



A message from

# Customer Network Solutions

## Online EIA tool enhancements and SER process reminder

25 May 2026

Thank you for your patience and feedback during the implementation of the online Environmental Impact Assessment (EIA) tool earlier this year.

Since launch, we have reviewed your feedback and incorporated a number of improvements to make the tool more reliable, collaborative and easier to use.

### Improvements now available

The following enhancements have now been implemented:

- **SER transfer and multi-user editing** to support collaboration between users and maintain continuity during staff absences
- **Improved visibility for Environmental Specialists**, allowing them to view both ASP and Designer submissions
- **Resolved SER report issues** to ensure mitigation measures and supporting attachments are included in complete and accessible PDF outputs
- **CAP reference numbers added** to SER records, submissions and determination emails to improve traceability
- **Workflow improvements** to ensure submitted EIAs are correctly issued to CNE assessors upon submission
- **New controls to prevent accidental withdrawals and duplication** of EIAs during editing
- **Attachment saving issues resolved** in Part F, including the NPWS and WaterNSW sections
- **Typographical corrections** to mitigation measures
- **Strengthened access controls** to prevent unauthorised visibility of other users' assigned work and sensitive data

We appreciate the practical feedback provided, which has helped us improve the tool and better support the environmental assessment process.

### Further improvements

We are continuing to work on further enhancements to the online EIA tool and supporting processes, including exploring options to enable an authenticated link to the SER report to improve the experience of accessing and downloading large files.

Further updates will be provided as additional improvements are confirmed.

### Reminder: final SER process

There have also been changes to the process for obtaining and confirming review of a final Summary Environmental Report (SER).

This applies to both ASP3s and ASP1s. The process is outlined below.

1. **The ASP3 prepares the SER** through the online EIA tool

2. **Design certification can proceed** while the SER is still in conditional approval
3. **The Letter of Intent is submitted** to Customer Network Support  
As part of this, the ASP3 must sign **Schedule 1 - Level 3 Accredited Service Provider Design Release** to confirm the SER is now **final**, not conditionally approved
4. **Customer Business Support will issue the Letter to Proceed** to the ASP1  
This will include a copy of the final SER
5. **The ASP1 returns the Project Commencement Notification**  
The [Project Commencement Notification form has been updated](#) to include a declaration box for the final SER. The ASP1 Project Manager must confirm that the Level 1 ASP company has received, reviewed and understood the final SER, including any relevant drawings, revisions and amendments. By ticking the declaration box in the notification form, the ASP1 confirms the company agrees to comply with the SER requirements and acknowledges this declaration is made by an authorised representative of the company and recorded electronically as part of the project record.
6. **The construction phase can commence** once the required documentation has been received and accepted

#### **What this means for ASP3s**

ASP3s must ensure the SER is final before submitting the Letter of Intent to Customer Network Support.

The signed Schedule 1 confirms the SER is final and ready to be relied on for the construction phase.

#### **What this means for ASP1s**

ASP1s must review the final SER provided with the Letter to Proceed before submitting the Project Commencement Notification.

By completing the declaration, the ASP1 confirms they have reviewed and understood the SER requirements and will comply with them during construction.

Please ensure this process is followed for all applicable projects to support clear handover between design, environmental assessment and construction.

Kind regards,

**Customer Network Solutions**