

## General Information

25 June 2025

Dear ASPs,

We are writing to inform you of an important change to the Ausgrid ASP Authorisation Management System. As part of continuous improvement for our Authorisation Platform provider, Pegasus/Avetta, they will be transitioning their Company module to their more modern and comprehensive Avetta Connect platform.

### What's Changing?

This transition affects **Company Registration only**. Your Worker Portal and Worker Competencies will remain exactly as they are - there will be no impact or change to how you manage your worker compliance. The Pegasus Prequalification system will be deactivated during early FY26, and Avetta Connect will become the dedicated system for all ASP Company registrations.

### Why This Change?

The existing Pegasus Company portal system is being retired, and this transition represents a significant uplift to a more modern, feature-rich platform. The new Avetta Connect system offers:

- Improved user experience and more efficient prequalification processes
- Streamlined insurance compliance with better visibility
- Enhanced reporting and analytics capabilities
- 24/7 supplier support via phone, chat, and email
- Access to a network of national and international clients (optional)
- Single portal for multiple client connections (where applicable)

### Information Session Recording

For a detailed overview of this transition, please access our recent Avetta Town Hall session recording:

<https://event.on24.com/wcc/r/4964831/27193ED2E57B391118F175A45DB34DEB>

Upon accessing the link, users will be prompted to enter their registration details (name, email, etc.), after which the session will begin automatically. You can download relevant documents from the top right of the screen at any time, and any questions typed into the Q&A section in the bottom right will be forwarded to Avetta's support team. We encourage you to share this link with your colleagues who may need this information.

### Registration

We understand the inconvenience of having to register again. To address this:

- **Pro-rata discounts** will be applied to new registrations, taking into consideration your existing Pegasus registration
- The annual ASP renewal fee remains at its current level (adjusted yearly in line with the AER)
- If you have recently renewed through Pegasus, discount coupons are available

When you reach checkout, contact Avetta's Registration Team at <https://www.avetta.com/contact-us> or [APACSupport@avetta.com](mailto:APACSupport@avetta.com) for assistance with applying appropriate discounts.

### What You Need to Do

- 1. Register as soon as possible** - You must register and become compliant in the new Avetta Connect system
- 2. Complete new registration** - Data cannot be migrated from Pegasus, so you'll need to register as new and provide relevant Authorisation documentation
- 3. If already in the new Avetta Platform** - Your company will be automatically connected to Ausgrid ASP, with most registration details pre-populated

## General Information

### Support Available

#### Avetta Support:

- New to Avetta Connect: 1800 502 142 or [apacregistrations@avetta.com](mailto:apacregistrations@avetta.com)
- Already registered in Avetta Connect: 1800 502 142 or [apacsupport@avetta.com](mailto:apacsupport@avetta.com)
- In-system chat support is also available

#### Ausgrid Support:

The Ausgrid Authorisations team remains available to assist you throughout this transition. Please contact us at [ASPAuthorisations@ausgrid.com.au](mailto:ASPAuthorisations@ausgrid.com.au) for any questions about your working relationship with Ausgrid.

### Summary of Key Questions and Answers from Recent Town Hall

#### Registration and Costs:

- Annual ASP renewal fee remains aligned to the AER rates, regardless of number of connections
- No refunds available for existing Pegasus registrations, but pro-rata discounts apply
- Companies already in Avetta will be automatically connected with most details pre-populated

#### Data Migration:

- No data migration from Pegasus due to system differences and the opportunity to improve existing data
- Worker management remains unchanged - existing worker portal continues as normal
- Company registration requires fresh start with new documentation upload

#### Timeline:

- Pegasus system deactivates during early FY26
- Registration must be completed ASAP to maintain compliance
- Grace period provided for companies compliant in legacy system

#### Support and Assistance:

- Avetta managing the transition with dedicated support teams
- Specialist assistance available for subcontractor onboarding
- Both Avetta and Ausgrid support teams available for queries

#### System Functionality:

- Enhanced features compared to Pegasus
- Better compliance tracking and reporting
- Streamlined insurance management
- Optional additional services available (Verify compliance support)

We appreciate your understanding and cooperation during this transition. While we recognise the inconvenience of changing systems, this upgrade will provide you with a significantly improved platform for managing your ASP authorisation.

Thank you for your continued partnership.