



A message from

Customer Network Solutions

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eNOSW – Submission and validation errors

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We recently identified issues affecting Notification of Service Work (NOSW) submissions and validation errors. These issues have now been resolved in both the eNOSW Apple (iOS) and web-based versions.

What was fixed

- Validation errors when entering the NMI and/or meter number for some job types.
- The ability to submit a NOSW in the old version of eNOSW. As part of this fix, all previous versions of the eNOSW app have now been decommissioned and are no longer supported.

What you need to do

- **Apple (iOS) users:**
If you are already using the latest app version (3.0.18), no action is required.
If not, please download the latest version from the App Store and reset your password before your first login.
- **Android / Web-based users:**
No action required. A reminder that the Android app has been decommissioned—all NOSW submissions must now be made using the web-based version.

Thank you for your patience while this fix was deployed.

Kind regards,

Customer Network Solutions