

ASP General Information Service & Installation Compliance

Alert Number: GI06_22

18 March 2022

Subject: Level 2 ASP Forum follow up – 2 March 2022

Dear ASP2s,

Ausgrid held an online forum on Wednesday 2 March 2022.

On behalf of Ausgrid, we would like to thank those ASPs who were able to attend.

Please find the slides attached, and for those that could not make the forum, the [recording of the session](#) is now available.

We have collated the questions asked both before and during the session below. We received many questions on a wide range of topics during the session, and we hope that these Q&As along with the recording will answer any queries you may have.

A feedback form has also been sent to those who were able to attend. We will continue to review this and communicate next steps, including addressing any further feedback received.

If you or your teams have any questions regarding the below, or any of the content within the presentation, please email ASPAuthorisations@ausgrid.com.au.

Thank you again.

Regards

Service & Installation Compliance

Ausgrid

Questions

1. Do the provisions provided for live work for authorised ASPs extend to work completed at customers installations, including by Metering Providers?

No, the legislation and systems that enable some live work in certain cases for accredited and authorised ASPs, including our Electrical Safety Rules, is limited to contestable work in accordance with the ASP Scheme Rules, and the Network Operators authorisation requirements – not work outside of this.

It is important that ASPs distinguish between the different requirements when carrying out contestable work on the electricity network (as an ASP) and electrical work on a customer installation (as an electrical contractor or a Metering provider). In these situations, the risks associated with electrical work are required to be managed in accordance with Part 4.7 of the Work Health & Safety Regulation 2017. Safework has previously issued an alert on this, which we have also resent with one of our Safety Alerts in June last year. The Safework Safety Alert can be found [here](#).

2. Why do Ausgrid fees differ from those of Essential & Endeavour?

Each DNSP applies for fees that are relevant to the services that are delivered. These are approved by the AER and may differ between DNSPs. In addition, we need to find a balance between services we need to provide and charges to our customers that enables Ausgrid to recover the cost associated with delivering ASP activities. As part of the consultation process on ANS fees for the next regulatory period, Ausgrid is seeking feedback from ASPs on the fee structure as part of this and future sessions.

3. When will Ausgrid give us more access to inspectors to ask questions directly via phone rather than having to wait to get a reply by email?

This was one of the key themes identified through the survey and we will commit to look at this moving forward. Ultimately, Ausgrid like any business needs to balance all our own deliverables with the resources we have available and will always attempt to respond in a timely manner. Ausgrid is also aware that some industry groups do provide similar technical advice for their members as another avenue for advice.

4. What's the process to complete ASP registration after initial safety rule training?

Our [ASPs and Contractors](#) page on our website has information on ASP Authorisation. Namely, there is a link to our publication [ES4 – Accredited Service Provider Authorisation](#) document which has more detailed information.

Pegasus

5. What is Ausgrid doing about improving Pegasus for ASPs?

This was also one of the key themes identified through the survey and we will commit to look at this moving forward, noting there was some information presented within the meeting.

6. Pegasus had authorised my business, but I am having trouble in getting myself authorised as I am required to submit training that I completed 20+ years ago when I got accredited by the Department, which I don't have. What should I do?

If you get in contact with us via the ASPAuthorisations@ausgrid.com.au email address we can look into our records and work with you to get this resolved. Ultimately though, it is the responsibility of the individuals to have the evidence of the training they have completed available when working on or near the network.

7. Each year we do a renewal and the expiry date of the individual is brought forward slightly to the current date we sign the document. Can Ausgrid consider an anniversary date so we can have the full 12-month period?

Ausgrid supports the need for this request and will explore a fixed authorisation date with Pegasus on these.

8. Can our Pegasus cards include references to Ausgrid and our categories of Level 2 ASP authorisation?

Ausgrid will discuss the ID Card with Pegasus; however, this information can be found and presented via the Pegasus 'Onsite Mobile' App. If you need help setting up the Mobile app, please contact the Pegasus team.

Processes & Procedures

9. Please can you clarify when an emergency NOSW is used?

An emergency NOSW should only be used in the following circumstances:

- Level 2 works as part of a level 1 project. The job number for those NOSWs will be the level 1 project number, e.g., AN-xxxx. Ausgrid is exploring better ways to capture these works and will communicate the requirements in due course.
- NOSW works associated with Ausgrid declared storm response works. A number for these NOSWs will be communicated via normal processes to ASPs assisting as part of the storm response.
- NOSW associated works where it is unreasonable to submit an application and receive a job number.

10. If we call Ausgrid regarding an Emergency job, are we expected to wait for an EMSO? What if they are delayed?

If you are called to respond before Ausgrid, the priority is to ensure your safety and the site is made safe. The job should be logged with Ausgrid's emergency number (13 13 88) and as a minimum, you must receive an OMS number before any work commences.

Response times would be dependent on the current situation and other hazards on the network. All the current dispatch jobs are classified and put into a job queue depending on the risk. In circumstances of high demand there is the capability of having our own inspectors to be dispatched to help.

11. In relation to online NOSW, if we tick UG or OH service it asks for the sub no. and Tx type. Where do we find this information?

The automation within the form will remove the additional mandatory requirements of sub number or Tx type once the other field has been filled in. E.g., Pole number, Pillar number.

12. Why don't the inspectors contact the ASP2 to discuss the defect prior issuing them? Some defects are not related to the work I have completed as an ASP2?

With the volumes of installations inspected annually and defects issued, this would result in excessive numbers of calls needing to be made while on site. The defects are only issued due to departures from Australian Standards, NSW Service Rules and other applicable Network Standards. The Ausgrid inspectors will issue the defect with the information that they have available on site. It is noted that ASP2s are required to ensure compliance to these standards prior to energising in accordance with ES4. From time to time, for various reasons, this may be another ASP2 or electrical contractor. In these cases, if you

can send the relevant details through to Ausgrid, these will be reviewed.

13. Why is the Ausgrid job number no longer required on the Inspection Checklist to book an inspection?

The requirement for the job number has been replaced with the project number to better align with Ausgrid's processes and project management software.

14. Why does Ausgrid want feedback on fees? Hasn't Ausgrid already determined the fees?

Ausgrid is required to resubmit our proposal to the AER each regulatory period, and as part of this process, we are able to review our existing rates and services provided to ensure they meet the needs of our stakeholders and customers, which include ASPs.

15. When submitting a NOSW for a Disconnect & Reconnect (D&R) or permanent disconnection, the portal is requesting a CCEW. Is this correct considering its only service work?

There is no requirement to submit a CCEW for a permanent disconnection. There generally would be a requirement to submit a CCEW for a D&R where works have been completed at the installation. In the event the D&R was not required for any electrical work, it will be necessary to upload a document stating no electrical works are required as part of this D&R and to provide the reason for the D&R. This may be in the form of a CCEW stating no electrical work conducted, or another document on a company letterhead stating so.

16. Why can't ASPs manage the spread sheet of the expected charges?

The ANS fees and those charges are for services provided by Ausgrid as a network operator, and are available [on our website under Connections](#) and in the [Connection Application Price Guide FY22](#) and [FY22 Price List](#).

ASPs should refer to these to assist in discussions with customers where it is expected there may be a requirement for an Ausgrid Ancillary Network Service (ANS) fee.

Ausgrid is seeking feedback on the services and fees it provides with the forum and feedback form being part of the consultation process with stakeholders and customers.

17. Where can I get support on questions on connections and charges?

If you have any questions on these fees and charges, you can call our General Enquiries number 13 13 65, which will put you through to the appropriate section within Ausgrid.

18. When will Ausgrid consider permitting ASPs to install tarapolis for construction works?

Currently this is not a contestable service and there are other obligations on Network Operators that must be observed. Ausgrid is continuing to support discussions with Safework NSW and the Department of Planning & Environment regarding any potential changes in this space.

19. What is the contact number to get the emergency job number?

Ausgrid's phone number for Power Outages, Hazards or Emergencies is 13 13 88.

20. Why does Ausgrid charge separate defect fees for the same site? E.g., Defect charged to NOSW / CCEW?

If there are defects on both the service work (covered by the NOSW) and installation work (covered by the CCEW) and the works are completed by separate parties, these will attract separate fees and defects to each responsible party. If the works have been completed by a single person, i.e., the ASP, there should only be one defect issued. If this is not the case, please forward the information to our Service and Installation Compliance team for review via serviceandinstallationcompliance@Ausgrid.com.au.

21. Can Ausgrid consider further guidance around ANS fees associated with T joints, pits, double link pillars and non-compliant pillars as per NS199, to assist us with discussion with quoting for customers?

Ausgrid acknowledges the benefit of more information in this space to assist ASPs in dealing with customers and will consider this in future communications regarding fees.



Ausgrid Online Seminar

For Level 2 Accredited Service Providers

2 March 2022

Housekeeping

- Please turn your **camera off** and keep your **microphone on mute**
- Please use the **chat box** if you have a question **relevant to today's topics**
- This session is being **recorded**
- **Share your feedback** with us

Welcome



Agenda

Topic
1. Introduction to ASP seminars and company update
2. ASP engagement & partner reputational survey
3. Pegasus Update
4. Safety – including ESR2021, NS282, Breaches
5. Process & Procedures – including NOSWs & CCEWs
6. Ausgrid's AER Regulatory Reset
7. Questions & Next Steps

Our team

Sam Sofi – Executive General Manager Field Operations

Liam Baker – Head of Operating, Installations & Emergency Response

Kevin Smith – Senior Manager Customer Operations

Deepti Mishra – Customer Data & Analytics Manager

Craig Booth – Senior Compliance Project Officer

Brendon Goff – Service & Installation Compliance Manager – North

Mark Henson – Service & Installation Compliance Manager – South

Drew Hamilton – Regulatory Reset Analyst

Fiona McAnally – Regulatory Analytics Manager

1. Introduction to ASP Seminars and company update

Resetting our partnership for genuine collaboration.

Ausgrid commits to minimum of two (2) online seminars / annum including breakout / focus groups to follow these to seminars

Thank you for your partnership, specifically during storm season.

Understanding where we can better assist you

1 Service & Support

- Service standards dropping, communication becoming increasingly difficult and introduction of more rules
- Inability to get useful information from staff
- Not having someone to speak to and the lack of support to clarify information or issues

Accounts receivable questions such as:

- Unable to find invoices
- Unsure what the invoices are for
- Unclear about why there is a charge

2 Communication

- Difficulty in contacting Ausgrid to ask for work done or to simply get information
- Delayed/highly inefficient response times
- Lack of consistent information provided if any

Information & communication issues related to:

- Getting information updated/corrected in the system
- Connection related information
- Unable to process a work order due to insufficient information provided by Ausgrid

3 Ausgrid's Process

- Too many steps involved with getting any help and long timeframes due to steps involved
- Defect notice process is too cumbersome
- Lack of care and accountability within Ausgrid flowing down to affect ASPs
- The introduction of Pegasus with both rollout and actual portal was not handled well

Process items were related to:

- Processes with the online portal, unable to submit information
- Unclear instructions for registrations

4 Pegasus

- Process within Pegasus Portal is time consuming
- Pegasus system is a difficult and convoluted process
- Pegasus system is confusing for both parties and creates a confusion when seeking help/assistance

2. ASP Scheme Review

Ausgrid recently provided input into a review of the ASP Scheme and is working closely with the Department of Planning & Environment (DPE).

Our feedback included:

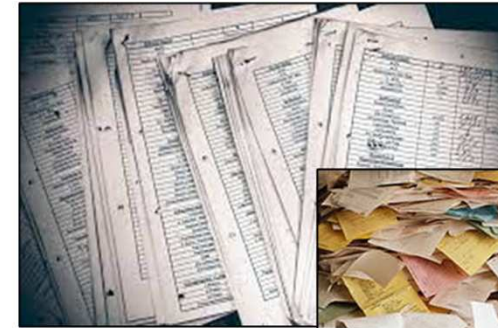
- Scope of the ASP Scheme
- Classes of contestable services required moving forward i.e tarapolis
- Provide a clearer understanding of the accreditation requirements
- Training and competency requirements

We will keep you updated once the DPE have completed their review.

3. Pegasus System - Background

Need for Change

- Legacy systems and process
- Volume of applications
- Accuracy of legacy data
- Sustainable solution



3. Pegasus System – Updates and Information

Key updates

- Pegasus Mobile App
- Training system development
 - Booking
 - Training Waitlist
- ASP Payment
- Ongoing Revision

Help & Resources

ausgridpartners.com.au/help-and-resources/

ausgrid.com.au/ASPs-and-Contractors

The image shows two devices displaying Ausgrid-related content. On the left, a smartphone displays the 'Dashboard' of the Ausgrid mobile app. It features the Ausgrid logo, a profile picture of Jamie Jamieson, and a 'Contact' button. On the right, a computer screen displays a 'Sales Order Form' for an 'Accredited Service Provider Maintain Company Authorisation'. The form includes fields for 'ASP Purchase Order' and 'ASP Operations Acc', a table for 'ASP1 Company - Maintain Authorisation Fee', and a summary section with 'SUBTOTAL: \$112.00', 'TAX RATE: 10%', 'GST: \$11.20', and 'TOTAL: \$124.19'. At the bottom right of the form is a signature section with fields for 'MATERIAL', 'INTERNAL ORDER', 'SALES ORDER', 'CREATED ON', 'RAISED BY', and 'SIGNATURE'. The form is labeled 'F722 v1'.

ASP1 Company - Maintain Authorisation Fee	ANS Fee	Amount
maintain	\$112.00	\$112.00

SUBTOTAL:	\$112.00
TAX RATE:	10%
GST:	\$11.20
TOTAL:	\$124.19

Ausgrid Office Use Only	
MATERIAL	
INTERNAL ORDER	
SALES ORDER	
CREATED ON	
RAISED BY	
SIGNATURE	

3. Pegasus System – Feedback & Escalations

Feedback Welcome

When to contact Pegasus? - Phone **1300 208 498** or Email: ausgrid@pegasus.net.au

- Resetting passwords
- Requesting cards
- Accessing and using the Pegasus System
- Training Booking or waitlist requests

When to Contact Ausgrid? - Email: ASPAuthorisations@ausgrid.com.au

- ASP Authorisation process or procedure (i.e. Ausgrid's ES4, Electrical Safety Rules, Network Standards, etc)
- Historic training or trade related competency evidence
- Confirmation of compliance for ASP Authorisations
- Feedback related to ASP authorisations or the Pegasus system

4. Safety – Network Standard NS282

Specifies the testing requirements when completing service work on Ausgrid’s network in accordance with *AS4741 Testing of Connections to Low Voltage Networks*.

The approved methods include:

- The Fault Loop impedance method; or
- The Voltage method utilising a test load.

Ausgrid will be updating our NOSW submission portal to include the requirements for the readings of the Neutral Integrity Test.



Network Standard

Document No. NS 282 Title: Service Testing

Approved Date	Select Date	Revision	0
Lifecycle Stage	Commission; Maintain	Internal Use <input type="checkbox"/>	External Use <input type="checkbox"/>
Technical Approver		Authorised By	
Name	Jamie Walker	Name	Mark Ragusa
Designation	Senior Engineer	Designation	Head of Asset Risk & Performance

Revision

No	Date	Description	Technical Approver	Authorised By
0	30/08/2021	Initial Issue	Jamie Walker	Mark Ragusa

DISCLAIMER

This document is bound to the conditions set out in NS002 Network Standards Disclaimer. Ausgrid maintains a copy of this and other Network Standards together with updates and amendments online at www.ausgrid.com.au. This document is considered uncontrolled once printed.

4. Safety – ASP2 Safety Breaches

Recent investigations into breaches highlight the following themes for ASPs to be mindful of:

- No Safety observer for live work
- No pre-start risk assessment
- No SWMS on site
- No current ESR
- No rescue kit
- Inadequate PPE for live work
- Unauthorised installation of tarapolis



4. Safety – ASP2 Safety Breaches



5. Process & Procedures

NOSW CRM Portal has been changed:

- System update to mandate submission of CCEW for NOSWs in accordance with ES4 clause 10.4
- System update to mandate submission of service testing results in accordance with NS282
- Emergency NOSW submissions
- Mandated MSB location

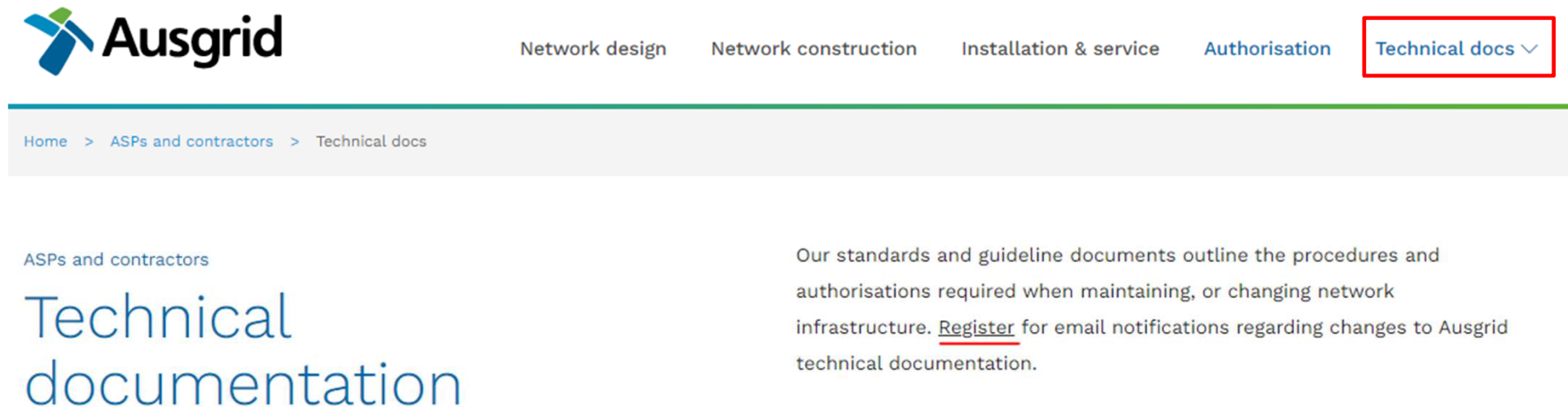
The image displays three screenshots of the Ausgrid NOSW CRM Portal interface:

- Left Screenshot:** An "Add attachment" dialog box. It features a "File Type" dropdown menu with options: "CCEW", "Service Route Diagram", and "Other". Below the dropdown is an "Attach a file" section with an "Attach" button and a "Cancel" button.
- Middle Screenshot:** The "NOSW Details" page for a new NOSW (Job Number: 12184304). It has three tabs: "Customer & Location Details", "Site Details", and "Test Report & Certification". The "Test Report" section includes a heading "Proving that the work complies with the required safety standards" and several checkboxes for testing requirements: "Point of Attachment Bonded/Effectively Earthed", "Polarity", "Phase Rotation", "External Metalwork not Alive", "Insulation Resistance", "Earth Integrity", "Pre-Energising Check", "De-Energising Check", "Correct Meter Connection", and "Neutral Integrity Test as per NOSW". There is also a section for "Provide Results of Neutral Integrity Test" with "Neutral Settings" and "Test Lead" dropdowns.
- Right Screenshot:** The "Submit Notification of Service Work (NOSW)" form. It includes fields for "NOSW Type" (set to "NSW"), "Emergency Repair", and "Job Number". A note states: "An OMS number is required where an emergency NOSW is submitted, if you do not have this number please contact 13 13 88." Below the form is a "Validate" button. To the right of the form is a "Site Details" section with checkboxes for "Installation connected to A phase", "Installation connected to B phase", "Installation connected to C phase", and "Private Pole". It also includes input fields for "Substation Number", "Pillar Number", "Link Number", "Pole Number", and "Pit Number", and a "Connectable Project Number" dropdown. Below this is a "Switchboard Location" dropdown menu. At the bottom right, there are checkboxes for "Service Details", "VSDH", "Suspends/Mid Span Overhead service", and "Service Greater than 100A".

Network Standards and Registering for Updates

Network Standard Updates

- Don't forget to register to receive email notifications regarding updates and changes to Ausgrid's technical documentation.



The screenshot shows the Ausgrid website navigation menu. The 'Technical docs' menu item is highlighted with a red rectangular box. Below the navigation menu, the breadcrumb trail reads 'Home > ASPs and contractors > Technical docs'. The main content area features the heading 'Technical documentation' and a paragraph: 'Our standards and guideline documents outline the procedures and authorisations required when maintaining, or changing network infrastructure. Register for email notifications regarding changes to Ausgrid technical documentation.'

6. Ausgrid's AER Regulatory Reset

Ancillary Network Services (ANS)

Non-routine services provided by a DNSP to individual customers on an "as needs" basis rather than a common service for all customers

Regulated fees - final prices determined by Australian Energy Regulator

Labour rates by classification – key price component for most ANS fees

Prices for ANS are revised annually

Common ANS services for ASP2 – Inspection services e.g. NOSW fees, ASP authorisation fees

ANS regulated fees example - fixed price or quoted (per hour)

Quoted fee – based on labour rate per hour

Fixed fee – based on labour rate * average estimated time

1.11 Inspection services (real \$FY22)

Service	Fixed or quoted	Price (excl. GST)	Price (incl. GST)
Network Construction - Level 1 ASP works	Quoted (per hour)	164.21	180.63
Re-inspection – Level 1 ASP works	Quoted (per hour)	164.21	180.63
Level 2 ASP works (NOSW) - A Grade	Fixed	33.94	37.33
Level 2 ASP works (NOSW) - B Grade	Fixed	60.21	66.23
Level 2 ASP works (NOSW) - C Grade	Fixed	191.58	210.74
Re-inspections - Level 2 ASP works	Quoted (per hour)	182.81	201.09
Investigate, review & implementation of remedial actions associated with ASP's connection works	Quoted (per hour)	225.78	248.36
Mandatory electrical contractor inspections - Service size >100A	Quoted (per hour)	182.81	201.09
Re-inspection of electrical contractor works	Quoted (per hour)	182.81	201.09

6. Ausgrid's AER Regulatory Reset

We want to hear from you

Our Reset engagement will take place over three key phases

Phase	Timing	Engagement phase focusses on
1	Now	<ul style="list-style-type: none">• Providing customers with information and background to our key reset topics so they can contribute• Listening to customers to hear how they understand the topics
2	March to May 2022	<ul style="list-style-type: none">• Follow-up meetings/discussions with customers• Garnering detailed feedback to shape the draft plan
3	September to December 2022	<ul style="list-style-type: none">• Draft regulatory proposal available• Consultation phase

7. Questions & Next Steps



7. Questions & Next Steps

- Contact us anytime at ASPAuthorisations@Ausgrid.com.au
- You'll receive a follow up from us with:
 - Feedback Form
 - Link to today's questions



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Thank You