

Instruction – Verifying an SER Form

Purpose

To outline the steps required for:

1. Registering to verify/approve an SER
2. Verifying an SER
3. Sending back an SER
4. Accessing approved SERs

Applies to

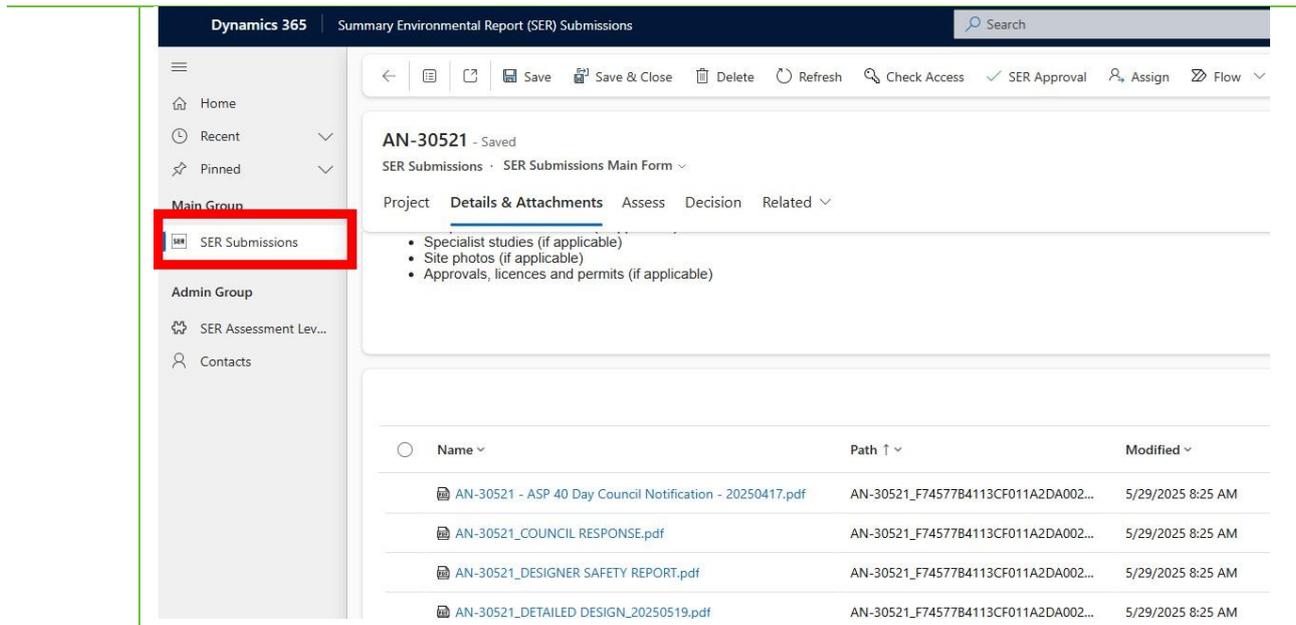
Those Authorised to verify Ausgrid SERs.

Procedure: 1. Registering to verify/approve SERs

Step	Action
1.	<p>To get access to the SER Centre submit a request in MyIT here.</p> <p>Under 'Application' select '<u>Summary Environmental Report (SER)</u>' and then select the role (in most cases this will be '<u>Verifier General</u>').</p> <p>Approval will only be given if SER training has been completed within the last two years.</p>

Procedure: 2. Verifying or sending back an SER

Step	Action
1.	<p>Open the SER by either of the following methods:</p> <p>Option 1: If you were sent an email by the Assessor to approve the SER, click the link in the email to open the SER, or</p> <p>Option 2: Open this PowerBI report, locate the SER and click the Approve link to open the SER. Note, this report is only refreshed once per day at 3:30pm, or</p> <p>Option 3: Open the SER Centre in CRM and:</p> <ul style="list-style-type: none"> - Click the '<u>SER Submissions</u>' on the left to see the list of SERs. - Locate the SER to verify. The '<u>Edit filters</u>' button can be used to search project number. - Click the project number to open the SER.



Dynamics 365 Summary Environmental Report (SER) Submissions

AN-30521 - Saved

SER Submissions · SER Submissions Main Form

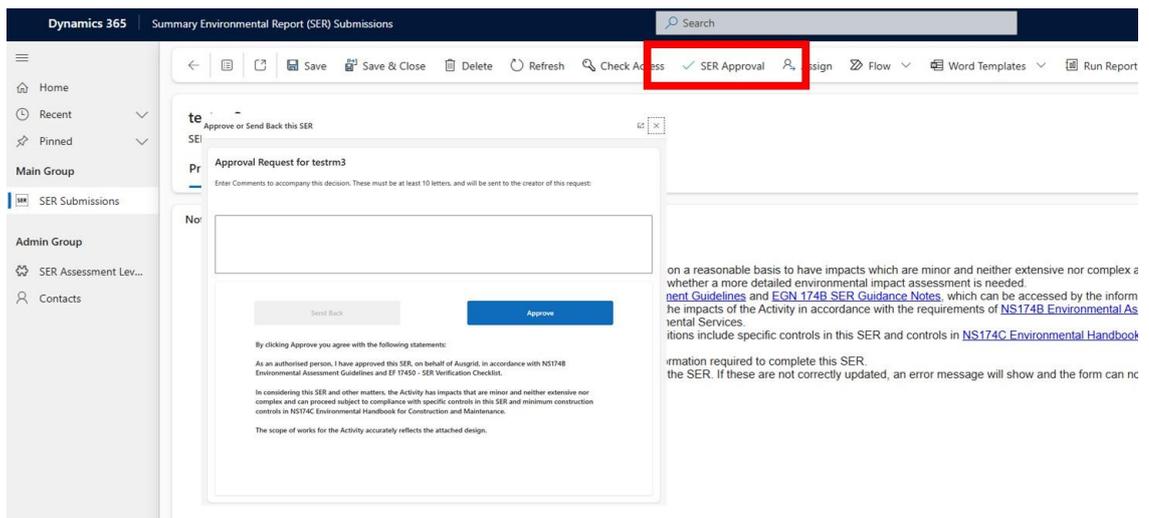
Project Details & Attachments Assess Decision Related

- Specialist studies (if applicable)
- Site photos (if applicable)
- Approvals, licences and permits (if applicable)

Name	Path	Modified
AN-30521 - ASP 40 Day Council Notification - 20250417.pdf	AN-30521_F74577B4113CF011A2DA002...	5/29/2025 8:25 AM
AN-30521_COUNCIL RESPONSE.pdf	AN-30521_F74577B4113CF011A2DA002...	5/29/2025 8:25 AM
AN-30521_DESIGNER SAFETY REPORT.pdf	AN-30521_F74577B4113CF011A2DA002...	5/29/2025 8:25 AM
AN-30521_DETAILED DESIGN_20250519.pdf	AN-30521_F74577B4113CF011A2DA002...	5/29/2025 8:25 AM

2. Review the SER against the [minimum sign off requirements](#)

3. After reviewing the SER, click the 'SER Approval' button in the top ribbon.



Dynamics 365 Summary Environmental Report (SER) Submissions

Approve or Send Back this SER

Approval Request for testrm3

Enter Comments to accompany this decision. These must be at least 10 letters, and will be sent to the creator of this request:

Send Back Approve

By clicking Approve you agree with the following statements:

As an authorised person, I have approved this SER, on behalf of Ausgrid, in accordance with NS174B Environmental Assessment Guidelines and EF 17450 - SER Verification Checklist.

In considering this SER and other matters, the Activity has impacts that are minor and neither extensive nor complex and can proceed subject to compliance with specific controls in this SER and minimum construction controls in NS174C Environmental Handbook for Construction and Maintenance.

The scope of works for the Activity accurately reflects the attached design.

on a reasonable basis to have impacts which are minor and neither extensive nor complex whether a more detailed environmental impact assessment is needed.

ent Guidelines and EGN 174B SER Guidance Notes, which can be accessed by the inform he impacts of the Activity in accordance with the requirements of NS174B Environmental As ental Services.

itions include specific controls in this SER and controls in NS174C Environmental Handbook

ormation required to complete this SER.

the SER. If these are not correctly updated, an error message will show and the form can nc

Either:

Option 1: Send back to the assessor requesting more information (Note: If sending back comments are required in the text box before the 'Send Back' button is enabled), or

Option 2: Approve (verify) the SER.

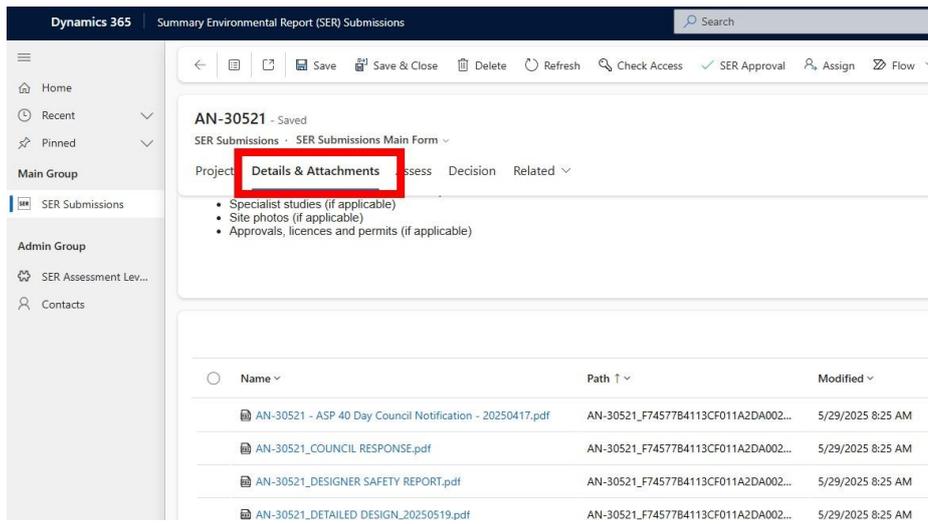
NOTE: By clicking Approve you agree that:

- As an authorised person, I have approved this SER, on behalf of Ausgrid, in accordance with NS174B Environmental Assessment Guidelines and EF 17450 - SER Verification Checklist.
- In considering this SER and other matters, the Activity has impacts that are minor and neither extensive nor complex and can proceed subject to compliance with specific controls in this SER and minimum construction controls in NS174C Environmental Handbook for Construction and Maintenance.
- The scope of works for the Activity accurately reflects the attached design.

4. Await an email saying that the SER has been approved or sent back (the email should typically take a few minutes).

Procedure: 3. Accessing approved SERs

Step	Action
1.	<p>Either:</p> <p>Option 1: If you verified the SER then you will have an email from <i>Dynamics CRM Mail</i> with the SER attached. The email will also contain a link to the SER and associated attachments. The link will require you to log into Ausgrid’s Customer Portal.</p> <p>Option 2: Open this PowerBI report, locate the SER and click the View link to see the SER and associated attachments. The View link will require you to log into Ausgrid’s Customer Portal. Note, this report only refreshed once per day at 3:30pm.</p> <p>Option 3: Open the SER Centre in CRM and:</p> <ul style="list-style-type: none"> - Click the ‘SER Submissions’ link on the left to see the list of SERs. - Locate the SER. The ‘Edit filters’ button can be used to search. - Open the SER by clicking the project number. - Go to the attachments tab, scroll down and you will see the SER and associated attachments.



What do I do if I need help?

Email 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
- If the SER is awaiting verification, contact the Verifier or environmentalservices@ausgrid.com.au and ask them to send back the SER.

How do I cancel an SER?

- If the SER is approved, contact environmentalservices@ausgrid.com.au
- If the SER is awaiting verification, contact the contact the Verifier or 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](#)

[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.