Alert Number: GI27_21   **20 December 2021**

Subject: Pegasus system - updates & training information

Dear ASPs,

Ausgrid is continually working with Pegasus Safety & Training Pty Ltd to identify and improve the ASP Authorisation Management System (Pegasus). This notice aims to highlight some of the recent system improvements and development changes that have been implemented based on feedback by ASPs and contractors.

Key updates

Pegasus Mobile App

To allow for better visibility of worker compliance the Pegasus Mobile App has been developed to allow ASP workers to log in and view their own profile.

This includes:

- Visibility of the Roles (ASP Authorisations) held by the worker
- Status of any competencies held by the worker; and
- Access to the documents used as evidence for competencies held by the worker.

Training system development

In December 2020 Ausgrid's Training Delivery group transitioned to the Pegasus system for Ausgrid delivered training bookings. During this transition issues were identified which caused delays and frustration for ASPs. This led to development works to address and fix issues as they were identified, including the following issues:

- Double booking of training courses
- Worker profiles locking out prior to attending training

Ausgrid delivered training

Booking

Ausgrid delivered training for ASPs is now booked via the Pegasus system. ASP Authorisation roles in the Pegasus system identify the required competencies a worker is required to hold, including relevant training.

To book Ausgrid delivered training, select the appropriate roles for your workers via the Ausgrid Role Management Portal. If the role you have selected requires training to be completed, you will be prompted to book into an available course. Click here to be taken to a video showing you how to book classroom training in the Roles Portal.

Training Waitlist

Where training courses are booked out or unavailable in the scheduled period, they will not show up in the Roles Portal. In these cases, ASPs need to contact Pegasus, either via email or phone, to advise the training they need. Once Pegasus have been advised you will go onto the waitlist for the next available training course.

When new training courses are made available the team at Pegasus will contact ASPs on the waitlist and advise them of the available training dates.

Feedback

Ausgrid welcomes feedback on the Pegasus system and any issues that ASPs have when using the system. Feedback received by ASPs helps identify areas of improvement and system development needs. Feedback can be provided via ASPAuthorisations@ausgrid.com.au.

When providing feedback please try to clearly identify the issue you are having and, where relevant, provide screen shots.

ASP Seminars

Ausgrid is looking into options to host ASP Seminars in the new year. To help provide the most relevant information for these seminars ASPs can request topics for discussion. If you have a specific issue or topic you would like added to the seminar agenda, please email via ASPAuthorisations@ausgrid.com.au.

Dates and further information will be sent in the new year once the seminars are confirmed.

Ausgrid

Service Installation & Compliance

Network Compliance & Authorisations

Links and resources:

Ausgrid

Authorisation webpage
https://www.ausgrid.com.au/ASPs-and-Contractors/Ausgrid-Authorisation

ES4 - Accredited Service Provider Authorisation
https://www.ausgrid.com.au/-/media/Documents/Technical-Documentation/ES/ES4-Accredited-Service-Provider-Authorisation.pdf

Training Requirements
https://www.ausgrid.com.au/ASPs-and-Contractors/Training/What-training-do-I-need

ASP training matrix
https://www.ausgrid.com.au/-/media/Documents/ASP/training/ASP-Training-Matrix.xlsm?la=en&hash=42C73F6F075DA9C7EEF38776F636DDE2F77CEEAD

ASP information and registration page
http://ausgridpartners.com.au/ausgrid-accredited-service-providers-asps/

Pegasus

Training Information
http://ausgridpartners.com.au/training-information/

Help and Resources
http://ausgridpartners.com.au/help-and-resources/

Mobile App
https://pegasus.net.au/mobile-app/

Mobile App user guide
http://ausgridpartners.com.au/wp-content/uploads/sites/76/2021/07/Ausgrid-Individual-Mobile-App-V1.pdf

Previous notices for reference:

GI11_21 Ancillary Network Service Price Increase 1 July 2021
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2021/GI11_21.pdf

GI30_19 v2 ASP1 Authorisation Process – Pegasus
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2019/GI30_19.pdf

GI33_19 ASP2 Authorisation Process - Pegasus
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2019/GI33_19.pdf

GI35_19 Pegasus - ASP2 Registration and Authorisation
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2019/GI35_19

GI36_19 Pegasus – ASP Documentation and Escalation process
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2019/GI36_19

GI25_20 Pegasus System and General ASP Authorisation FAQ
https://www.ausgrid.com.au/-/media/Documents/ASP/GI-notices/2020/GI25_20