



## A message from **Customer Network Solutions**

### **33/2025** **eNOSW platform update completed**

22 October 2025

We've completed updates to the backend system of our eNOSW application, including a new web-based version now available for use.

#### **What's changed**

- **Android users:**  
The eNOSW Android app has been **decommissioned** and removed from the Google Play Store. All Notification of Service Work (NOSW) submissions must now be made using the [web-based version](#), accessible via any browser (e.g. Chrome, Edge) on your laptop or mobile device.
- **Apple (iOS) users:**  
No functional changes. Please ensure you're using the latest app version (3.0.18) and reset your password ASAP.

Note: The web version does not support barcode scanning, direct camera uploads, or offline storage. Photos must be uploaded from your gallery.

An updated eNOSW User Guide is available on the [ASP Portal](#).

#### **NOSW Compliance Reminder**

We've noticed an increase in NOSWs that are incomplete or contain incorrect information. Please ensure all submissions are accurate to avoid customer impacts and compliance issues.

#### **Key Reminders**

- Complete all fields (date, work item code, meter reading, clear photographs).
- Always verify the correct NMI before submitting.
- Do not reuse basic meters from demolished sites.
- Under the Service and Installation Rules of NSW (Clause 1.15), you must:
  - Submit a Remove All Gear (RAG) NOSW for all meter abolishments.
  - Submit a NOSW for any meter removals.
  - Notify Endeavour Energy within two business days of removing a meter or demolishing a site.

Failure to submit a RAG NOSW correctly can lead to delays in new builds, customers being incorrectly billed for inactive sites, and major defects or non-conformance that may affect an ASP's authorisation to work on our network.

Thank you for your continued cooperation in keeping our processes safe, compliant, and customer focused.

Kind regards,

**Customer Network Solutions**