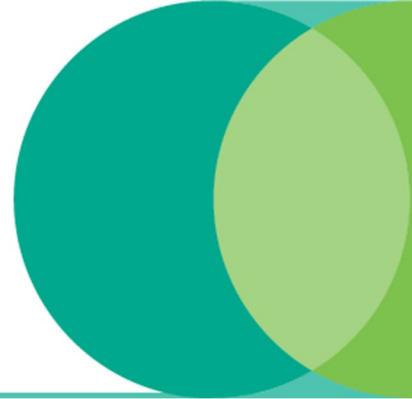


A message from

Customer Network Solutions



43/2024

Reminder on the process of Notification Of Service Works (NOSW)

13 December 2024

We have observed an increase in instances where meters are being removed and/or sites are being demolished without notification to Endeavour Energy.

As per the **Service and Installation Rules of NSW 1.15 Notification of Service Work (NOSW)** ([New South Wales Standard Electricity Service & Installation Rules](#)), it is mandatory to submit a Remove all Gear (RAG) NOSW for all meter abolishment's and a NOSW for meter removals.

Failure to submit the RAG NOSW results in significant issues, such as delays in new builds or customers continuing to pay for a site where there is no meter or supply. It is also considered a major defect and a non-conformance, which may result in the revocation of an ASP's authorization to work on our network.

Under the New South Wales Standard Electricity Service & Installation Rules, it is mandatory for the ASP to notify Endeavour Energy within 2 business days of removing a meter or demolishing a site.

When submitting the NOSW it is essential that you complete the form correctly. Please ensure that the correct date is entered, a work item code is provided, and the correct meter read.

Access to the form is via the eNOSW Portal, which can be downloaded from either the Apple or android APP store.

We appreciate your attention and compliance in this matter. Your cooperation is crucial in ensuring a smooth and efficient process for all parties involved.

Thank you for your support.

Kind regards,

Customer Network Solutions