

# eNOSW User Guide



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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.

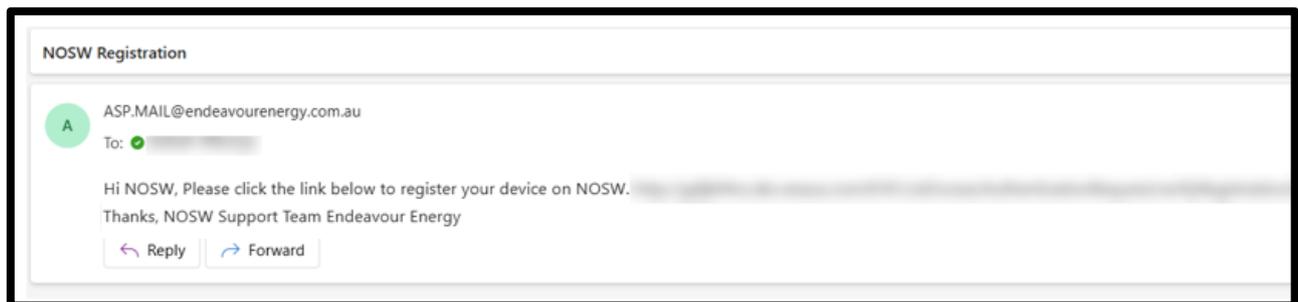
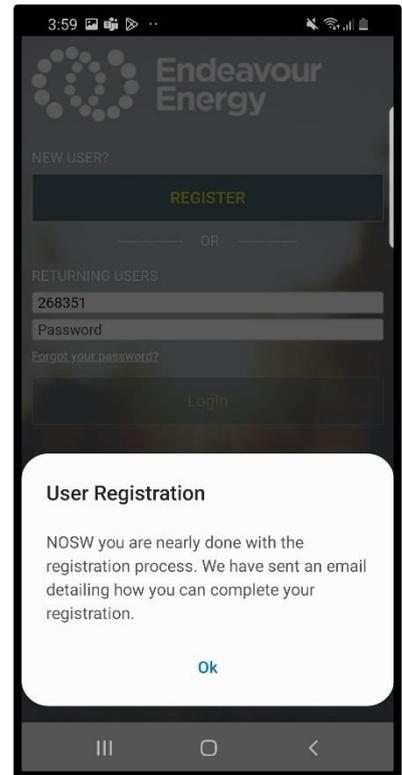
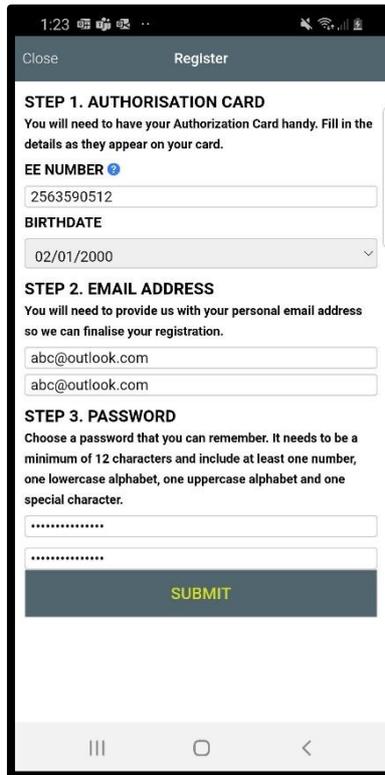
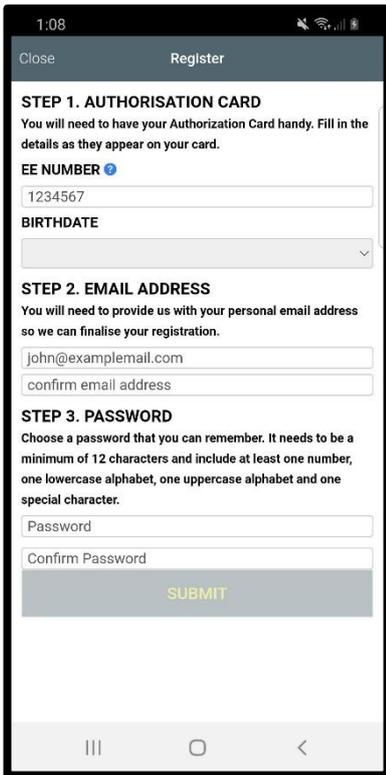
**For Apple users:** [Click here](#) to download and install the eNOSW app from the Apple store for iOS.

**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.

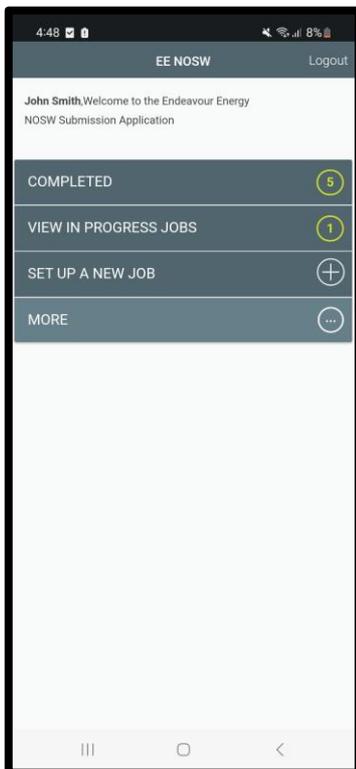


# Logging in



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

# Dashboard

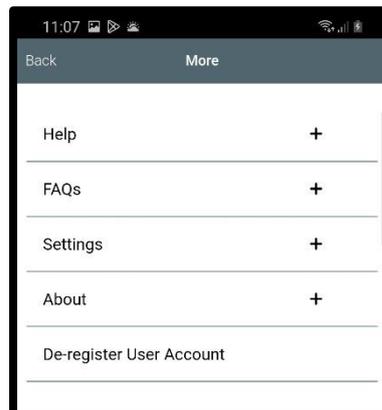


Once logged in, your dashboard will appear.

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.

- Select the job type
- New Service Connection
- Modify Existing Service / Defect Rectification
- Removal of all gear
- Special Small Service Installation
- Special Small Service Removal of all gear

## 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*.

Cancel New Job

**WHO IS THE JOB FOR?**  
NOSW TEST

**WHAT IS THE JOB?**  
New Service Connection

**WHAT DOES THIS JOB INVOLVE?**  
Service Work Only

**PTC NUMBER REQUIRED:** ?

**WHERE IS THE JOB?**  
Enter the NMI

Close Current Job

**SERVICE WORK DETAILS**

Disconnect/Reconnect/Energise

Underground Services and Energise

Overhead Services and Energise

**CONNECTION POINT DETAILS**

CONNECTION POINT ASSET NUMBER:

Asset Number not visible

**CONNECTION POINT LOCATION:**  
While facing the premise the asset is on..

**LEFT** CENTRE RIGHT OTHER

**SERVICE ROUTE DIAGRAM**

**Note:** Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

**DEFECT RECTIFICATION DETAILS**

DEFECT RECTIFICATION NUMBER

IS THIS A CUSTOMER DEFECT (OVERHEAD LINES)

**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.

- Select the phase
- A
- AB
- ABC
- AC
- B
- BC
- C
- SWER

- Select the conductor code
- 25mm2 2C LVABC (OH) .415
- (2 PH used) 25mm2 4C LVABC (OH) .415
- 25mm2 4C LVABC (OH) .415
- 95mm2 4C LVABC (OH) .415
- 16mm2 Cu 2C XLPE/PVC (UG) .415
- 16mm2 Cu 1C XLPE/PVC (UG) .415
- (1 PH used) 25mm2 Cu 4C XLPE/PVC (UG) .415
- 2 x 16mm2 Cu 1C PVC/PVC 7/1.70 (UG) .415
- (1 PH used) 50mm2 Cu 4C XLPE/PVC (UG) .415
- (1 PH used) 16mm2 Cu 4C XLPE/PVC (UG) .415

**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 upload 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.

The screenshot shows a mobile application interface for 'Current Jobs'. At the top, there is a 'Close' button and the title 'Current Jobs'. Below this, the job title 'CCEW' is displayed with an 'EDIT' link. The details section includes: License No: 1, Date Of Notice: 2024-12-16, Certificate Number: 1, and CCEW Form: [blank]. A note states: 'Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB'. There are three 'Attach a Photo' buttons, each with a camera icon. Below this is a 'SERVICE WORK DATE:' dropdown menu showing '16/12/2024'. A section titled 'PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:' contains two radio button options: 'Energised up to servi...' (selected) and 'Metered installation ...'. The bottom section is 'CERTIFICATION BY AUTHORISED PERSON' with a text area containing the statement: 'I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF'. The bottom navigation bar shows three icons: a hamburger menu, a home icon, and a back arrow.

# 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*.

15:42

Cancel New Job

WHO IS THE JOB FOR?  
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?  
Modify Existing Service / Defect Rectification

WHAT DOES THIS JOB INVOLVE?  
Service Work or Defect Rectification

WHERE IS THE JOB?:  
4

CONFIRMED PREMISE ADDRESS ?  
+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?  
Commercial

SAVE & CLOSE SAVE & CONTINUE

15:42

Close Current Jobs

MODIFY EXISTING SERVICE / DEFECT RECTIFICATION

2/6

EXISTING METERS

METER NUMBER -

METER TYPE - SINGLE METER

Meter not found on premise

OFF PEAK METER READ

RELAY NUMBER:

CHANNEL:

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

Add existing equipment not on record

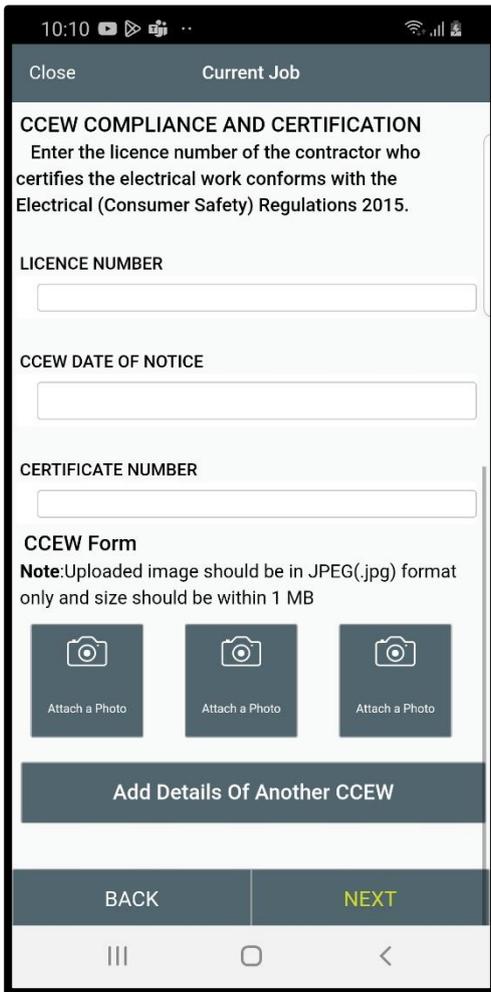
**Step 2:** 'Existing Meter'. On this screen you will need to fill in the existing meter reading details and upload images of meters.

**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 upload 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*.

18:02

Cancel New Job

WHO IS THE JOB FOR?  
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?  
Modify Existing Service / Defect Rectification

WHAT DOES THIS JOB INVOLVE?  
Meter Removal Only

WHERE IS THE JOB?:  
4310135479

CONFIRMED PREMISE ADDRESS ⓘ  
NO. 7 ATTUNGA ST, SEVEN HILLS NSW 2147  
+ Add Address Details if Necessary

WHAT KIND OF PREMISE IS THIS?  
Domestic

SAVE & CLOSE SAVE & CONTINUE

18:04

Close Current Jobs

EXISTING METERS

METER NUMBER - 1565430

METER TYPE - SINGLE METER

Meter not found on premise

OFF PEAK METER READ

RELAY NUMBER: 4054645

CHANNEL: 100-04

Note: Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

I am removing this meter today.

Add existing equipment not on record

METER NUMBER - 3030010

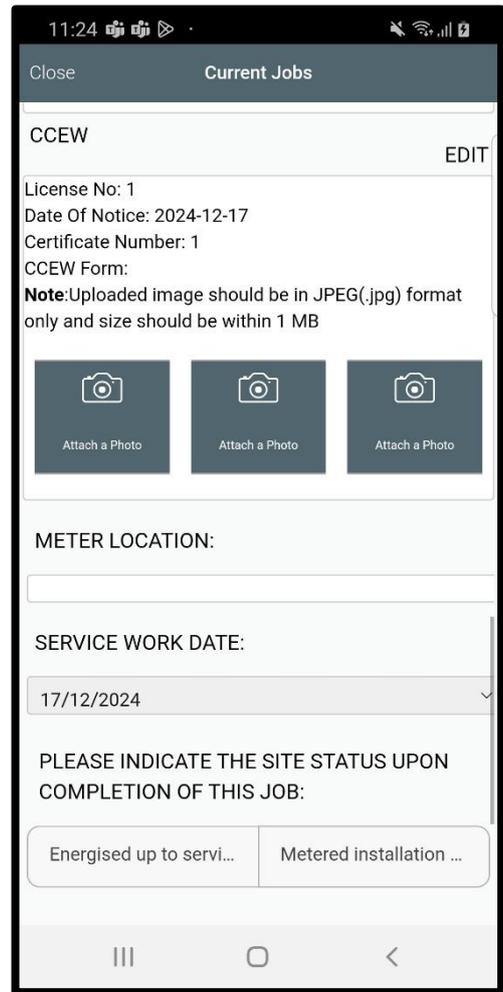
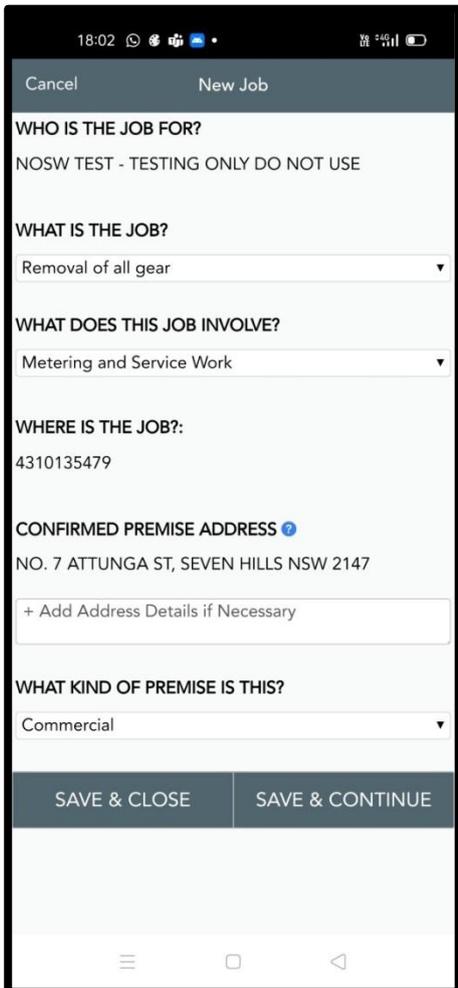
METER TYPE - SINGLE METER

**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



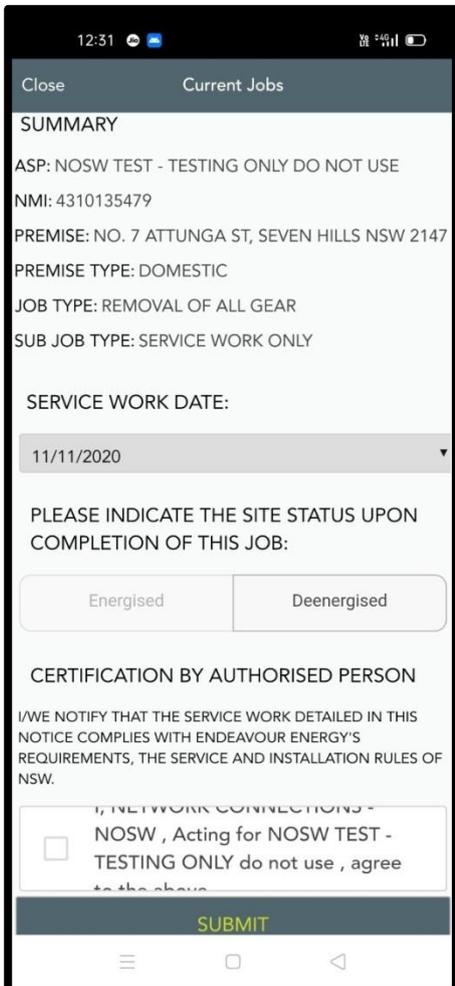
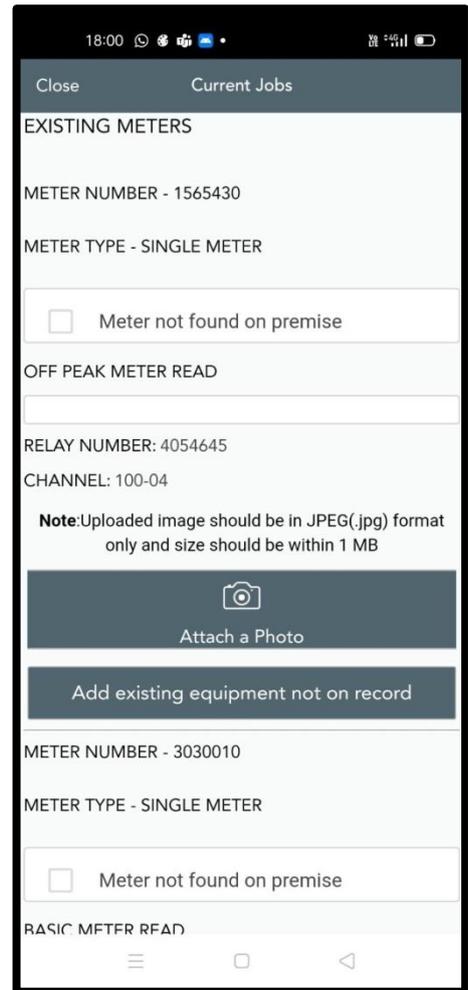
## Removal of All Gear Metering and service work

**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*.

18:04

Cancel New Job

WHO IS THE JOB FOR?  
NOSW TEST - TESTING ONLY DO NOT USE

WHAT IS THE JOB?  
Special Small Service Installation

WHAT DOES THIS JOB INVOLVE?  
Service Work Only

PTC NUMBER REQUIRED: ?

WHERE IS THE JOB?  
Enter the NMI  
Please provide details of the location

SAVE & CLOSE SAVE & CONTINUE

17:57

Close Current Job

SERVICE WORK DETAILS

Disconnect/Reconnect/Energise

Underground Services and Energise

Overhead Services and Energise

CONNECTION POINT DETAILS

CONNECTION POINT ASSET NUMBER:  
Asset Number not visible

CONNECTION POINT LOCATION:  
While facing the premise the asset is on..

LEFT CENTRE RIGHT OTHER

SERVICE ROUTE DIAGRAM

Note:Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

Attach a Photo

DEFECT RECTIFICATION DETAILS

DEFECT RECTIFICATION NUMBER

IS THIS A CUSTOMER DEFECT (OVERHEAD LINES)

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

11:55

Close Current Job

### TEST REPORT

Please check off the tests which you have conducted.  
All mandatory tests for this job type are marked.

- Insulation Resistance
- Correct Phase Rotation
- Continuity of Service Cables
- Mandatory- Fault Loop Impedance Test**
- Correct Polarity
- Earth Integrity
- External Metal Work Not Alive

**Earth Integrity 0-6 V Test Value**

**Fault Loop Impedance Test Value 0-1 Ohm**

**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 upload up to 3 CCEW images.

10:10

Close Current Job

### CCEW COMPLIANCE AND CERTIFICATION

Enter the licence number of the contractor who certifies the electrical work conforms with the Electrical (Consumer Safety) Regulations 2015.

**LICENCE NUMBER**

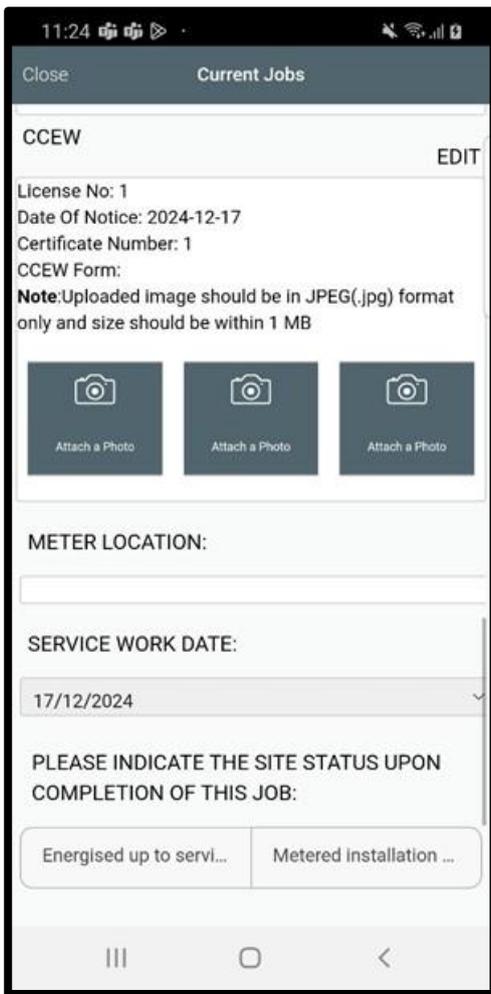
**CCEW DATE OF NOTICE**

**CERTIFICATE NUMBER**

**CCEW Form**

**Note:**Uploaded image should be in JPEG(.jpg) format only and size should be within 1 MB

**Add Details Of Another CCEW**



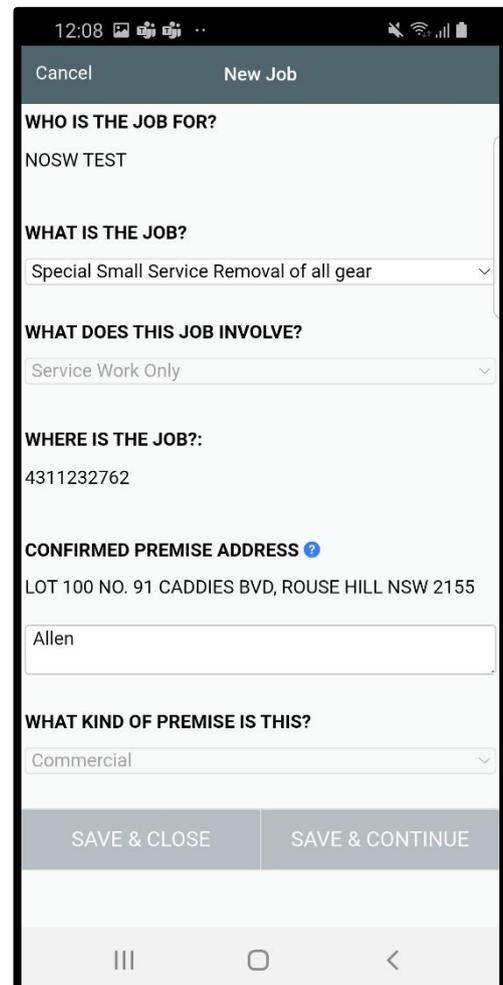
**Step 5: 'Summary'.** This is the final screen and allows you to view all the details you have inputted before submitting the NOSW

## Special Small Service removal of all gear Service Work Only

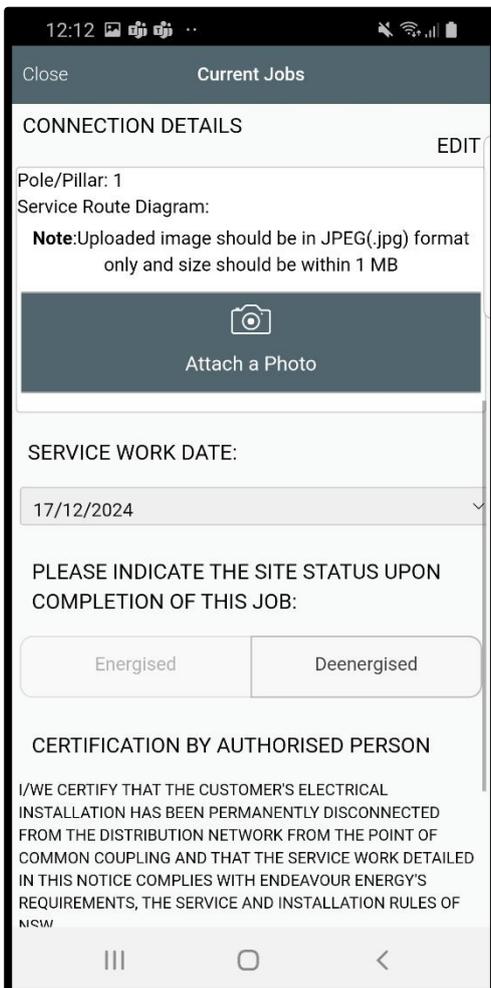
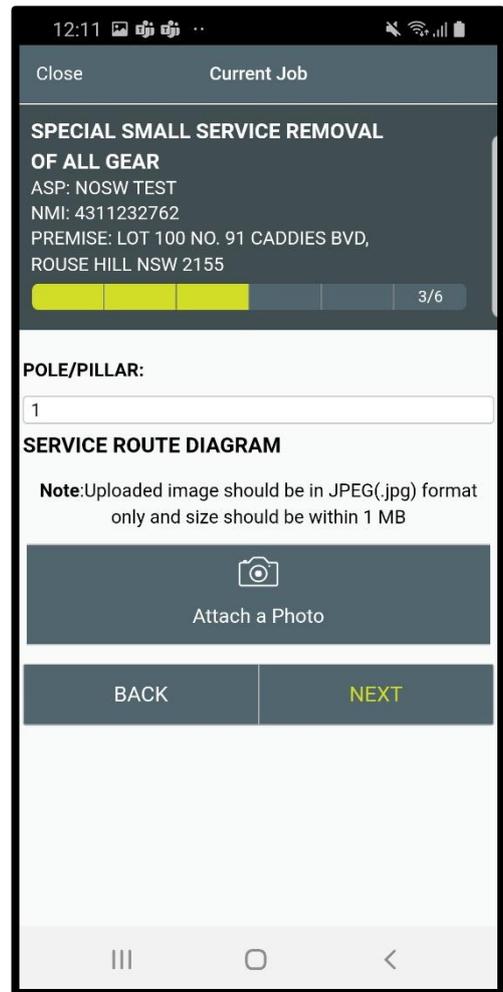
**Job Type:** Special Small Service removal of all gear

**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

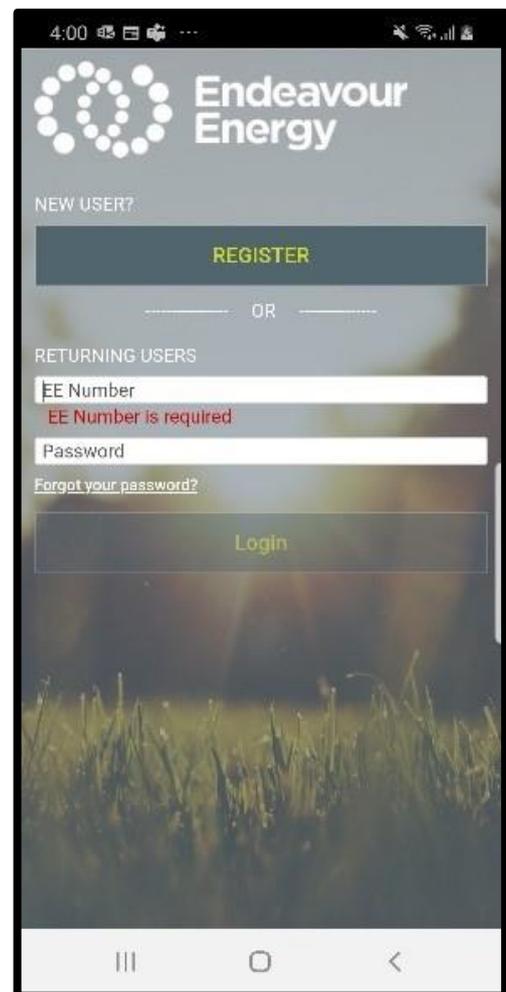
# Forgot Password/Reset Password

To reset your password, you need to have an existing 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?*

4:00

Close Forgot Password

**STEP 1. CONFIRM PASSWORD RESET**  
 Enter your EE Number and Anniversary date and select Request Password Reset. We will then send you an email to confirm your password reset request. Click on the link in this email and move on to Step 2.

**EE NUMBER** ⓘ

**BIRTHDATE**

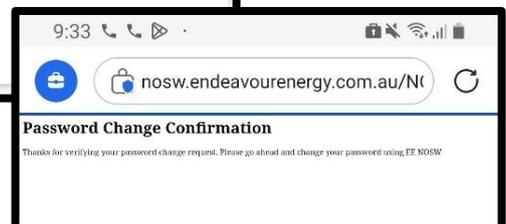
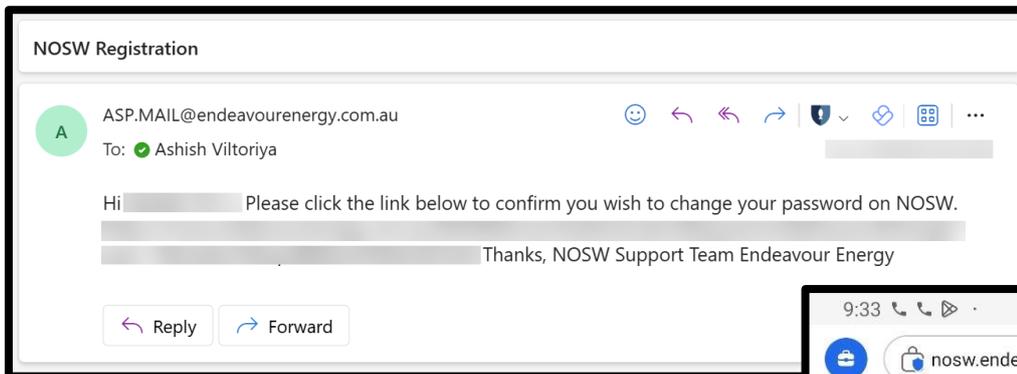
REQUEST PASSWORD RESET

**STEP 2. RESET PASSWORD**  
 Please ensure you have clicked on the link in the email we sent you to confirm your password reset request. Next, enter and confirm your new password and select Change Password.

CHANGE 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.

4:00 [Icons] [Signal] [Battery]

Close      Forgot Password

**STEP 1. CONFIRM PASSWORD RESET**  
Enter your EE Number and Anniversary date and select Request Password Reset. We will then send you an email to confirm your password reset request. Click on the link in this email and move on to Step 2.

**EE NUMBER** ⓘ

**BIRTHDATE**

**REQUEST PASSWORD RESET**

**STEP 2. RESET PASSWORD**  
Please ensure you have clicked on the link in the email we sent you to confirm your password reset request. Next, enter and confirm your new password and select Change Password.

**CHANGE PASSWORD**

[Home] [Back] [Forward]

# 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**.

