER and minimum construction controls in <a href="#">NS174C Environmental Handbook for Construction and Maintenance</a>.</li> <li>• The scope of works for the Activity includes all construction, maintenance, operation and ancillary activities and accurately reflects the attached design plan for the Activity.</li> <li>• I have completed a site inspection.</li> </ul>
<p>6.</p>	<p>Click the '<u>Submit for verification</u>' button and await an email saying that the SER has been registered (the email should typically take a few minutes).</p>
<p>7.</p>	<p>Read 'What the Assessor needs to do' as there are two possible emails:</p> <p><b>Option 1: No Level 3's selected in the SER</b> - Forward the email to the relevant Ausgrid Verifier (if known). Otherwise the SER will be in a queue to be verified by the next available Ausgrid Verifier.</p> <p><b>Option 2: One or more Level 3's selected in the SER</b> – Forward the email to <a href="mailto:environmentalservices@ausgrid.com.au">environmentalservices@ausgrid.com.au</a></p>

### Procedure: 3. Accessing draft, submitted and approved SERs

Step	Action
1.	<p><b>Option 1:</b> If you assessed and submitted the SER then you will have an email from <i>Dynamics CRM Mail</i> and depending on Status:</p> <ul style="list-style-type: none"> <li>- <b>SER awaiting verification</b> – a link to the SER Portal where you can view the status.</li> <li>- <b>SER Approved</b> – the is SER attached and also a link to the SER and attachments.</li> </ul> <p>The links will require you to log into Ausgrid’s Customer Portal.</p> <p><b>Option 2:</b> Open the SER Portal at Ausgrid’s Customer Portal <a href="https://services.ausgrid.com.au/SignIn">https://services.ausgrid.com.au/SignIn</a></p> <p><b>Note:</b> Ausgrid Verifiers can alternatively access SERs through CRM and PowerBI.</p>
2.	<p>The following steps apply to <b>Option 2</b>.</p> <p>The SER Portal will show all of your SERs and access will depend on Status.</p> <p><b>Access Draft SER</b> Click the ‘<a href="#">Update submission</a>’ link to continue editing the SER.</p> <p><b>View Submitted SER</b> Click the ‘<a href="#">View submission</a>’ link to view read only SER.</p> <p><b>View Approved SER</b> Click the ‘<a href="#">View attachments</a>’ link to view read only SER and attachments.</p> <p>The search box accepts wildcard characters eg *1234.</p> 
3.	<p>To <b>save an approved SER and attachments</b>, click ‘<a href="#">View Attachments</a>’ link and download files or drag and drop to the required folder.</p>

### What do I do if I need help?

Email [environmentalservices@ausgrid.com.au](mailto:environmentalservices@ausgrid.com.au)

### Frequently Asked Questions

How do I pull back an SER to make changes?

- If the SER is approved, contact [environmentalservices@ausgrid.com.au](mailto:environmentalservices@ausgrid.com.au)
- If the SER is awaiting verification, contact the Verifier or [environmentalservices@ausgrid.com.au](mailto:environmentalservices@ausgrid.com.au) and ask them to send back the SER.

How do I cancel and SER?

- If the SER is approved, contact [environmentalservices@ausgrid.com.au](mailto:environmentalservices@ausgrid.com.au)

- If the SER is awaiting verification, contact the contact the Verifier or [environmentalservices@ausgrid.com.au](mailto:environmentalservices@ausgrid.com.au) and ask them to send back the SER
- If the SER is in draft, go to the SER Portal and cancel the SER

General questions such as how long does an SER remain valid, is a site inspection mandatory, do I need to wait 21/40 days for community notifications, can the works be assessed under a DA instead etc.

- Refer to [General SER Q&A](#)

## Useful Resources

[Ausgrid's Planning Website](#)

[Ausgrid's Customer Portal](#)

[EGN 174B SER Guidance Notes](#) - provides specific guidance on completing the SER form. Information help buttons in the SER form link directly to the relevant section within this document.

[Instructions for Verifying an SER](#) (Ausgrid employees only)