eNOSW User Guide

Endeavour Energy

POWER together

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Accessing the eNOSW Portal

For Android users, you will need to complete all Notification of Service Work (NOSW) submissions via the web-based version of eNOSW, accessible in any browser (e.g. Chrome, Edge) on your laptop or mobile device.

The look, feel and processes will remain the same as the iOS app, however, the following features will not be available in the browser version:

- Barcode scanner (meter numbers must be entered manually)
- Direct camera uploads (photos must be uploaded via Gallery)
- Completed jobs not visible in the “Completed” tile
- No offline storage or offline capability. NOSW submissions must be completed in a browser when you have internet access.

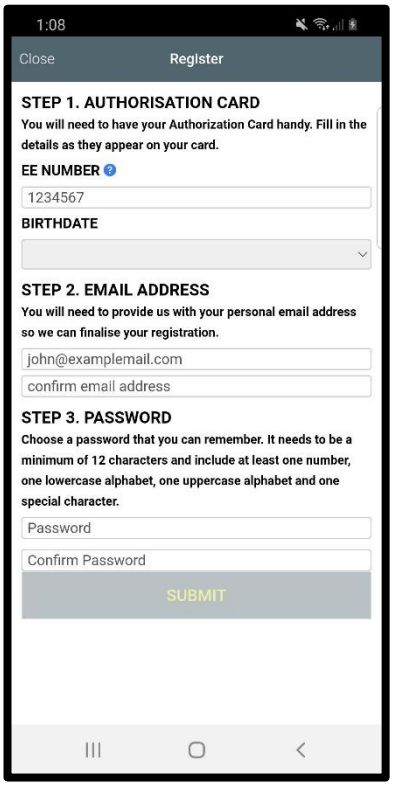
For Apple users: Click here to download and install the eNOSW app from the Apple store for iOS.

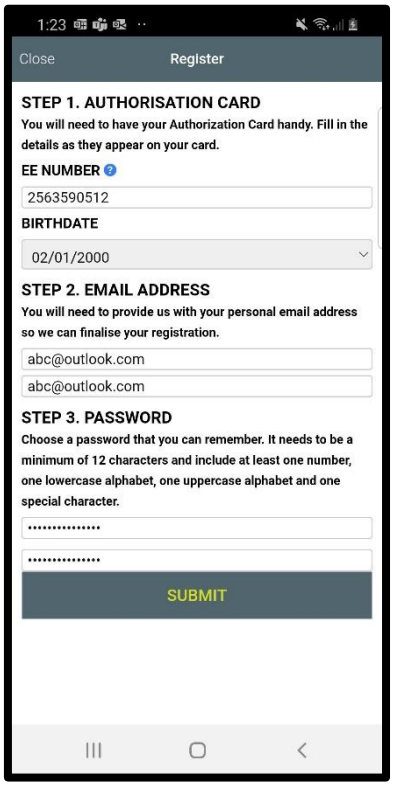
For all other users: Click here to login to the eNOSW web-based app.

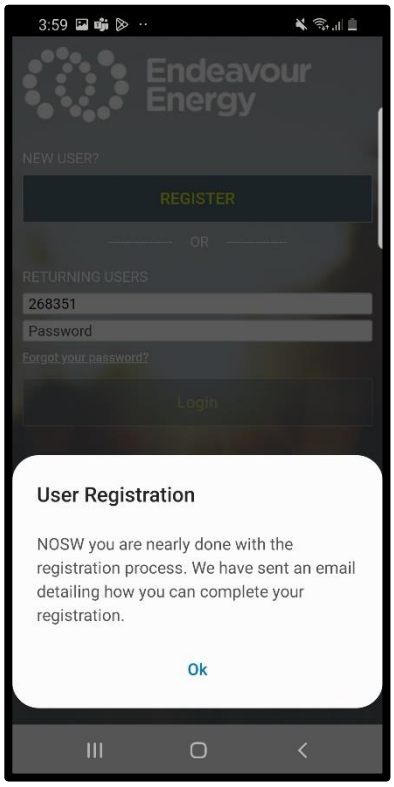
Registration

Upon opening the app or webpage, the login screen will appear. Click *Register* to begin the registration process.

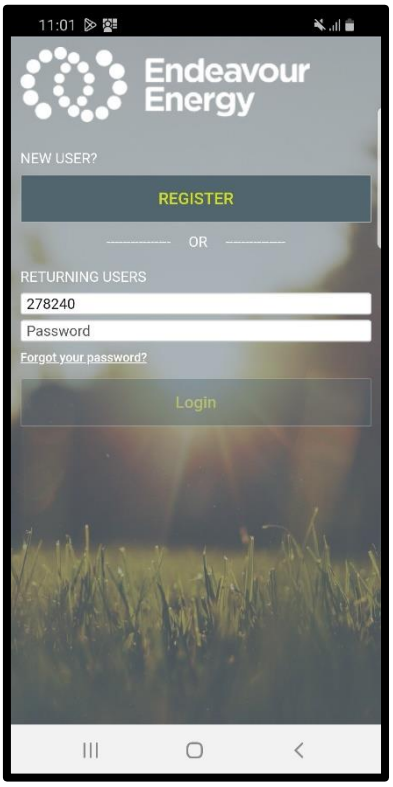
The below screenshots detail the process of accessing eNOSW for the first time, and entering and submitting your contact details. Your EE number is your NAAS ID. Once these steps are complete, you will be sent an email detailing how you complete your registration, including a link to follow.





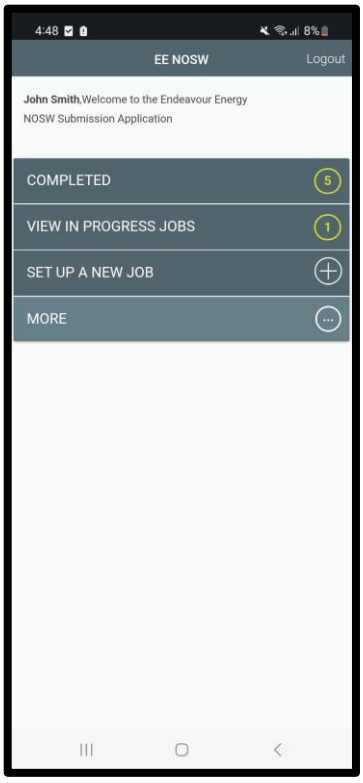


Logging in



To log in, simply input your EE number/NAAS ID and your password.

Dashboard

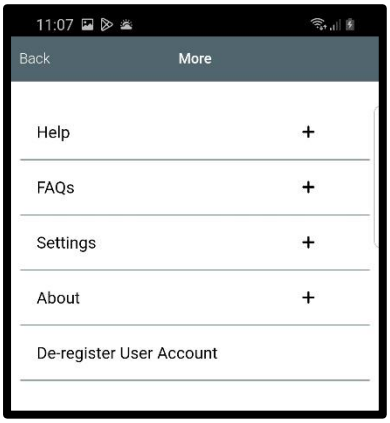


Once logged in, your dashboard will appear.

You can view your *Completed* and *In Progress* jobs by clicking on their associated buttons.

Setting up a new job is covered in the next section of this guide.

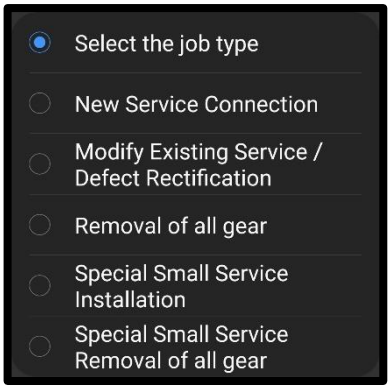
Select *More* to access:



All Job Types

Click on *Set Up A New Job* to select and create different types of NOSW jobs.

Click on *What Is The* Job to select the job type.



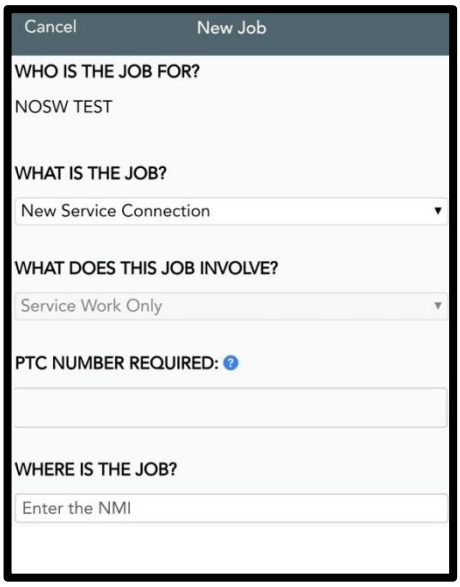
NOSW Submissions

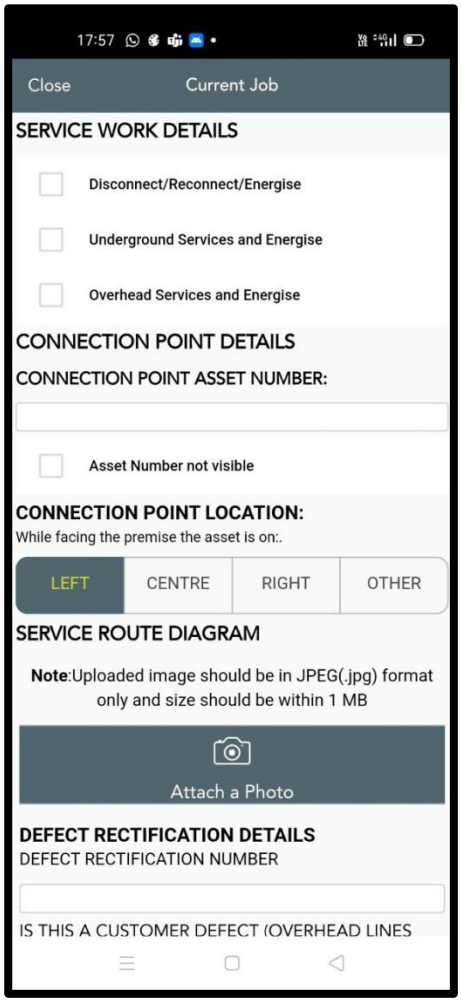
New Service Connection

Job Type: New Service Connection

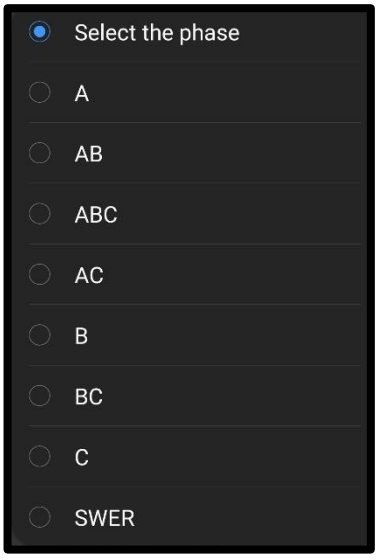
Sub Type: Service Work Only

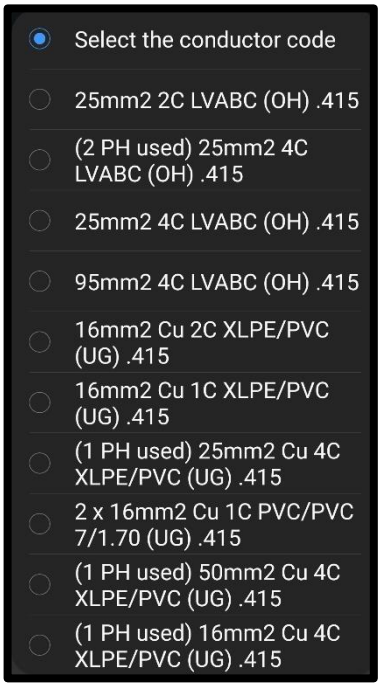
Step 1: Select job type 'New Service Connection' and sub type 'Service Work Only', enter a valid PTC number and NMI, select premise type, and then click *Save & Continue*.



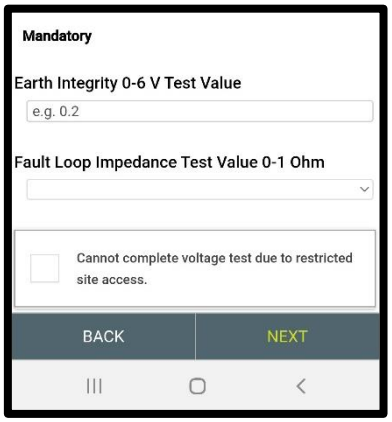


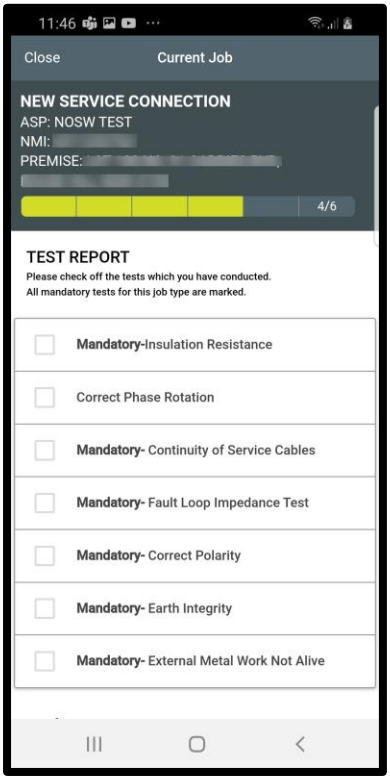
Step 2: 'Service Work Details'. On this screen, you will need to select the service work details, complete the asset details and upload a service route diagram. You will also need to select the phase value and the conductor codes from the drop-down menus.

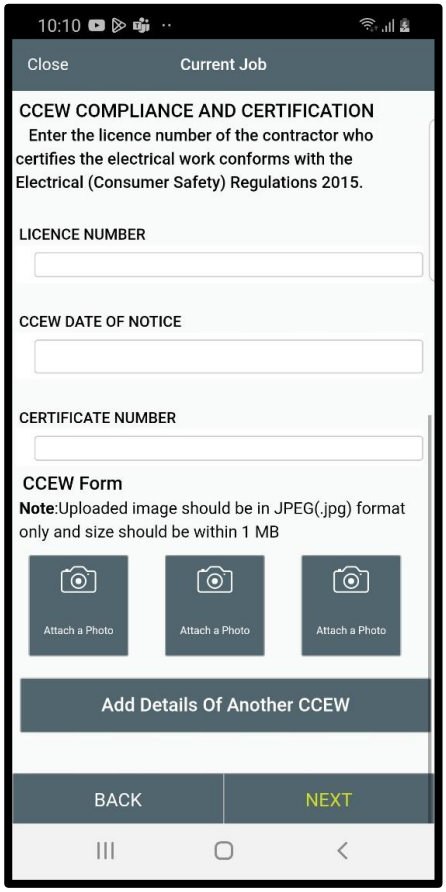




Step 3: ‘Test Report’. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value

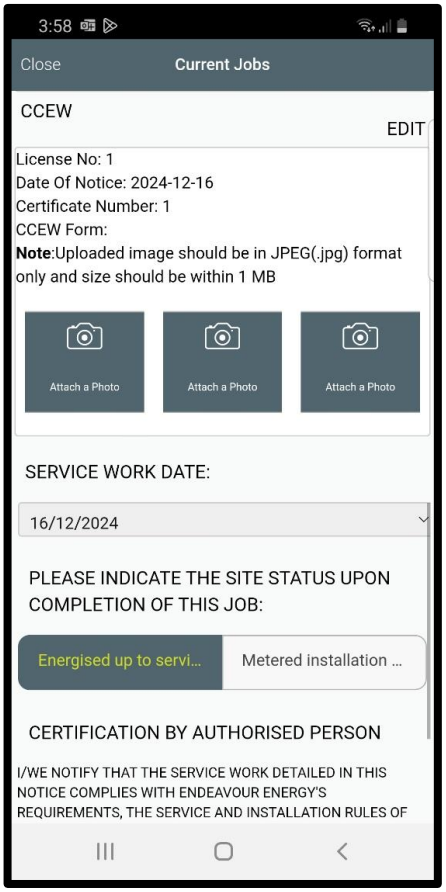






Step 4: ‘CCEW Details’. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can uplooad up to 3 CCEW images.

Step 5: ’Summary’. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW.



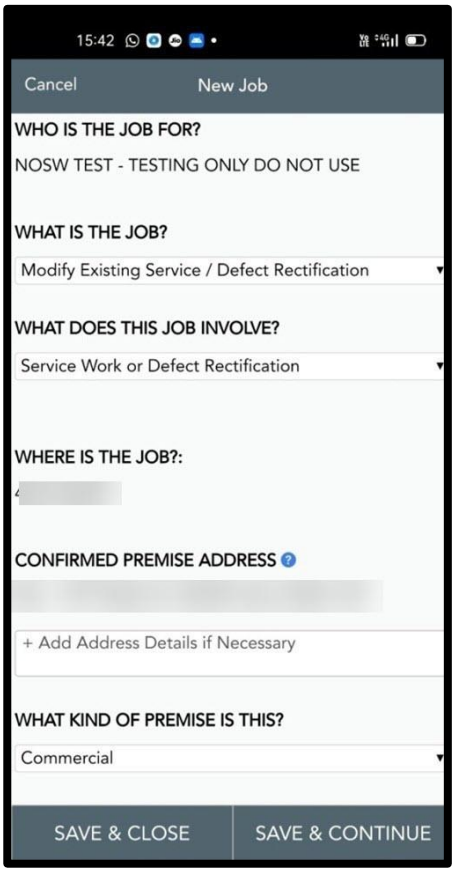
Modify Existing Service / Defect Rectification

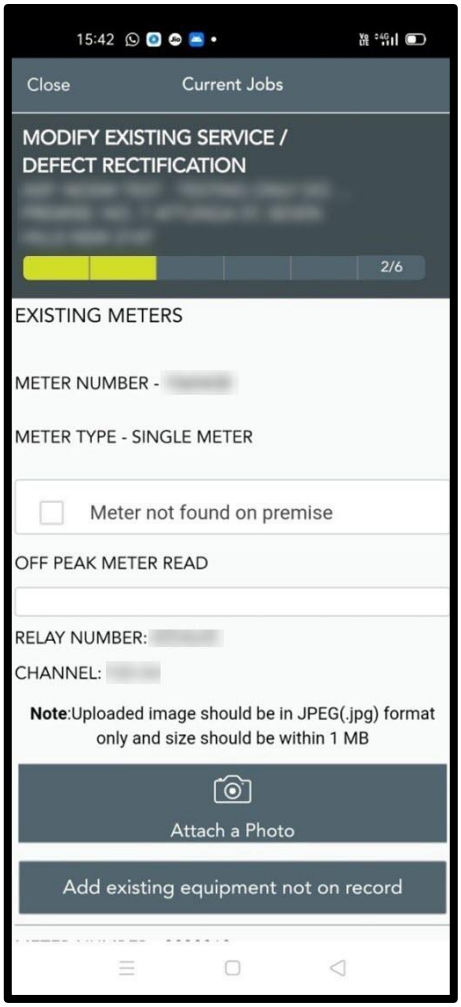
Service Work or Defect Rectification

Job Type: Modify Existing Service/Defect Rectification

Sub Type: Service Work or Defect Rectification

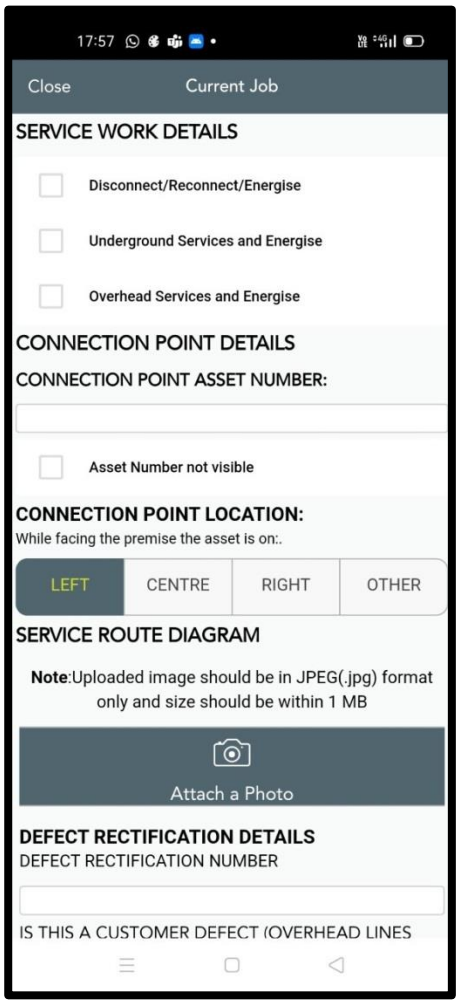
Step 1: Select job type ‘Modify Existing Service/Defect Rectification’ and sub type ‘Service Work or Defect Rectification’, enter valid NMI and select premise type before clicking *Save & Continue*.



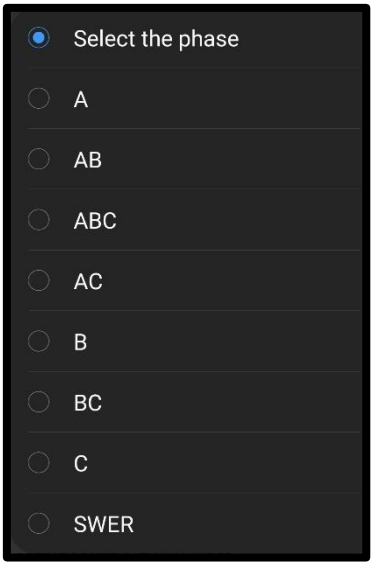


Step 2: ‘Existing Meter’. On this screen you will need to fill in the existing meter reading details and upload images of meters.

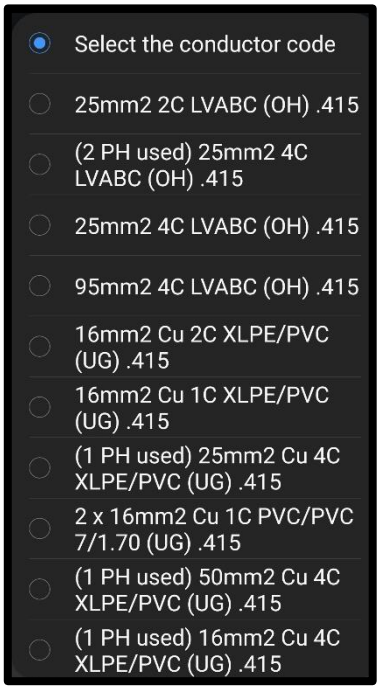
Step 3: 'Service Work Details'. On this screen you will select service work details, fill asset details, and upload a service route diagram.



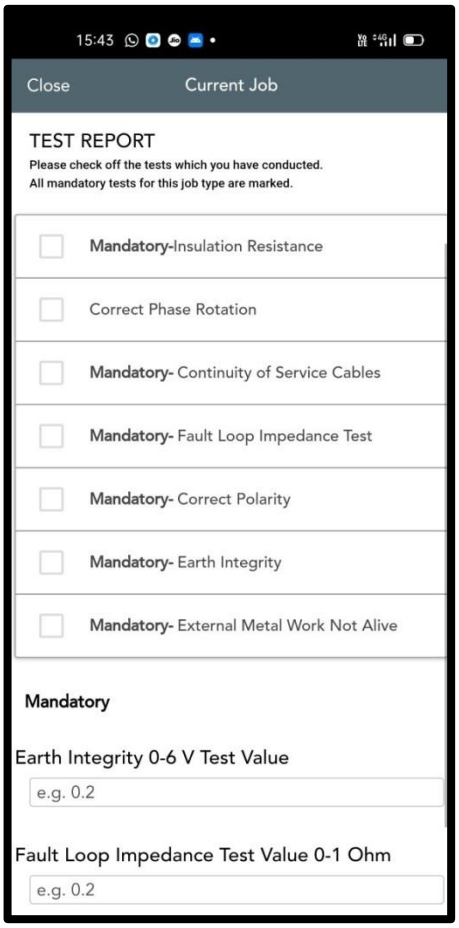
Select the phase value from the list, as shown below -

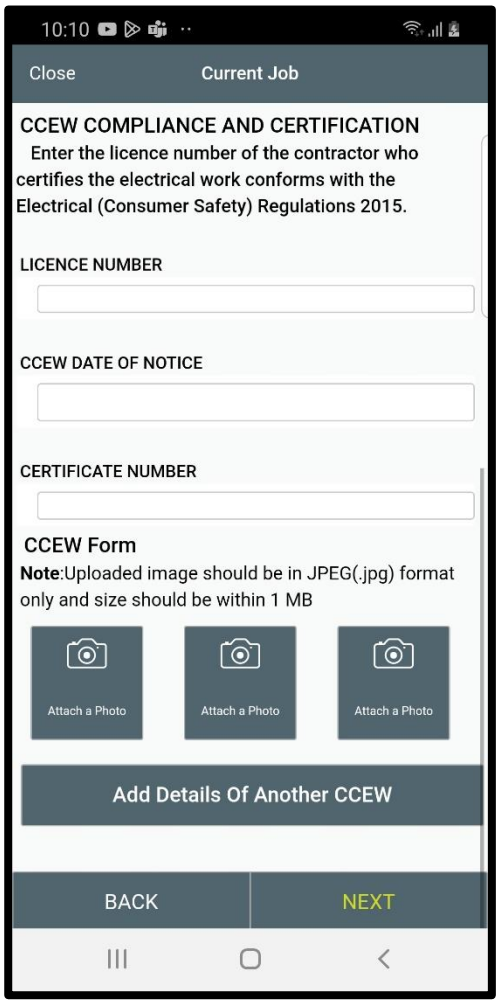


Select the "Conductor Codes" from the list as shown below –



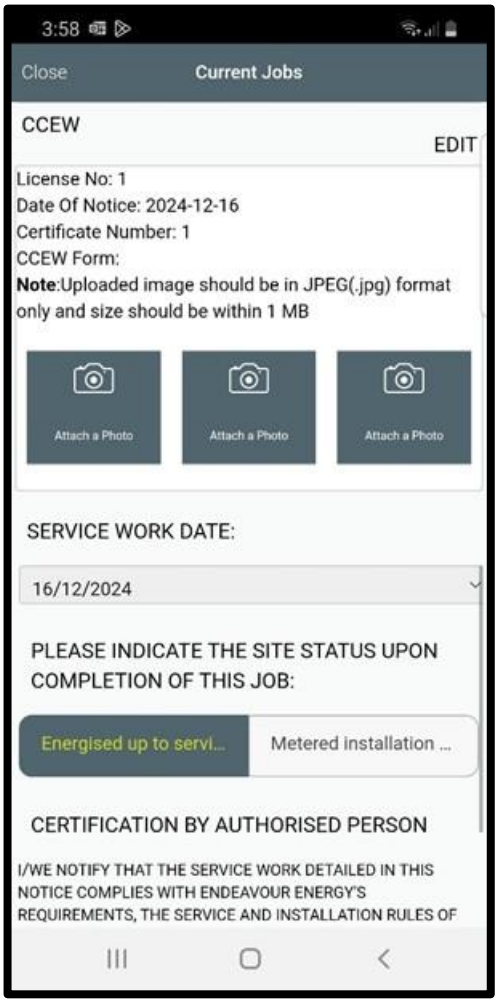
Step 4: ' Test Report'. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value





Step 5: 'CCEW Details'. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can uplooad up to 3 CCEW images.

Step 6: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

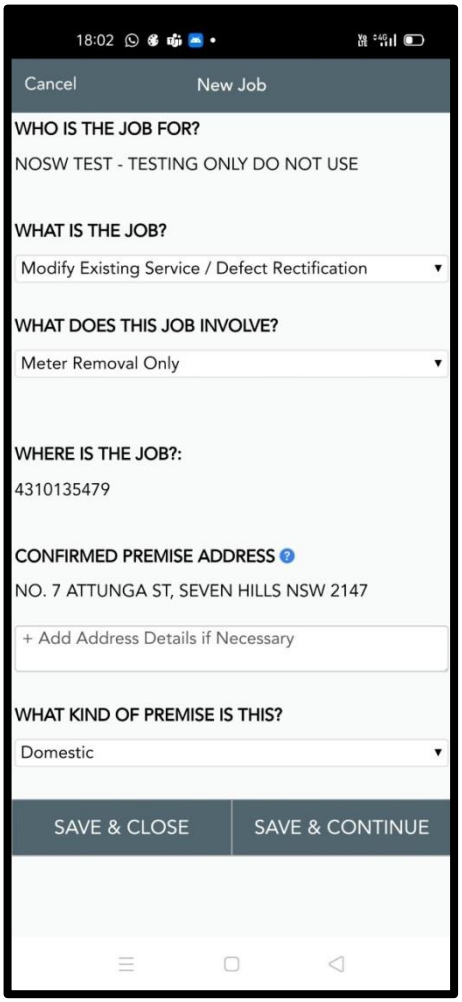


Meter Removal Only

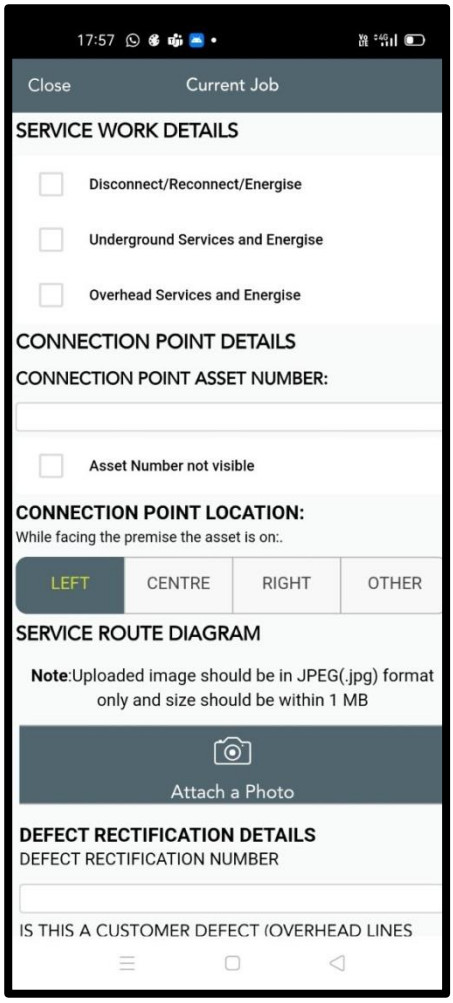
Job Type: Modify Existing Service/Defect Rectification

Sub Type: Meter Removal Only

Step 1: Select job type ‘Modify Existing Service/Defect Rectification’ and sub type ‘Meter Removal Only’, enter valid NMI and select premise type before clicking *Save & Continue*.



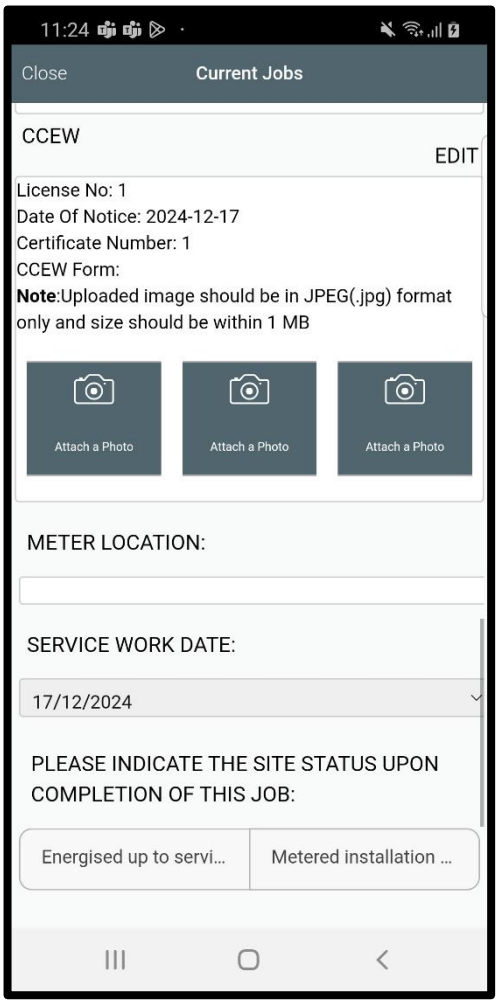
Step 2: ‘Existing Meter’. On this screen you will need to fill existing meter reading details and upload images of meters, selecting which meter needs to be removed from the premise.

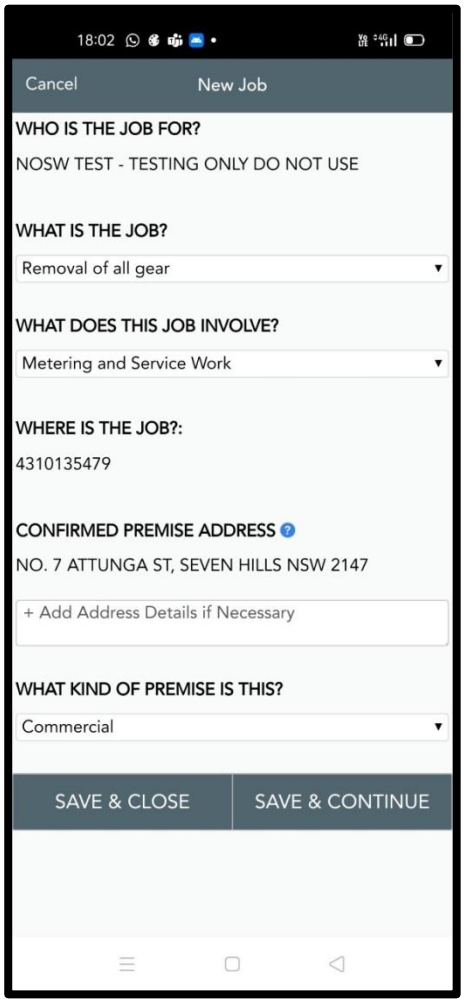


Step 3: 'Service Work Details'. On this screen you will need to select service work details, fill asset details and upload service route diagram.

Step 4: 'CCEW Details'. On this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice, Certificate Number and upload a CCEW image.

Step 5: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW





Removal of All Gear

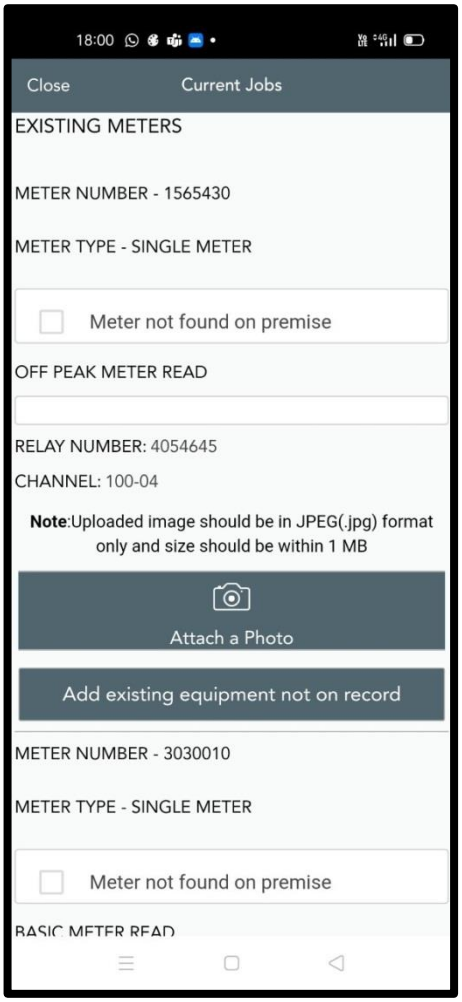
Metering and service work

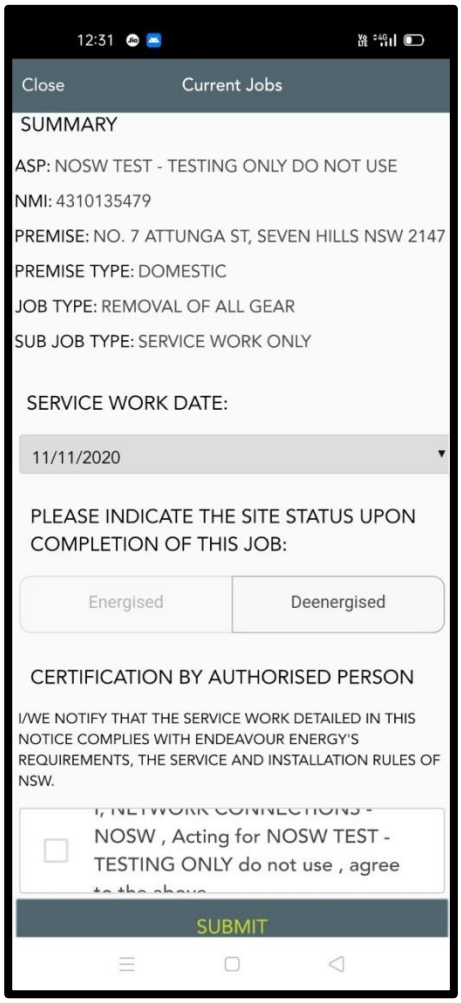
Job Type: Removal of all gear

Sub Type: Metering and Service Work

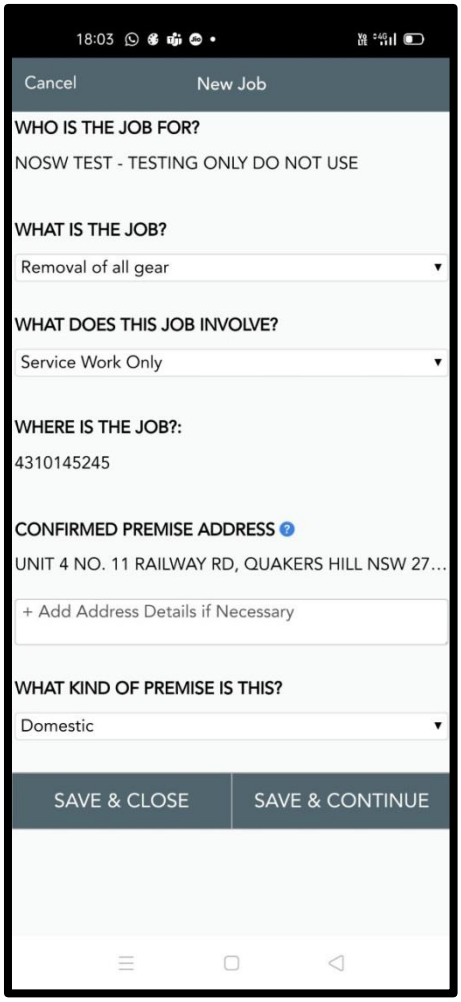
Step 1: Select job type 'Removal of all gear' and sub type 'Metering and Service Work', enter valid NMI and select premise type before clicking *Save & Continue*.

Step 2: ‘Existing Meter’. On this screen you will need to fill existing meter reading details and upload images of meters, Customer Confirmation Letter and select which meter needs to be removed from the premise.





Step 3: ’Summary’. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW



Removal of All Gear

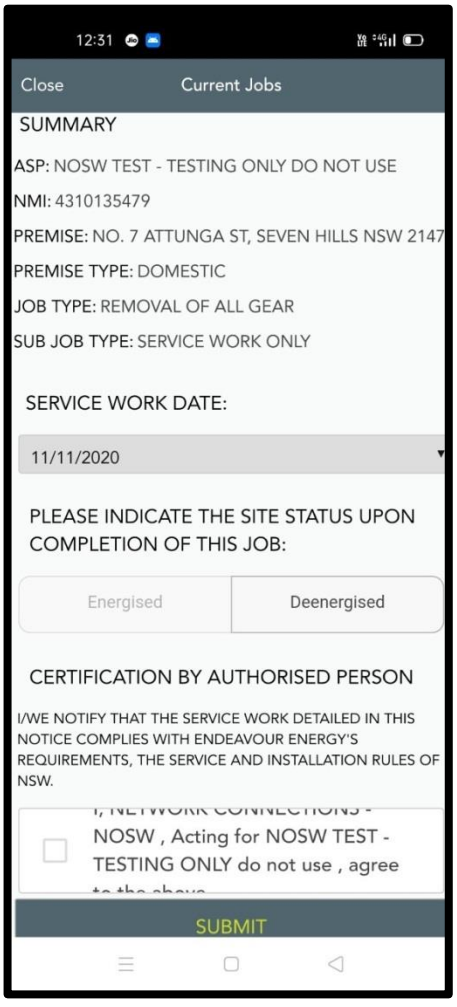
Service Work Only

Job Type: Removal of all gear

Sub Type: Service Work Only

Step 1: Select job type 'Removal of all gear' and sub type 'Service Work Only', enter valid NMI and select premise type before clicking *Save & Continue*.

Step 2: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW



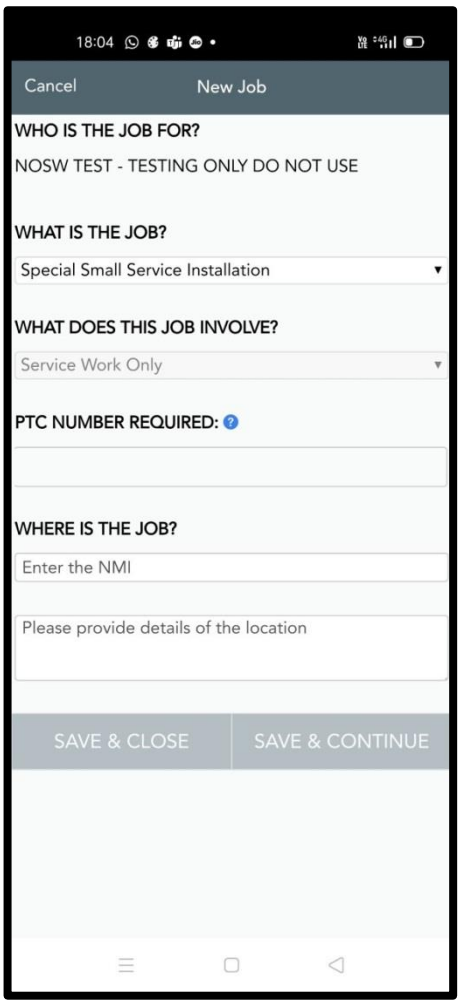
Special Small Service installation

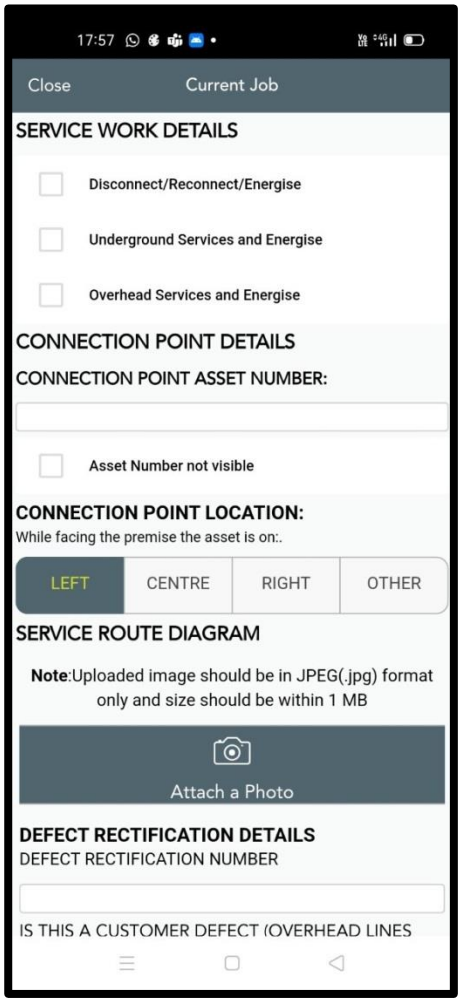
Service Work Only

Job Type: Special Small Service installation

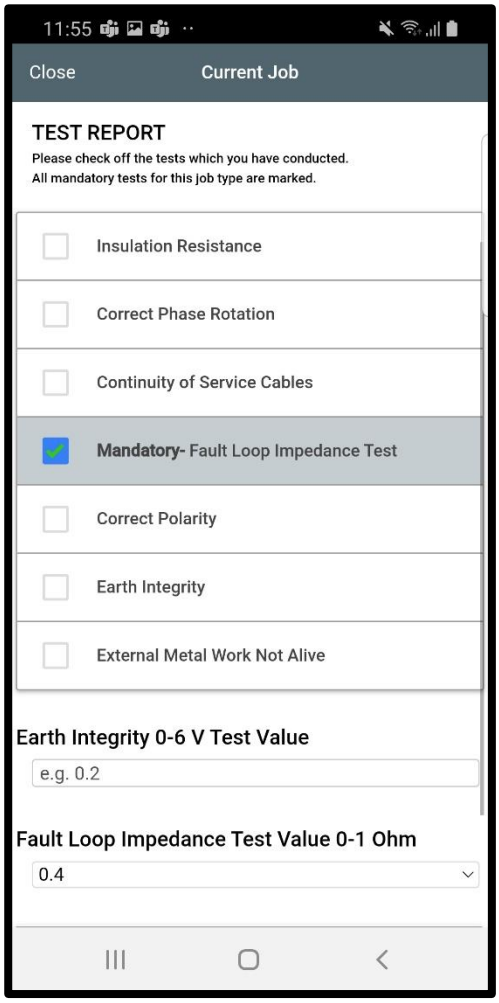
Sub Type: Service Work Only

Step 1: Select job type ‘Special Small Service installation’ and sub type ‘Service Work Only’, enter valid PTC number and NMI, and select premise type before clicking *Save & Continue*.



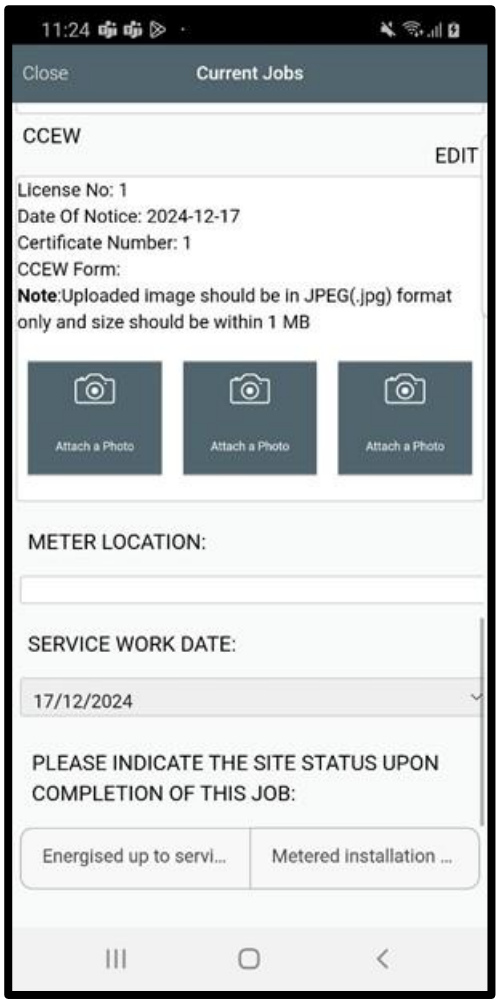


Step 2: ’Service Work Details’. On this screen you will need to select service work details, fill asset details and upload service route diagram.



Step 3: 'Test Report'. On this page you will provide all test report details including the Earth Integrity Test Value and Fault Loop Impedance Test value

Step 4: 'CCEW Details'. In this screen you will need to fill all the correct CCEW details including Licence Number, CCEW Date of Notice and Certificate Number as well as upload a CCEW image. You can uplooad up to 3 CCEW images.



Step 5: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

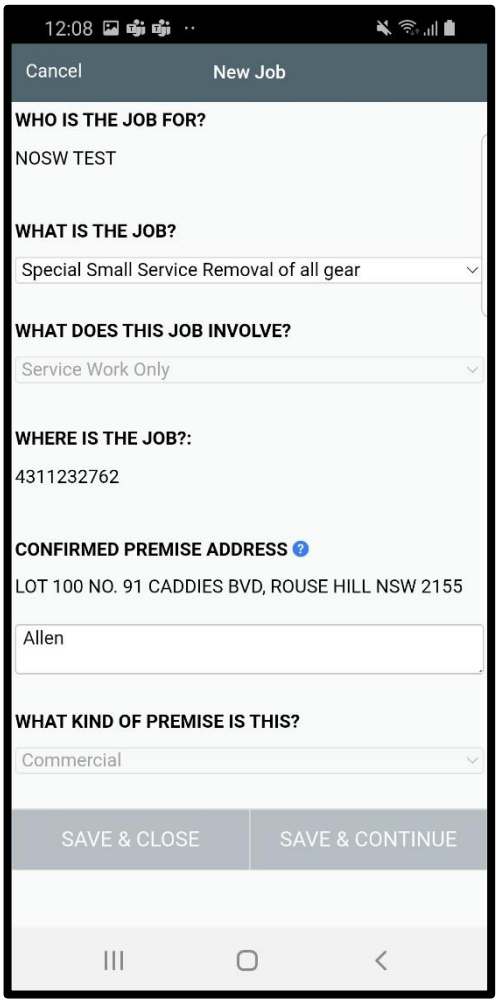
Special Small Service removal of all gear

Service Work Only

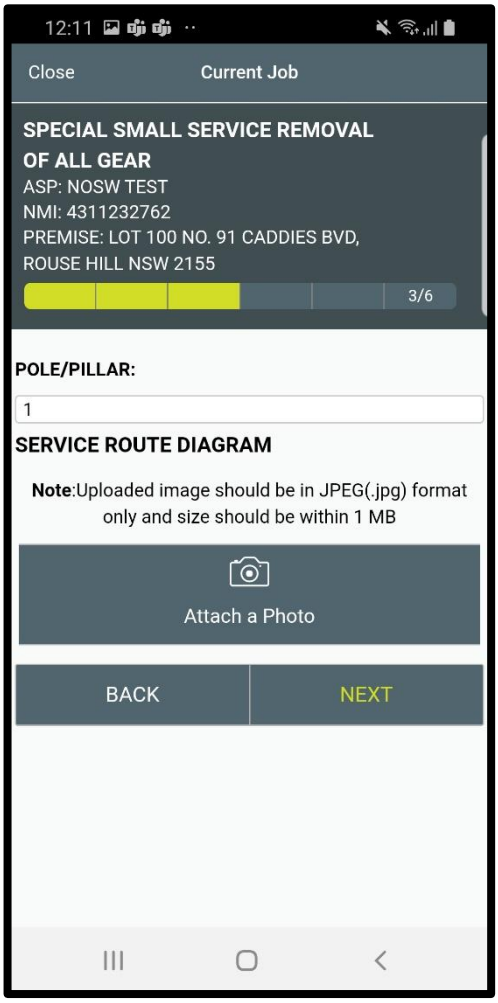
Job Type: Special Small Service removal of all gear

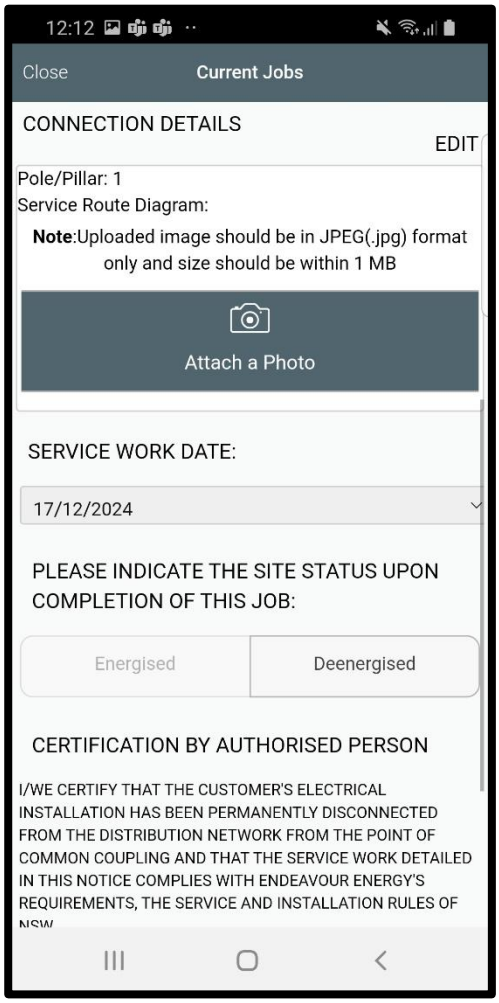
Sub Type: Service Work Only

Step 1: Select job type 'Special Small Service removal of all gear' and sub type 'Service Work Only', enter valid NMI, specific site location and select premise type before clicking *Save & Continue*.



Step 2: 'Service Work Details'. On this screen you will select service work details, enter a pole/pillar number, and upload a service route diagram.





Step 3: 'Summary'. This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

Forgot Password/Reset Password

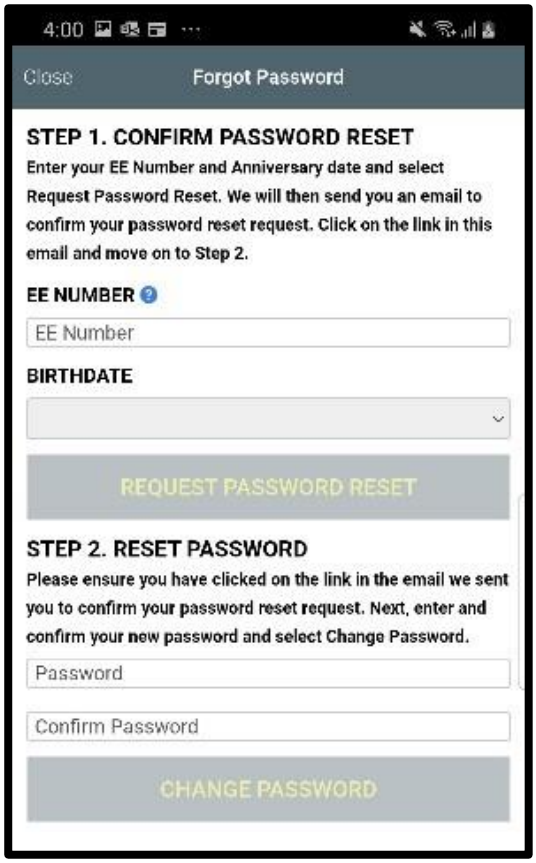
To reset your password, you need to have an exsisting account in the eNOSW portal, including having a valid EE ID and password, date of birth and email address.

When resetting your password, please ensure you:

- Make it long - your password should be between 12 and 30 characters.
- Use a mix of characters. The password should contain:
    - At least one capital letter (A–Z)
    - At least one small letter (a–z)
    - At least one number (0–9)
    - At least one symbol like !, #, $, %

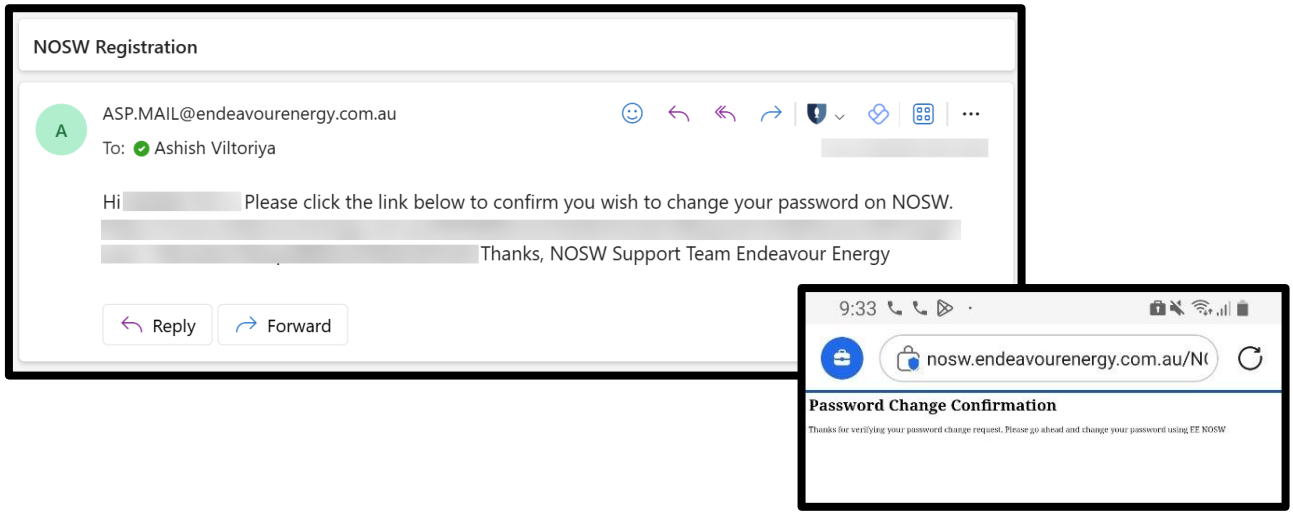
If you do not login for more than 3 months, your password will need to be reset.

Step 1: From the login screen, select *Forgot your password?*

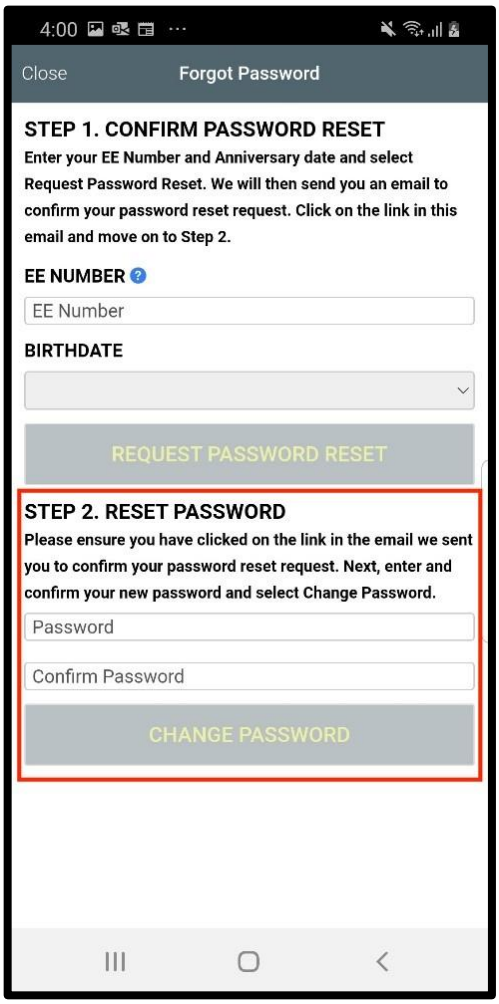


Step 2: Input your EE Number and birthdate, and click the *Request Password Reset* button and check your email inbox. Note: If these details are incorrect, you will not be sent the reset email password to your nominated email address.

Step 3: You will receive an email with the reset password link. Clicking on this will open a browser screen that will verify your identity. You can close the browser once it shows the *Password Change Confirmation* page.



Step 4: Once the link is verified, return to the eNOSW portal to enter your new password and click the *Change Password* button.



Troubleshooting and help

If you have any issues with accessing the eNOSW app, following the steps, or any other IT related issues, please call the Endeavour Energy Tech Bar on **02 9853 6888**.

endeavourenergy.com.au

Endeavour Energy

POWER together