



Level 2 ASP Contestable Work Guidelines

**Level 2 Accredited Service Providers & Authorised
Persons Technical Guidelines**

Network Connections

January 2017

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1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to outline Endeavour Energy's general requirements for customer funded contestable service work, which align to the *Electricity Supply Act 1995*, the National Electricity Rules, Endeavour Energy's Electricity Network Safety Management System Manual for the provision of customer connection services (known as Premises Connection Works) by Level 2 Accredited Service Providers within Endeavour Energy's Distribution Franchise area. Level 2 ASP's are to fully inform themselves as to the overall requirements for working in the Endeavour Energy franchise area based on relevant published documents and standards as available on the Endeavour Energy and ASP websites.

This publication provides the basic information required by Level 2 Accredited Service Providers and its Authorised Persons (AUPs) proposing to provide the connection service between the low voltage distribution system and the connection point, including metering services, alterations to existing and the energising of new installations in Endeavour Energy's Distribution Franchise area.

The contestable service work must comply with the Service and Installation Rules of New South Wales and Endeavour Energy's design, construction, installation, testing standards, using approved products and the instructions, which are referenced in this publication. In addition all work must be performed bearing in mind the requirements of Endeavour Energy's Electrical Safety Rules, the Electricity Network Safety Management System Manual, and the contents of the published AER approved Network Price Lists.

A customer has the choice of employing any Level 2 Accredited Service Provider for a particular Class of Service Work. To ensure compliance with Endeavour Energy's requirements the contestable service work may be subject to an audit inspection process. Work that does not comply with Endeavour Energy's requirements, standards or instructions will be the subject of a defect notice / non-conformance to be actioned by the ASP. It is the ASP's responsibility at all times to conduct themselves in a safe manner complying with their Safety Management Plan, SWMS and all other requirements outlined in the enabling legislation.

Comments and enquires regarding any aspect of this publication should be directed to:

Manager Network Connections
PO Box 811
SEVEN HILLS NSW 1730

1.2 References

External

Work Health & Safety Regulation 2011 and Work Health & Safety Act 2011

AS/NZS3000 – Wiring Rules

AS/NZS 3017 – Electrical installations - Verification guidelines

AS 4741 – Testing of connections to low voltage electricity networks

Service and Installation Rules of New South Wales (SIR)

SafeWork NSW requirements

ENA documents relevant to the activity

Internal

The documents detailed below are available on the Endeavour Energy website;

Endeavour Energy Connection Policy

Endeavour Energy Electricity Network Safety Management System Manual

Endeavour Energy Electricity Safety Rules

Endeavour Energy Network Price Lists

Model Standing Offer for Basic Connection Service

Model Standing Offer for Micro Embedded Generator Basic Connection Service

MMI 0021 – Guide to rights and obligations for electricity mains on private property

MCI 0004 – Overhead service mains instruction for Level 2 Accredited Service Providers and authorised persons

MCI 0005 – Overhead Distribution Construction Standards

MCI 0006 – Underground Distribution Construction Standards

GSY 1031 – Endeavour Energy Electrical Safety Rules

NPJ 6006 – Discipline of Accredited Service Providers Undertaking Contestable Works

NPJ 6007 – Contestable Works Non Conformances

NPJ 6008 – Contestable Works Observations

NPJ 6009 – Contestable Works Audit Procedure

ASP Documents

Safety Management Plan

Safe Work Method Statements

Worksite Hazard and Risk Assessment Documentation

eNOSW app User Guide

2.0 CONTESTABLE WORKS (GENERAL)

2.1 Accreditation

The ASP accreditation scheme, under the Electricity Supply Act 1995, allows the service providers to perform contestable works on the electricity distribution networks in NSW. The scheme is published and administered by NSW Department of Industry.

The scheme accredits Level 2 ASPs for the required types of work as follows:

- Level 2 ASPs – Install, repair or maintain the overhead or underground service lines between the electrical wiring on a customer's premises and the electricity network. This includes installing type 5 and 6 electrical metering equipment, connecting service lines to the network and making the connection "live". Level 2 ASPs cannot install type 4 electrical metering equipment.

ASP's who want to work on or near the Endeavour Energy electricity network must be both Accredited by NSW Department of Industry in accordance with the scheme and Authorised by Endeavour Energy prior to undertaking any work.

2.2 Contestable Service Work

Endeavour Energy has fully implemented the Contestability framework and has declared the following service work as outlined below to be contestable. This contestable service work can only be performed by a Level 2 Accredited Service Provider using staff that has the appropriate Endeavour Energy authorisation.

Contestable service works and customer connection services include:

- Installation and connection of new overhead or underground services,
- Disconnection/reconnection of an overhead or underground service at the Point of Common Coupling (Formerly known as the Connection Point),
- Disconnection/reconnection of an overhead service at the Connection Point. (Formerly known as Point of Supply),
- Disconnection of an underground service at the Connection Point,
- Installation or replacement of service and type 5 and 6 metering equipment,
- Energising new installations, and
- Removal of all gear (RAG) – service and metering equipment (includes CT metering when approved)

2.3 Authorisation

To work on or near the Endeavour Energy network, Level 2 Accredited Service Providers must apply to Endeavour Energy to obtain authorisation for their employees and/or sub-contractors. The authorisation only applies whilst that employee or sub-contractor is in the employment of the Accredited Service Provider. The authorisation requirements and conditions are stated in Endeavour Energy Authorisation Information Pack. A copy of the authorisation information pack can be obtained from Endeavour Energy Authorisation Section.

The ASP must ensure that their AUP's are authorised to carry out a specific function of the work as detailed in Endeavour Energy's individual authorisation procedures.

The classes of Authorisation and the work permitted under each Class are as follows:

Class 2A	Disconnection and Reconnection at Connection Point
Class 2B	Authorisation for underground service work
Class 2C	Authorisation for overhead service work
Class 2C (EWP)	Authorisation for overhead service work from an EWP.
Class 2D	Authorisation for category 5 and 6 metering, disconnection and reconnection and energisation of installations.
Class 2X	non-electrically qualified

Note: ASPs cannot install or remove types 1-4 metering.

Disciplinary action, which may result in the suspension or cancellation of Endeavour Energy's authorisation, will be instigated against an offending authorised person for any breach of the conditions of their authorisation or the Electricity Safety Rules.

3.0 Safety

Our overarching safety objective is to create a workplace that is safe and a culture where no one knowingly participates in an unsafe act.

Working on or near Endeavour Energy electrical network, ASP's are responsible for ensuring the safety of their employees and the public. The ASP's are required to implement their own safety and management systems in line with the scheme rules administered by NSW Department of Industry.

Endeavour Energy may carry out audits on ASP's to assess compliance in the class of work which they are accredited to undertake and Endeavour Energy's Electrical Safety Rules. This is to provide assurance that adequate controls exist to ensure, where possible, a safe place of work is provided for authorised persons employed by an Accredited Service Provider.

All contestable service work must be safely carried out in accordance with all relevant documents.

- Endeavour Energy's Electricity Network Safety Management System Manual
- Endeavour Energy's Electrical Safety Rules,
- The *NSW Work Health & Safety Regulation 2011* under the *Work Health Act 2011*.
- SafeWork NSW requirements.
- Electricity Networks Association (ENA) Documents – Standards and Guidelines
- Safe work method statements (SWMS)
- Worksite Hazard and Risk Assessments
- Relevant Endeavour Energy Standards
- Endeavour Energy Approved Products Listing.

A formal and comprehensive risk and hazard assessment is to be carried out by the ASP or their staff on all jobs prior to work commencing. All potential hazards are to be addressed and minimised, where possible. If the job scope changes during the course of the work, additional work risk and hazard assessments are required to address the changed work scope.

A formal SWMS system must be available and applied by the ASP to all jobs which are undertaken. They must be capable of application to the job and work environment specific to that job.

The DTI are responsible for the review of Safety Management Plans and SWMS. Endeavour Energy will accept the adequacy of plans that have been sighted and approved by the DTI. As part of each pre-job hazard assessment, in accordance with the Electrical Safety Rules, the Accredited Service Provider / Authorised Person is responsible for assessing and identifying the need for a standby person to be present when working on or near live low voltage exposed conductors. The standby person if required must be qualified and trained in rescue procedures.

3.1 Electrical Safety Rules

Endeavour Energy establishes and maintains Electrical Safety Rules (ESR) that forms a part of the Endeavour Energy Electricity Network Safety Management System Manual, produced to meet the requirements of the Electricity Supply (Safety and Network Management) Regulation 2014. These rules provide the minimum safe working practices for persons, when working or testing on or near electrical apparatus associated with the distribution of electricity.

It is the responsibility of the authorised persons working on or near the network to ensure that they understand and apply the requirements of the Electrical Safety Rules.

A copy of the Electrical Safety Rules can be found on the Endeavour Energy website.

3.2 Accident Reporting,

Endeavour Energy requires that any incident or accident involving the ASP which occurs when performing contestable service work **must** be reported to Endeavour Energy immediately. The Endeavour Energy emergency hotline is **131 003**. A written report must be provided following any verbal notification. Accredited Service Providers must also report accidents to other Authorities in the normal manner i.e. SafeWork NSW, etc.

Failure to report an incident or accident shall result in a review of the Authorised Person's authorisation and can result in removal or restriction of authorisation, as well as referral to the NSW Department of Industry.

In all cases of electric shock or suspected electric shock, the victim **must** comply with the requirements of the Endeavour Energy Electrical Safety Rules.

3.3 Asbestos and Asbestos Containing Materials (ACM)

Accredited Service Providers must be aware of the potential existence of asbestos and asbestos fibres in or on customers' switchboards or switchboard surrounds. Older electrical cupboards and switchboards may include electrical mounting boards that contain asbestos. The ACM typically contains chrysotile (white asbestos) and is bonded into the matrix of the material. In some installations, the internal face of the cabinet may also be lined with asbestos cement (AC) sheet or asbestos millboard (a soft whiteboard type material that consists of compressed asbestos fibres and is considered friable).

Any dust encountered inside the cabinets of pre-1988 installations should be assumed to be contaminated with asbestos even though the asbestos boards may have been removed.

ASP's must comply with the *Work Health and Safety Act and Regulation 2011* should they decide to work on equipment potentially containing asbestos fibre and asbestos containing materials. In addition they must comply with the requirements of their SWMS specific to the work being undertaken.

Information on working with asbestos can be found in Safe Work Australia Code of Practice publications available on SafeWork NSW website – www.safework.nsw.gov.au.

ASPs removing service fuses must be aware of asbestos being contained in some older type service fuses.

3.4 Dial-Before-You-Dig

Serious incidents occur when excavators strike underground cables as a result of the cables not being correctly identified before the work commenced. Such incidents not only cause danger to the ASP's staff but also to the people nearby. Loss of power supply to customers is also a major concern and could result in a fine being applied by the AER.

Before carrying out excavations, it is mandatory that the ASP check the location of the underground services in or near the area they are working by obtaining Dial Before You Dig plans.

Australia's major service providers have a single web-enabled information service, Dial-Before-You-Dig, to provide information on the location of underground communications, gas, water and electricity infrastructure. It is mandatory that you obtain '**Dial-Before-You-Dig**' plans before planning any

excavation work. Please call 1100 - free call (except from mobiles) or visit the website at www.1100.com.au to make an enquiry or acquire Dial Before You Dig plans.

All plans shall be made available to staff at the worksite where excavation is to be undertaken. These plans must be reviewed and understood by the crew on site prior to excavation commencing.

The ASP should always assure themselves of the presence of existing infrastructure and take appropriate precautions in their approach to the planned excavation.

For any underground works, the ASP or their sub-contractor must carry out the work in accordance with the SafeWork NSW's 'Work Near Underground Assets Guide'.

Accredited Service Providers using staff who are authorised to perform contestable service work in Endeavour Energy's distribution area are responsible to ensure the safe connection of service and customer installation to Endeavour Energy's distribution network.

The Accredited Service Provider must ensure that their staff at all times comply with the requirements of published standards and their own work related documents approved by the DTI when working on the Endeavour Energy network. Each AUP must hold the appropriate authorisation for the work that is being undertaken.

3.5 Accredited Service Provider Interaction

Endeavour Energy has a dedicated website which contains regular news and information for the Accredited Service Providers who are authorised to work on Endeavour Energy network. Endeavour Energy safety notices, ASP seminar events plus other technical information, can be found on the website. A password is required to access the website. To obtain access to the ASP website, Accredited Service Provider should complete the application form on the welcome page for the ASP website.

Access to the ASP website is readily obtained from the Endeavour Energy website. All standards and other relevant information to do with Connections are available on the Endeavour Energy website.

3.6 Management System

ASP Management Systems are an essential component of ensuring that there is adequate guidance in place for Authorised Persons (AUPs) and sub-contractors working on behalf of an Accredited Service Provider, whilst complying with the accreditation requirements of the NSW Department of Industry.

3.7 Worksite Audits

The worksites of Accredited Service Provider's may be audited by Endeavour Energy to assess compliance in the class of work for which they are accredited to undertake. These audits will review applicable procedures, construction work and safety practices.

Where Worksite Audits are undertaken they will be conducted in accordance with the requirements outlined in Endeavour Energy Form FPJ 4660.

3.8 Safety Observations

The Contestable Works Observation process is designed to provide safety specific feedback regarding the work carried out by ASP's and to provide feedback to the ASP with positive observations and suggested improvements. Safety Observations shall be used to assess ASP's and their staff during the design, construction and connection stages of a project.

3.9 PPE, Tools and Equipment

Accredited Service Providers and their Authorised Personnel must use the appropriate PPE, testing equipment and other tools in the approved manner for the type of work being performed. PPE, Tools and Test equipment as required by the DTI in their published documentation will be maintained by the ASP and their staff in safe working order and adequately rated for the application.

3.10 Notification of Work – eNOSW app

In accordance with clause 1.8 of the SIR of NSW, following the completion of any contestable service work including type 5 and 6 metering, Endeavour Energy must be notified within 2 working days of the work that has been carried out via the eNOSW app. The notification shall include a completed Permission to Connect Letter, sketch of the service route for all new installations or altered services, and where required, a Certificate of Compliance Electrical Work (CCEW) must be obtained by the ASP and submitted in the eNOSW app. See eNOSW app user guide, section 14.0. To prevent errors in submitting the eNOSW it is recommended that the ASP / AUP complete the eNOSW onsite at the time of the work.

3.11 Major / Minor, Environmental Non Conformances and Safety Breaches

Non-compliance with the Electrical Safety Rules, Electricity Network Safety Management System Manual, Endeavour Energy's Network Standards, Service and Installation Rules of New South Wales or equipment specifications shall be regarded as a non-conformance. Non-conformances are classified as Major / Safety / Environmental or Minor.

The ASP needs to ensure they are aware of the requirements in the above documents and the reporting process and fully comply with the requirements outlined in each document.

Endeavour Energy may require the disconnection of supply to service work containing major breaches.

In addition to the rectification work required to be completed as a result of a defect being issued, the ASP **must** respond to the non-conformance which is issued on the same job. The ASP response on the bottom half of form FPJ4649A should include details of changes to SWMS and WHRA or evidence of changes to their company process as a result of the non-conformance notification.

Non-conformances response must be emailed to

- aspaudit@endeavourenergy.com.au

3.12 Disciplinary Action

Endeavour Energy uses a demerit point system to assess the Accredited Service Provider's performance. Each non-conformance carries demerit points. Should an Accredited Service Provider attain 12 points over a 12 month rolling period, they are subjected to an interview or further disciplinary action.

If an Accredited Service Provider, their employee, authorised person or sub-contractor is in breach of the requirements of the Electrical Safety Rules or working outside their authorisation class, suitable action will be taken. This may include an interview, requirement for retraining, suspension or cancellation of their authorisation.

Where an Accredited Service Provider's performance is found to be continually unsatisfactory and / or they fail to cooperate with the requirements of Endeavour Energy they will be referred to the NSW

Department of Industry. This referral could be in the form of a recommendation for removal or downgrading of accreditation status.

3.13 Audit / Inspection

Audit / Inspection of the Accredited Service Provider's work will be carried out by Endeavour Energy. The audit will assess compliance with Endeavour Energy's Electricity Network Safety Management System Manual, use of approved products, Endeavour Energy standards and other statutory requirements and documents listed in Section 1.0 of this document. Failure to comply with the required standards will result in a defect / non-conformance being issued to the ASP.

An AER approved re-inspection fee will apply.

3.14 Environmental Requirements

The Accredited Service Provider must comply with all applicable laws, ordinances, rules, and regulations or contract provisions regarding environmental protection. No trash, waste oil, bilge water or other pollutants shall be discharged or allowed to escape from the Accredited Service Provider's, or its sub-contractor's equipment. The Accredited Service Provider will take reasonable measures to instruct its personnel and will, at its own expense, clean up any pollution caused by it or its sub-contractors in the course of performing the work. The ASP should ensure that they are informed of the relevant Endeavour Energy environmental standard before undertaking any work.

3.15 Network Construction Materials

All works associated with network connection service work will employ new, Endeavour Energy approved materials. So that Endeavour Energy can be assured of the suitability and quality of the materials used by the applicant, the applicant must purchase only materials that have currently been approved for use on Endeavour Energy's network and have been issued with an approval number. The approved materials can be found in the approved products list available on the Endeavour Energy website.

To seek approval for using non-approved materials, Endeavour Energy Form FNV 1115 must be completed and submitted along with the associated documents to Endeavour Energy by email: dispensationrequests@endeavourenergy.com.au.

3.16 Warranty

The Accredited Service Provider must guarantee completed contestable work to be free of defects due to faulty materials, design or workmanship for a period of three (3) years. The Accredited Service Provider will be required to rectify such defect free of cost to Endeavour Energy and to Endeavour Energy's satisfaction. Product liability insurance as required for Level 2 accreditation with the NSW Department of Industry would be acceptable as a warranty for the work.

3.17 Approval for Permanent Removal of Supply

Approval for the permanent disconnection and removal of supply must be obtained from Endeavour Energy, Network Connections, by Accredited Service Providers with the relevant class of Authorisation for the type of work being carried out.

The work could involve:

- The disconnection and removal of an underground service cable or overhead service line,
- Removal of metering equipment

The following information for each separately metered installation, including a builder's supply which requires permanent disconnection must be submitted to Endeavour Energy by the eNOSW app, together with details of the installation address and the existing meter numbers.

- A written approval must be obtained from the owner (or their agent) of the premises. It must also include the written agreement of the occupier (customer) if they are not the owners. The written request must be submitted to Endeavour Energy. (Form FPJ4603 – Permission to Remove Service / Metering by Authorised Level 2 Accredited Service Provider)
- The retailer must also provide written agreement for the permanent removal of supply.

Existing basic metering equipment is to be disposed of by the ASP according to the ASPs own procedures and taking into account possible asbestos contamination.

3.18 Second Service

It is essential that customers requesting a second service connection submit a "Dispensation Request" form FPJ8000 by emailing the completed form to inspection@endeavourenergy.com.au If approved the customer must meet all costs associated with providing the second service connection.

3.19 Service Equipment on or across Private Property Not Owned by Customer

Section 53 of the *Electricity Supply Act* 1995 provides for the continued operation and maintenance of any mains and associated equipment on private property except those located within a registered easement benefiting Endeavour Energy.

This section commenced on 26 May 2006 and applies to equipment (protected works) that existed immediately prior to this date.

Endeavour Energy has a statutory right to retain distribution mains on private property, including a right to enter the property and maintain them. This also includes the right to carry out augmentation of those mains, such as re-conductoring and uprating of services.

Should a property owner want protected works to be removed or relocated from their property, Endeavour Energy is under no obligation to do so.

The removal or relocation of these works may however be carried out as customer funded contestable works.

Further information on the rights and obligations for electricity mains located on private property can be found in Endeavour Energy network standard document MMI 0021.

3.20 Limited Supply

Where a Customer urgently requires supply and Endeavour Energy's network does not have the capacity to supply the load applied for, the available supply may be limited until the network is augmented. In these circumstances the customer must install a fixed primary protective device that limits the total load consumed and protects Endeavour Energy's network and ensures a reliable supply to other Customers.

3.21 Number of Phases in Non-Urban Areas

In non-urban areas the customers will be responsible for all connection costs required to provide the number of phase's required at the time of application.

3.22 Additional Phases for Existing Customers

In an urban area, Endeavour Energy will provide at its cost, make supply available or additional phases up to the point of common coupling, provided the load meets the minimum criteria as specified by the Service and Installation Rules of NSW. The location of a new point of common coupling will be at the discretion of Endeavour Energy.

Where the connection cannot be made by the ASP due to safety concerns or they are unable to physically make the connection, Endeavour Energy may at its cost augment the termination facilities or assist in making the connection.

3.23 Fees and Charges

3.23.1 Regulated Fees (Ancillary Network Services)

These are AER determined fees, which cover the administration, audit / inspection of contestable service work performed by an Accredited Service Provider.

Fully detailed price lists including a detailed description of all fees and charges are contained in Endeavour Energy Network Price Lists. The Network Price Lists can be found on the Endeavour Energy website.

3.23.2 Financial arrangements

It is the responsibility of the ASP to ensure that adequate financial arrangements are in place with Endeavour Energy to allow the ASP to trade in accordance with their business plan.

3.23.3 Pioneer Cost Share Reimbursement Scheme

Commencing 1 July 2014 Endeavour Energy have implemented the requirements of Chapter 5A and Part E of the National Electricity Rules. These requirements require Endeavour Energy to administer a network asset cost share reimbursement scheme.

Details of the Pioneer Cost Share reimbursement scheme are available on the Endeavour Energy website.

4.0 Principles of Testing Service Work

It will be the responsibility of each Level 2 ASP to have in place the required testing regime and test instruments to allow appropriate testing to be undertaken to meet the requirements of all relevant standards and the Endeavour Energy Electrical Safety Rules. The network neutral and service neutral shall be clearly identified in accordance to AS 4741. Where the Class 2D authorised person is required to energise the complete new installation as a minimum the new installation shall be tested in accordance with **AS/NZS3017**.

4.1 Insulation Resistance

The insulation resistance of the consumer's mains, service cable or service line must be tested before any connections are made. The results obtained must be in accordance with the requirements of the Service and Installation Rules of NSW for new service cables and AS/NZS3000 for consumer's mains and unmetered sub-mains.

4.2 Earthing Integrity

The earthing integrity of the customer's installation, up to the main switch must be tested before connections are made.

The results obtained must be in accordance with the requirements of **AS/NZS3000** and AS/NZS 3017 the results of this Test must be recorded in the NOSW form.

4.3 Direct Earth

Where alterations and additions are carried out on an installation where the direct earthing system is in use, the direct earthing system must be converted to the MEN system of earthing.

4.4 Polarity

WARNING

You must ensure correct polarity before you leave the site.
If polarity is not correct, a dangerous situation may occur within the installation.
You may be liable for prosecution if found guilty of connecting an installation with incorrect polarity. Electrical Safety Rules – clause 7.2.5

Positive identification by **TESTING** and the correct connection of active(s) and the service neutral conductor/consumers mains is essential. A reversed supply polarity will cause the active to be directly connected to earth (short circuit to earth) at the MEN neutral link. High fault currents would be present at the point of connection and an immediate shock and fire hazard may occur.

This fault may result in a serious impact on the earthing connection integrity. All earthing and metallic structures would be at 230 volts potential. This could result in all exposed metal of appliances and the earth terminal of socket outlets in the installation being "live" at 230 volts whether switched on or not. This is a life threatening situation. It is the connecting person's responsibility to ensure that all connections are correct before leaving the site.

In a multiphase installation an incorrect connection could result in up to 400 volts being applied to 230 volt equipment / appliances.

Polarity Testing of service termination facilities in underground areas of supply; columns, pillars etc.

Where street lighting circuits are installed in columns and pillars and terminated using links or service terminal blocks note the following:

- Testing from a distribution mains active in the pillar or column to a de-energised street light circuit active link or terminal may indicate a 230 volt supply.
- To identify and prove the service neutral termination facility it may require the physical tracing of the wiring from the distribution mains dropper in the pillar or column to the service terminal block.

If you are unable to identify and verify the correct distribution mains neutral or service termination facility; do **NOT** connect.

4.5 Phase Rotation

Where polyphase meters are installed, the **phase rotation** must be checked at the meter terminals to ensure that the polyphase meters are connected **correctly**. This work can only be carried out by a Class 2D Authorised Person. The correct phase rotation in Endeavour Energy's area is **anti-clockwise**.

4.6 Defective Connection of the Neutral Conductor

A defective neutral connection between the distribution supply main and the customers' installation will result in a highly dangerous situation which could cause the customer to receive electric shocks from the metal frame of appliances / equipment.

It is essential that the correct Endeavour Energy approved connection equipment be installed to manufacturers' specifications when used on all connections between service and consumers mains.

Note – *Technical Bulletin TB 099A requires approved double bolt connectors for the neutral termination for all **NEW** overhead connections and where **EXISTING** overhead services are reconnected.*

4.7 Neutral Voltage Criteria

The Electrical Safety Rules establish minimum testing standards to be applied before connection of an installation to the Network. Where an initial test result indicates a high value, all connections are to be checked and a further test undertaken. If this second test confirms the high reading the site is to be isolated and the problem notified to Endeavour Energy using phone number **131 003**. The ASP needs to standby until Endeavour Energy staff arrive on site.

5.0 DISCONNECT AND RECONNECT BY CLASS 2A AUTHORISED PERSON

5.1 Introduction

This section covers contestable service work associated with work at the connection point of a consumers installation.

5.2 Scope of Class 2A Authorisation

A person authorised for Class 2A can:

- Carry out disconnection and reconnection of between service mains and consumers mains at the connection point, but only work at the connection point that that does not involve accessing network operator assets and no mechanical changes to network assets are required.
- Remove and replace service fuses and service fuse assemblies.
- Remove and replace service neutral link.
- Remove and replace security seals.

6.0 UNDERGROUND SUPPLY – BY CLASS 2B AUTHORISED PERSON

6.1 Introduction

This section covers contestable service work associated with an underground service/ consumers mains. Connection of the underground service may be at an Endeavour Energy service pillar, column, pit etc.

Connection at an Endeavour Energy distribution substation is not permitted unless access is arranged to the low voltage termination facilities via submission of an “Access to Open/Close & Isolate Checklist” forms No **FRG1551/FRG2337**. This is for accompanied access. To obtain access to the LV network it would be necessary to request an ATW in accordance with the Electrical Safety Rules.

When working away from the pillar, pit, column or substation etc., the access cover must be replaced.

The Accredited Service Provider will be responsible for the full rectification costs should Endeavour Energy's distribution system be damaged during contestable service work.

This class does not permit:

- The connection of the underground service cable to Endeavour Energy's overhead distribution system. Class 2B authorised persons are not permitted to install the service cable above four (4) metres from ground level on Endeavour Energy's Distribution poles as per the Service and Installation Rules of NSW.

The installation of metering equipment or the energising of the customers installation past the line side of the service fuse.

Only Accredited Service Providers with Class 2D authorisation are permitted to energise the installation after installing the metering and carrying out all tests as required by the Electrical Safety Rules and AS/NZS3017 and AS 4741. This does not include CT metering installations.

6.2 Connection of Underground Services

The customer is responsible for the installation of underground services. The work is to be performed by an ASP.

The customer will be responsible for the ongoing maintenance of underground Low Voltage service mains and consumer mains on private property unless other specific agreements are made.

There is a maximum of **four (4)** service connections per Endeavour Energy's underground pillar or existing street light column with service connection facilities.

Endeavour Energy will bear the cost of work which is required on the existing network to increase the number of phases providing the load to be connected over three phases is equal to or greater than that required by the Service and Installation Rules of New South Wales. This is irrespective of the fact that this work may be constructed as connection works and the responsibility of the customer.

If a customer in an existing underground urban residential subdivision requests a three phase upgrade Endeavour Energy will, if necessary, fund the establishment of a three phase pillar on the customer's side of the road. This pillar will be located at the discretion of Endeavour Energy in the location that will provide the most benefit to the group of customers on that side of the road.

It is always the customer's responsibility to provide access to the underground connection point where it is located within the Customer's property. Where Customers wish to install improvements above the connection point (e.g. gardens, concrete driveways, stone retaining walls etc.), due allowance should be made for future access to the connection point. Under some circumstances and at the customer's expense, a new connection point may be established clear of surface improvements.

In all cases, the customer will be responsible for upgrading their service line or cable to three phase and for any other work required in their installation.

The following table describe conditions relating to the commonly encountered situations with regard to service connections;

Services up to and including 100A Single Phase & 63A Three Phase - Urban Underground Area – Table 1

Customer Requires service connection / additional phases	Customer / developer to fund connection assets including Point Common Coupling	Endeavour Energy will provide connection assets including the Point Common Coupling	Customer to fund service connection / additional phases from Point of Common Coupling
Existing underground area of supply – No supply available at Point of Common Coupling for existing Lot.		YES	YES
Supply available at Point of Common Coupling.			YES
Old existing underground area of supply where a “Notification of Arrangement” has been issued – No supply available at Point of Common Coupling.		YES	YES
No supply available to new Lot/s / Subdivision of existing Lot. For a new installation the route length of an underground service on public land must not exceed (20) twenty metres.	YES – Level 3 ASP maybe required		YES
Customer requires an increase from 1 - 3 Phase. 3 Phase supply not available on customer’s side of road in existing underground area. Refer to Service & Installation Rules of New South Wales for minimum requirements for additional phases.		EE to fund and install 3 Phase pillar / UG pit on customer’s side of road at the discretion of EE, the location that will provide the most benefit to the group of customers on that side of the road.	Customer’s ASP may up rate existing road crossing service in lieu of EE installing a new Pillar, provided the service length does not exceed 50m and the existing road crossing enclosure is used.
No spare termination facilities available at existing street light Column for connection of supply to new lot.	YES – Customer will require the services of a Level 3 ASP.		
No spare termination facilities available at existing street light column / pillar etc. for new connection of an existing Lot or increase 1 to 3 phase.	Refer Section 5 of this document, Clause 5.6.2	Refer Section 5 of this document, Clause 5.6.2	Refer Section 5 of this document, Clause 5.6.2
Safety Issues preventing connection / uprating of service at Point of Common Coupling.		EE to rectify/ or assist L2 ASP or connect service / additional phases	YES

6.3 Unprotected Underground Consumers Mains

In **existing** underground areas of supply where a consumers main conduit was installed between the customer's meter box and the underground connection point, the existing service/consumers mains cables were single core insulated and sheathed cables of not less than 16mm² stranded copper.

The underground connection was normally made where the service conduit terminated in the customer's property

The preferred connection method, when alterations occur i.e. increase 1-3 Phase, change to service /consumers mains route etc., the new underground service should be installed between the connection point (e.g.; service fuses) and extended into the pillar or column with no connection made in the ground.

The ASP must ensure all service cable requirements and installation methods comply with the Service and Installation Rules of New South Wales and Endeavour Energy standards (e.g. use of approved products). A private pillar may also be installed on the customer's property in lieu of the existing underground connection method.

6.4 Service Conduit Entry into Underground Enclosures

In new underground areas of supply, service enclosures (Pillars, etc.) installed in the footpath or easement has conduit bends protruding below their base. Where service conduits are to be connected to one of the above enclosures the conduit bend must be used. Where there are existing service enclosures without bends the service conduit is to finish 150mm above ground level in the enclosure.

The service conduit is to be identified with the customers address. Care should be taken at distribution isolation pillars to ensure that connections are made to the correct side of the pillar isolation point.

The sketch plan submitted for each connection is accordance with the Service and Installation Rules of NSW should indicate the connection arrangement to the pillar.

6.5 Opening of Service Enclosures

The appropriate tool must be used for opening the cover of the service pillar.

6.6 Existing Underground Services

This clause sets out the approach that may be followed when carrying out a repair to an existing underground service / consumers mains at an underground connection point. It assumes the installation of the underground service has been undertaken previously by an Accredited Service Provider authorised to perform the work (Cat 2 Service Work).

The following are existing types of underground service connections in Endeavour Energy's area:

- Pit box connection, located at the front boundary of the property boundary, usually located between the two property boundaries
- 600mm x 300mm underground connection point, located approximately 600mm from the customers side boundary and 300mm from the front boundary. The connection point was 600mm below ground level in sand with electric bricks and electrical marker tape covering the area.
- Easements on the customer's property may vary the location of the underground connection point.
- The minimum size of the conduit enclosing the consumer's mains on the customer's property prior to 1981, in the previous "Prospect County Council" area was 32mm.

Other underground connection arrangements may exist in various locations in the current Endeavour Energy franchise area. This is as a result of decisions taken by Local Council electricity undertakings prior to council amalgamations.

Each underground connection needs to be assessed prior to commencing connection / repair of the service / consumers mains.

6.6.1 Existing 600mm x 300mm underground Connections

Where a repair is required to be made in the ground to the existing service / consumers mains cables the following apply:

Service /consumers mains cables are to be minimum 16mm² single core XLPE, insulated and sheathed cables. (Not Multicore)

- The jointing method to be used requires the use of a straight through crimp connector, PVC electrical insulating tape, and heavy-duty mastic lined heat shrink tubing.
- A 50mm covering of sand is to be place over the connection.
- On top of the sand, provide mechanical protection in accordance with the requirements of AS/NZS3000. Ensure that the mechanical protection is adequately protecting all of the area in which the direct buried cables are located.

Caution: Opening a pillar, column or substation may expose bare “live” equipment. Adequate safety precautions should be taken. Refer to Endeavour Energy Electrical Safety Rules.

6.6.2 Insufficient Spare Termination Facilities for Service Connections

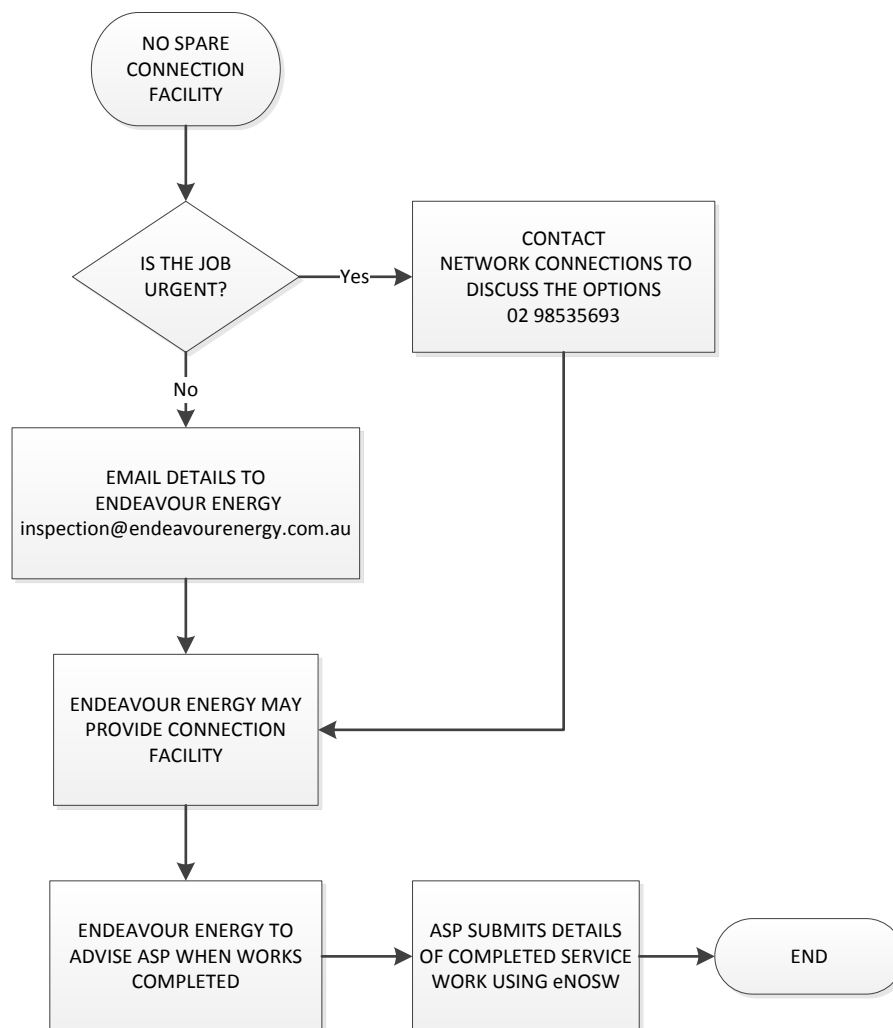
Where Endeavour Energy’s service pillar, turret or column is fitted with service terminal blocks to facilitate low voltage underground service connections and there are no spare terminals to connect the service, the following will apply (refer to flowchart page 20):

Where there are no spare terminals available, submit a facsimile or email to **Network Connections** with the following details:

- a brief outline of what the problem is, i.e. unable to connect service neutral as there are no spare neutral terminals in column/pillar,
- the address of the customers installation,
- nearest cross street,
- Endeavour Energy’s asset number (pillar/turret or column number), where there are no identifying asset numbers, indicate the nearest point of reference, i.e. located outside street/lot number etc.
- ASP contact details, and
- submit to Network Connections email inspection@endeavourenergy.com.au or level2audit@endeavourenergy.com.au

A minimum 12 working days’ notice is required by Endeavour Energy to allow work to be completed. An outage may have to be arranged to change the connection facilities. Endeavour Energy will contact the ASP on completion.

Insufficient termination facilities to connect a service/additional phases flowchart.



6.6.3 Service - Fuses and Circuit breakers

The Class 2B person is not authorised to install metering equipment and energise the installation. The AUP will remove the service fuse elements from their carriers and place them at the rear of the meter panel. The carriers must be replaced and a “**DO NOT CONNECT UNTIL METERED**” sticker placed over the service fuses.

6.7 Single Phase to Three Phase Connections in older existing installations at Above Ground Enclosures

Where parallel consumers mains/service conductors have been installed in older existing installations, usually 4x10mm² copper single core insulated or SDI cables. These cables can be used as the single conductors for the three phase circuit.

6.8 Service Terminations at Padmount Substations

6.8.1 Access to Endeavour Energy's locked equipment.

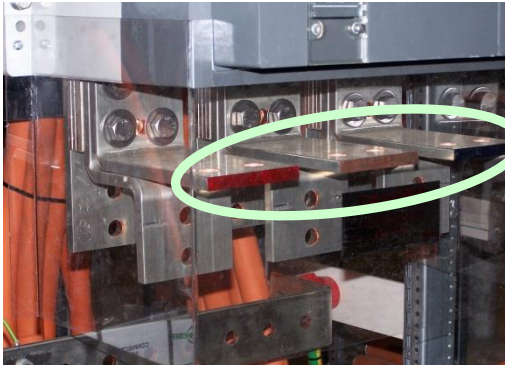
Endeavour Energy's locked equipment is only accessible by obtaining accompanied access from Endeavour Energy Staff.

To gain access, **Forms - FRG1551/FRG2337** are to be submitted to Endeavour Energy by the ASP. Endeavour Energy will issue an ATW on site to allow work to proceed. The AUP must have the appropriate Endeavour Energy authorisation to hold an ATW. In addition, the AUP is to have the relevant SWMS and WHRA for the job being undertaken.

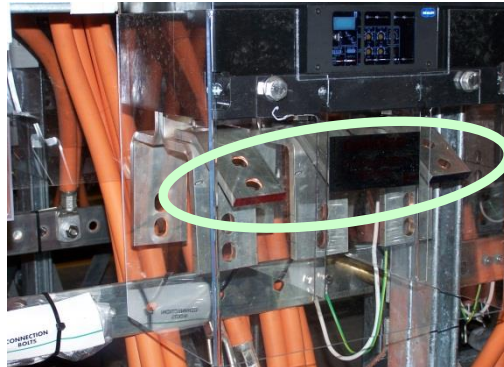
6.8.2 Service Connections to Endeavour Energy's LV Circuit Breakers

Low voltage circuit breakers installed for customer connections are provided with additional connection facilities/flags to enable a generator to be connected.

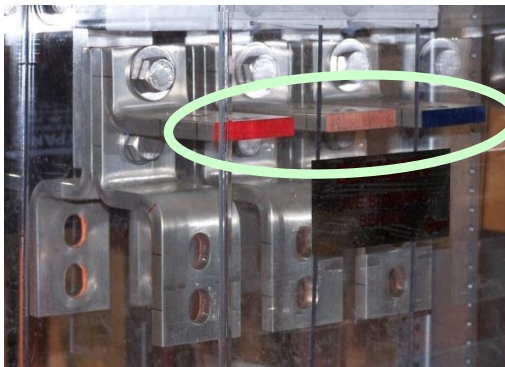
Low voltage circuit breakers are provided with two (2) connection points/flags to connect a service with a maximum of 4 cables per phase. ASPs must ensure that the additional generator connection points/flags (highlighted in **green**) are not used to terminate service mains and that the service mains (or lugs) do not hinder generator connections. Refer incorrect connection photograph for an example.



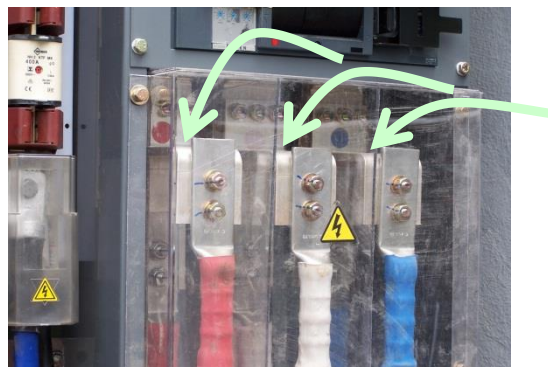
1250 amp LV circuit breaker



2500 amp LV circuit breaker



3200 amp LV circuit breaker



Incorrect connection (lugs too long)

Note that the 3 phase busbar in the LV end of the padmount substation remains energised even though the circuit breaker outgoing terminals are de-energised and under an ATW.

As a result, the SWMS for the job and WHRA need to address the additional risk of working in this environment.

7.0 OVERHEAD SUPPLY – BY CLASS 2C AND CLASS 2C (EWP) AUTHORISED PERSON

7.1 Introduction

This section covers contestable work associated with an overhead service line.

This class **does not permit** the installation of metering equipment or the energising of the customers installation past the line side of the service fuse. The service fuse cartridges must be removed from their carriers and left at the rear of the meter panel with the empty fuse carriers inserted into the fuse base to ensure the installation is left safe. A “DO NOT CONNECT UNTIL METERED” sticker must be fixed across the fuse.

Where a circuit breaker is used, it must be capable of being secured in the “OFF” position with a “DO NOT CONNECT UNTIL METERED” sticker fixed across the circuit breaker mechanism to prevent energising.

Example of sticker, which may be obtained from Endeavour Energy



Form No – FPJ 4502

7.2 Responsibility of Accredited Service Provider

It is the Accredited Service Provider’s responsibility to ensure that all class 3C and class 3C (EWP) work is carried out in accordance with Endeavour Energy’s Overhead Distribution Construction Standards Manual (MCI 0004 & MCI 0005) and the Service and Installation Rules of NSW for low voltage aerial services.

7.3 Connection of Overhead Services

Endeavour Energy may provide a street-crossing pole when the length of the service line between the network mains pole and the customer’s property boundary is in excess of the permitted span as specified by the Service and Installation Rules of New South Wales.

Should a street-crossing pole be required, Endeavour Energy will install the street crossing pole and the conductors between the network mains pole and the street-crossing pole. The customer’s Accredited Service Provider will be responsible for installing the overhead service line between the street crossing pole and the point of attachment.

In all other instances the Service and Installation Rules of New South Wales require the customer to provide a point of attachment which satisfies all necessary clearances

The following table describes conditions relating to commonly encountered situations

Services up to and including 100A Single Phase & 63A Three Phase - Urban Overhead Area – Table 2

Customer requires service connection / additional phases	Customer to Fund connection assets up to Point of Common Coupling	Endeavour Energy (EE) will provide connection assets up to Point of Common Coupling	Customer to fund service connection / additional phases from Point of Common Coupling to Connection Point.
No supply available – existing subdivision.		YES	YES
Supply to new Lot /s / subdivision of existing lot.	YES		YES
Supply available at Point of Common Coupling.			YES
Supply not available on customer's side of road.			Customer responsible for installing service provided < 50m from Point of Common Coupling including adequate road clearance.
Supply not available on customers side of road >50m from Point of Common Coupling.		Yes where Point of Common Coupling > than 50m and there is no other alternative	YES
Additional Phases required, additional phases not available on customer's side of the road at Point of Common Coupling.		Endeavour Energy will uprate existing shared road crossing	YES
Underground service from EE pole on the same side of road. (UGOH). This arrangement must not require any additional street poles to be installed by Endeavour Energy.			YES
Safety issues with clearance to HV etc. at Point of Common Coupling i.e. EE Pole Sub, pilot catenary cable, etc.		EE to assist to connect service / additional phases.	YES

7.4 Overhead Service – Crossing Adjoining Property – Existing Installations

The Service and Installation Rules of New South Wales states that an overhead service route crossing an adjoining property is only acceptable provided a suitable easement is obtained over the property. To assist with explaining this requirement Table 3 is provided to give guidance for existing installations in Endeavour Energy's network area.

Table 3

Work being performed	Service work	Action
Disconnection/Reconnection for repair/replacement of consumers mains, main switchboard	No new service work	No change
Repairs/replacement of point of attachment, in the same position (includes customer service pole) or relocated adjacent to or in same position with service encroachment no greater.	Disconnect/reconnect only. No additional service work	No change
Relocation of point of attachment to new position, new / relocation of network point of common coupling	New service work required	Must ensure no encroachment or an easement is required. All overhead services in future underground distribution system area to be as per Clause 1.5.6.1 of the Service and Installation Rules of New South Wales
Upgrade of service 1 – 2/ 3 phase		
Work aligned with Level 1 Construction Work	New service work required	Must ensure no encroachment or an easement is required. All overhead services in future underground distribution system area to be as per Clause 1.5.6.1 of the Service and Installation Rules of New South Wales.

7.5 Suspended Overhead Service (Flying Fox)

Where the only option to avoid the service crossing an adjoining property is by the installation of a flying fox, a **written application using form FPJ8000** must be made to the Customer Installation Section. The Accredited Service Provider must obtain approval for the flying fox construction before work can commence. (Refer to drawing 332055, LV LS01 services to 100A, multiple con and flying fox of document MCI 0004 & MCI 0005). Where approval has been granted a copy of the dispensation must be included in the NOSW submission.

7.6 Transformer Poles

Where the connection point is determined to be an Endeavour Energy pole fitted with a transformer, connection should only be made where:

- safe approach distances to HV terminals / conductors can be maintained,
- there are no other safety issues, and
- the pole substation has facilities for service connections

Where it is not possible to connect the service, arrangements shall be made with Endeavour Energy to either assist with the connection or other arrangements made to ensure a safe connection can be made.

7.7 Screw Hooks and Service Rings

Only one service is permitted to be taken from a single screw hook that is attached to a distribution mains pole. If a number of services are required to be taken from the same position on the pole, a service ring is to be used. (Refer to MCI 0004)

7.8 Preparation of Terminations to Overhead Distribution Conductors

All joints are to be prepared in accordance with standard jointing practice, this includes scratch brushing all bare distribution conductors before a connection is made.

7.9 Installation of Overhead services

It is expected that an ASP would have comprehensive installation, connection and testing SWMS which cover the complete range of services and connections to be made under this class of work. The AUP must ensure they comply with the relevant requirements of all Endeavour Energy documents.

Note: Streetlight conductors and broadband communications cables are to be treated as “live” conductors and covered with temporary insulation when required.
Electrical Safety Rules – clause 7.2.3

8.0 INSTALLING METERING, LOAD CONTROL EQUIPMENT AND ENERGISING NEW INSTALLATIONS - BY THE CLASS 2D AUTHORISED PERSON

8.1 Introduction

This section covers contestable work associated with type 5 - 7 metering. All Retail customers are participants in the National Electricity Market. The National Electricity Rules state that interval and accumulation metering cannot exist on the same NMI and must not be installed at the same installation.

Class 2D Authorisation must be held by all authorised persons installing Type 5 and 6 metering equipment in the Endeavour Energy franchise area.

Class 2D Authorisation must be held by authorised persons working for Metering Providers who provide contestable (retail energy) code compliant metering services for type 1 - 4 installations.

8.2 Availability of Metering Equipment

Before meters can be issued to an ASP, The ASP must set up the following with Endeavour Energy.

- A working Credit Limit with the Billing and Credit Section. Contact the Collections Team Leader on the Endeavour Energy General Number. 131 718.
- A meter Bond / Bulk limit must be set up with Meter Asset Engineering. Contact the Metrology Engineering Officer on the Endeavour Energy General Number 131 718.

Meters and load control equipment will be available for issue from nominated locations and at specific times.

All Accredited Service Providers will be required to place a metering equipment bulk order with their nominated local issue point by 10am one working day prior to picking up the metering equipment. This is to facilitate processing the order.

Any Accredited Service Provider who has overdue metering equipment or an overdue account **will not** be issued any further metering equipment until the overdue metering equipment has been either returned or the appropriate forms submitted and processed by Endeavour Energy. A Non Conformance may be issued against the Accredited Service Provider with overdue metering equipment.

Metering equipment becomes overdue thirty (30) days from its day of issue to the Accredited Service Provider..

8.3 Standard Metering Equipment

Endeavour Energy have a standard that only bottom connected meters will be used, these may be single or three phase meters depending on connection requirements.

The cost of metering equipment is shown in the Network Price List: Metering Charges which is available on the Endeavour Energy website.

8.3.1 Maintenance of Metering Equipment

The replacement of damaged or faulty existing meters, relays, time switches and changes to existing customers off peak tariff is **not** contestable service work. This work can only be carried out by Endeavour Energy.

8.4 Load Control Frequency Boundaries

To assist Accredited Service Providers in selecting the correct load control device (Audio Frequency Relay or Time switch), maps have been developed of Endeavour Energy's area serviced by ripple control frequencies, indicating limits of ripple frequency coverage. A time switch must be installed in suburbs indicated as not being serviced by AF frequency.

8.4.1 Load Control Relay

The ASP should order load Control Relays / Time Switch for the specific area where it will be installed to ensure correct operation and no customer inconvenience. The load control relay allows the selection of off peak 1 or 2 positions. The ASP should ensure the correct switch position is chosen prior to commissioning the installation.

8.5 Time Switches

Where required, electronic time switches will need to be programmed for OP1 or OP2 by the Accredited Service Provider/authorised person.

Electro mechanical time switches will be issued to the ASP and will require the correct switching positions to be set by the ASP. The device may have lost time or stopped during storage so the time must be set by the Accredited Service Provider / Authorised Person upon installation.

The Accredited Service Provider/ Authorised Person must set the times to Eastern Standard 24hr Time upon installation (not daylight savings times). The operating times for a time switch controlling off peak loads in areas where audio frequency control is not available is indicated in the table below.

Table 9

Time Switch Settings (Eastern Standard Times)		
	ON	OFF
Off Peak 1 (OP1)	22:00 hrs	06:00 hrs
Off Peak 2 (OP2)	22:00 hrs	16:00 hrs

Where a time switch is installed, indicate this on the NOSW in Channel No section (i.e. 22-06) for off peak 1 installation.

8.6 Location for Issue and Return of Metering Equipment

Metering equipment will be available for issue at the following locations and times:

Endeavour Energy Field Service Centre Hoxton Park - 490 Hoxton Park Road Hoxton Park.

Monday to Friday – 8am to 12pm except Public Holidays

Phone: (02) 9853 5647

Email: meterorder.hp@endeavourenergy.com.au

Activity: Meter issue (Monday to Friday) and returns (Tuesday to Thursday)

Endeavour Energy Field Service Centre Penrith - 96-120 Blaikie Road, Penrith

Monday to Thursday – 8am to 12pm except Public Holidays

Phone: (02) 9853 4611

Email: meterorder.p@endeavourenergy.com.au

8.7 Handling Metering Equipment

The ASP is required to store metering equipment so as to prevent possible damage.

The Accredited Service Provider will be responsible for all loss and or damage to metering equipment whilst it is in their possession. The recovery cost for any metering equipment lost or damaged will be invoiced against the Accredited Service Provider.

The Accredited Service Provider shall be responsible to ensure that only class 2D Authorised Persons employed by the Accredited Service Provider install metering equipment allocated to their company.

Endeavour Energy will not issue metering equipment to Accredited Service Providers who allocate metering equipment to personnel not employed and authorised with their company

Metering equipment must be used within **30 days** or returned to an Endeavour Energy meter issue point.

8.8 Low Voltage Current Transformers (CT's)

Current Transformers must be applied for via Customer Installations at the Hoxton Park Field Service Centre. The Accredited Service Provider is responsible to arrange for the collection of CTs and test block; however a load application reference number (CAP number) must be quoted. The CTs will be issued against the ASPs stock warehouse.

Note: Only Endeavour Energy staff has the authority to commission CT metering installations at the time of energising supply. The Accredited Service Provider/authorised person must bridge out the secondary wiring of the CT's at the meter test block until the metering is installed by Endeavour Energy/Meter Provider.

8.9 Removal of Metering Equipment (Not removal of all gear)

On removal of any meter or load control device, the Meter Provider, ASP or Authorised Person must provide, in the eNOSW app, accurate and detailed information for each device at the site including all existing metering. The Accredited Service Provider/authorised person must also ensure a **correct meter read** is provided in the eNOSW app for all existing metering equipment.

Meter readings will be audited and any discrepancy between the information on the card and that displayed on the metering equipment will result in disciplinary action against the Accredited Service Provider/authorised person.

Where continued reading errors occur, ASPs / AUPs will be expected to attend a session to review their meter reading skills

8.9.1 *Disposal of Meter Equipment*

The ASP will dispose of all metering equipment removed according to the ASPs own procedures and , at the ASPs cost. The ASP will take into account the risk of asbestos contamination to the public. Endeavour Energy does not require the return of removed meters to Field Service Centres.

Metering equipment includes all types of kWh meters, load control equipment (AF relays and Time Switches) current transformers, summation links and test blocks.

8.10 Energising New Whole Current Metered Installations

8.10.1 Obtain Approval

Only Retail customers can be connected to the Endeavour Energy network. All customers or someone acting on their behalf are required to apply to Endeavour Energy for a network connection. Refer to the Endeavour Energy's Website for complete details. Information on the full list of connection services and connecting to the network are available on the Endeavour Energy website under the Residential and Business tab.

Endeavour Energy will review each application received and where appropriate will approve the connection by issuing a Permission to Connect letter for the site to the applicant.

The ASP is not to connect the customer to the network or meter the installation until they have received a valid Permission to Connect letter (PTC) for the site. Failure to follow this procedure will result in the issue of a non-conformance for an illegal connection.

The ASP will be required to submit the PTC letter with the eNOSW and CCEW when the site connection to the network has been completed.

In multiple installations such as a unit development, the application for the site must include NMI numbers for all the units that will be connected, refer to **Important Notice IN 019/13**. The Permission to Connect letter issued for the Basic Connections will include all the NMI numbers provided with the application.

Installing L2 ASP

The Accredited Service Provider must obtain from the installing electrical contractor responsible for the customers electrical installation work, the distributor's copy of the Certificate of Compliance – Electrical Work (CCEW) form which indicates that the work is completed and all tests have been carried out.

On completion of the required tests (may include tests to AS/NZS 3017 and AS 4741) by the authorised person and acceptance of responsibility by the ASP, the test results must be shown in the appropriate section of the eNOSW app.

8.11 Metering Multiple Occupancy Developments with Permission to Connect

Multiple occupancy developments require the developer to arrange for the installation of the following:

- all the metering applicable to each of the occupancies at the time of connection,
- where the development is staged, all the metering applicable to each of the occupancies associated with the completed stage of the development;
- all connections and metering must have a Permission to Connect letter before connection is completed.

Multiple occupancies shall be permanently marked to identify the relationship of the electrical installation and associated metering equipment. This will involve corresponding legible and durable marking at both the main entrance of the occupancy and the corresponding meter and at the distribution board, or switchboard within the occupancy. This requires the submains to be connected at the corresponding distribution board.

Failure to comply with the above will result in the permission to energise multiple installations being withdrawn until an inspection /audit is carried out by an Endeavour Energy Installation Inspector.

8.12 Sealing

The Service and Installation Rules of NSW require that all service and metering equipment must be sealed.

It is the Accredited Service Provider's responsibility to ensure that all appropriate sealing has been carried out on the installation. This includes sealing meters, load control equipment, service fuses, service active links, service neutral links and metering links using the approved seals and sealing pliers.

PVC seals shall be used for sealing service and metering equipment the only approved PVC seal is a "Gold" security seal, available from electrical wholesalers.

The Authorisation process allows that each individual who is granted class 2D Authorisation (AUP) may be issued with an Endeavour Energy approved pair of sealing pliers. Each pair of sealing pliers has a unique die number, which will be used to identify the Authorised Person performing the work. Accredited Service Providers are responsible for the security of all sealing pliers issued by Endeavour Energy to their employees or sub-contractors.

8.13 Tariffs

The Endeavour Energy **Network Price List: Network Tariffs** includes details on various tariffs and tariff change methodology. The Network Price List is available on the Endeavour Energy website.

The Accredited Service Provider/Authorised person is responsible for ensuring that the correct tariff is nominated for each meter and load control device which is shown in the Notification of Service Work form

The AUP/ASP is not permitted to change the tariff of existing metering i.e. Gen to Dom or OP1 to OP2 or change the site address. To achieve a change of tariff, old metering must be removed and new metering equipment installed with the new tariff.

Change of OP tariff, can only be undertaken by Endeavour Energy. The ASP should refer their customer to the Energy Retailer for the site to facilitate the tariff change

9.0 SPECIAL REQUIREMENTS

9.1 Information regarding Special Small Services (SSS)

Special Small Services (SSS) are generally provided for public facilities typically located in the public road reserve that receive a low voltage electricity supply directly from Endeavour Energy's network. Typical small installations include bus stop shelters, public conveniences, decorative lighting, direction and locality signs and public telephones. The SSS method of installation must consider the elevated risk to the public or persons working on or near the installation. The technical requirements for SSS are defined in Section 5 of the Service and Installation Rules of NSW.

Categories of Special Small Services

Metered SSS are typically used where the load cannot be accurately assessed or is larger than 5 amps single phase. The applicant must obtain a National Meter Identifier (NMI) from an Electricity Retailer of their choice.

Unmetered market SSS, are defined by the National Metrology Procedure as Type 7 SSS.

Type 7 SSS are usually used for traffic signal installations and require loads to be registered and approved by the Australian Energy Market Operator. The applicant must obtain a NMI from the owner of the installation as special arrangements will have been agreed by the customer with their Electricity Retailer to aggregate multiple installations.

There are cases where non-market unmetered SSS may be proposed by the Local Host Retailer for connection. The majority of SSS are non-market unmetered SSS. In these cases the applicant must contact Origin Energy (the Local Host Retailer for the Endeavour Energy supply area) by phone on 1300 132 480 or by email to newconnections@originenergy.com.au to initiate a non-market unmetered SSS and if agreed, Origin Energy will issue the applicant with an Unmetered SSS Identifier (USI).

Applications for Special Small Services

Endeavour Energy's application form FPJ4600 Application for Connection/Alteration/Removal of a Special Small Service must be completed fully for connection of a new SSS, the disconnection of an existing SSS or an alteration of a SSS load, connection point or device location.

All applications must include one of the following identifiers:-

- NMI for Metered SSS;
- NMI for Type 7 SSS;
- USI for Unmetered SSS – non market NMI.

The location of the installation must be accurately defined by the street in which the installation is to be established, including the distance and direction from the nearest cross street.

The proposed Endeavour Energy network connection point and customer's asset number must be provided.

Response to applications

A technical review will assess the suitability of the proposed network connection point to connect the service. Where the proposed network connection point is suitable and the proposed method of installation is in accordance with the technical requirements, a Permission to Connect letter will be issued. Endeavour Energy's additional operational requirements will be detailed in the Permission to Connect letter.

Where connection assets are not immediately available in accordance with the Service and Installation Rules of NSW and Endeavour's additional requirements, including the point of common coupling and the customer's load to be within 30m and have a line of sight, it may be necessary to upgrade or extend Endeavour's low voltage network to allow connection of the SSS. In these cases a Supply Offer will be issued by Endeavour to the Applicant for the customer to facilitate the design and construction of connection assets, funded by the customer. Once connection assets are constructed Endeavour will issue a Permission to Connect letter to allow connection of the SSS to go ahead.

For applications for removal, Endeavour will issue a permission to disconnect.

Connection, Alteration or Disconnection of SSS.

If a new connection or alteration to the service is made, a CCEW, eNOSW, the Permission to Connect letter and diagram of service route must be submitted to Endeavour Energy within two (2) days of completion of the work using the eNOSW app..

Where the SSS is removed, a NOSW and the returnable portion of the permission to disconnect letter must be submitted to Endeavour Energy within (2) days.

For additional information regarding the Endeavour Energy SSS process, please contact the Endeavour Energy Customer Interaction Centre on 133 718. Details are also included on the Endeavour Energy website for customer information.

Endeavour Energy must be notified of all removals and alterations by submitting an application form. The customer's billing adjustments are determined directly from the application form FPJ 4600. The form is available from the Endeavour Energy website.

9.2 Alternative Sources of Supply

Information on installing a new solar generator is available on the Endeavour Energy website.

Applications for the connection of a new micro solar generator **<5kW** for a single residential premise should be made using form FPJ6005. For all other generator applications, including solar generators 5kW and above, application must be made using form FPJ6008.

Based on Endeavour's assessment, a Permission to Connect letter or a Supply Offer will be issued. In the majority of cases a "Permission to Connect" letter will be issued and it will identify the requirements for connection including metering requirements.

10.0 NOTIFICATION OF SERVICE WORK VIA THE ENOSW APP.

10.1 Introduction

As of the 1st of July 2016, Endeavour Energy ceased receiving Notification of Service Work (NOSW) forms involving installations using types 5 and 6 meters and began requiring all NOSW notifications with types 5 and 6 metering to be submitted via the eNOSW app using your own device.

As well as submitting meter details the eNOSW app is used to submit all documents relevant to the job including Permission to Connect, CCEW and Service Route diagram.

10.2 Acquiring the eNOSW App

The eNOSW app can be downloaded for free from the Apple App store or the Google store for Android users.

10.3 The instructions for using the eNOSW App are included at the end of this document.
See section 13.0

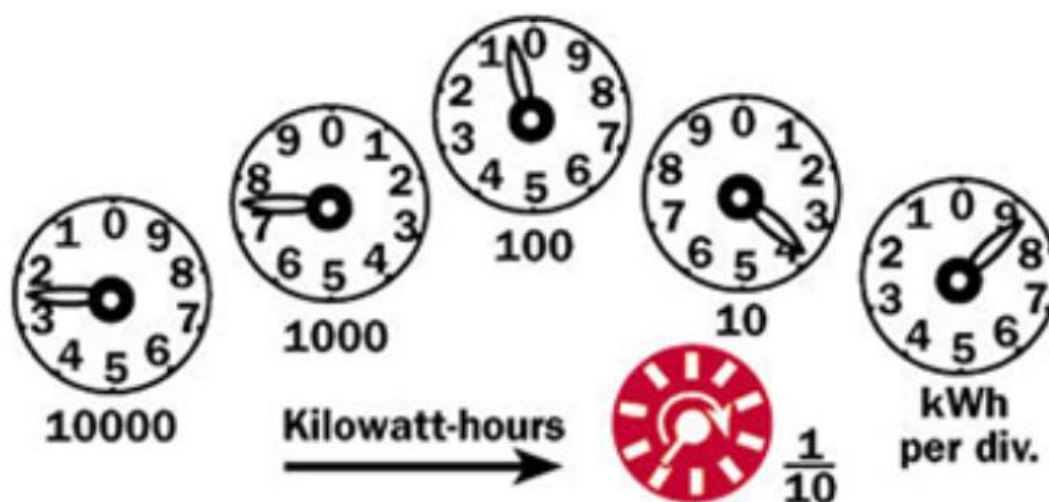
10.4 The eNOSW app cannot be used to submit the details of types 1 - 4 metering. The details of customer installations must be completed on a NOSW form and emailed to mpbnosw@endeavourenergy.com.au.

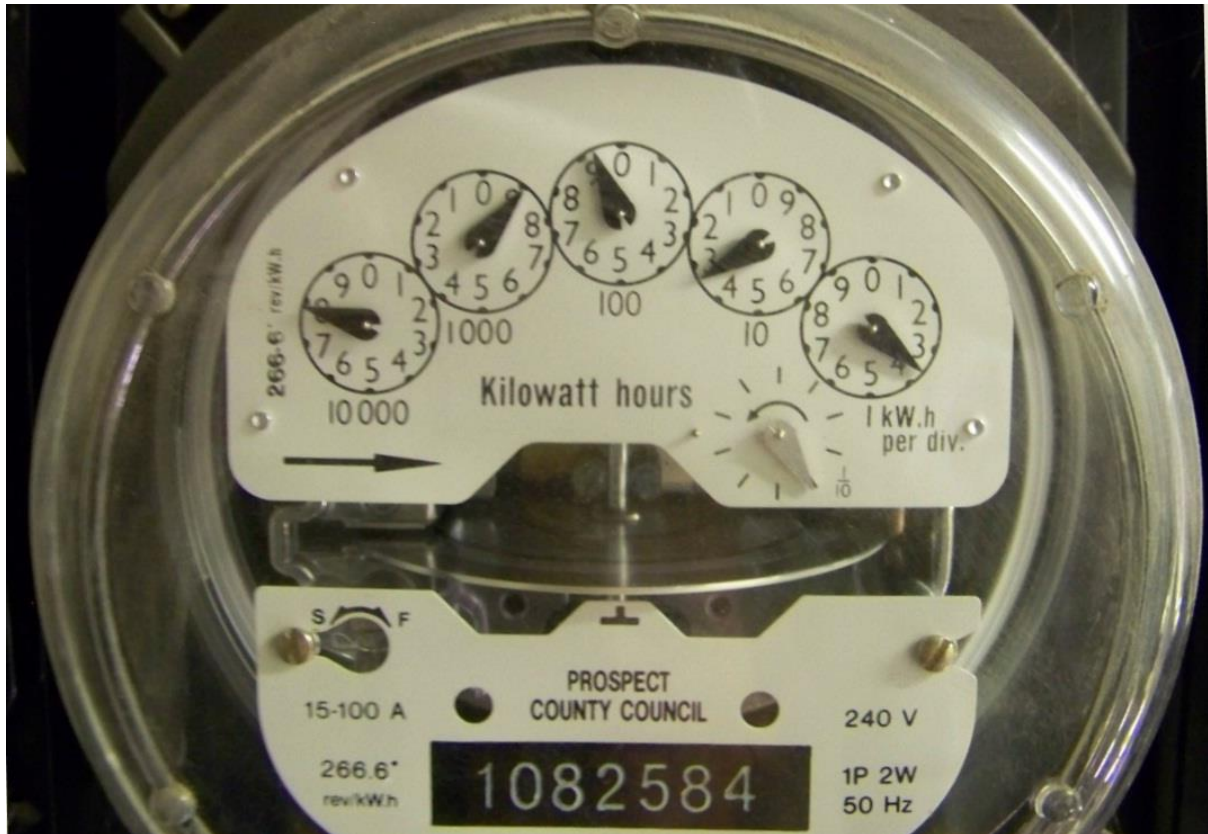
11.0 READING ANALOUGE ELECTRICITY METERS

Analogue meters are the most common found in homes and small businesses in the Endeavour Energy network.

The meter used in the example below uses five dials to give a reading. Here's how to read it:

- Stand directly in front of the meter.
- Read each dial in turn starting from right to left writing down each figure as you go.
- When a dial hand points between numbers, record the lower number. If a number is close to zero, check the dial before it. If the previous dial has not passed 0, the dial being read would be 9.
- It is important to only read dials that are black.
- In this example the reading would be 2-7-0-3-8.





Looking at the above meter, a person would think that the reading is 89934. If this was submitted as this reading the ASP would be issued a non conformance and the customer would receive an incorrect account, being overcharged by 11001 KWH.

Start at the first dial on the far right, labelled 1kwh. The dial is between 3 and 4, so this dial reads 3.

The second dial, labelled 10, is between 3 and 4, so the reading is 3.

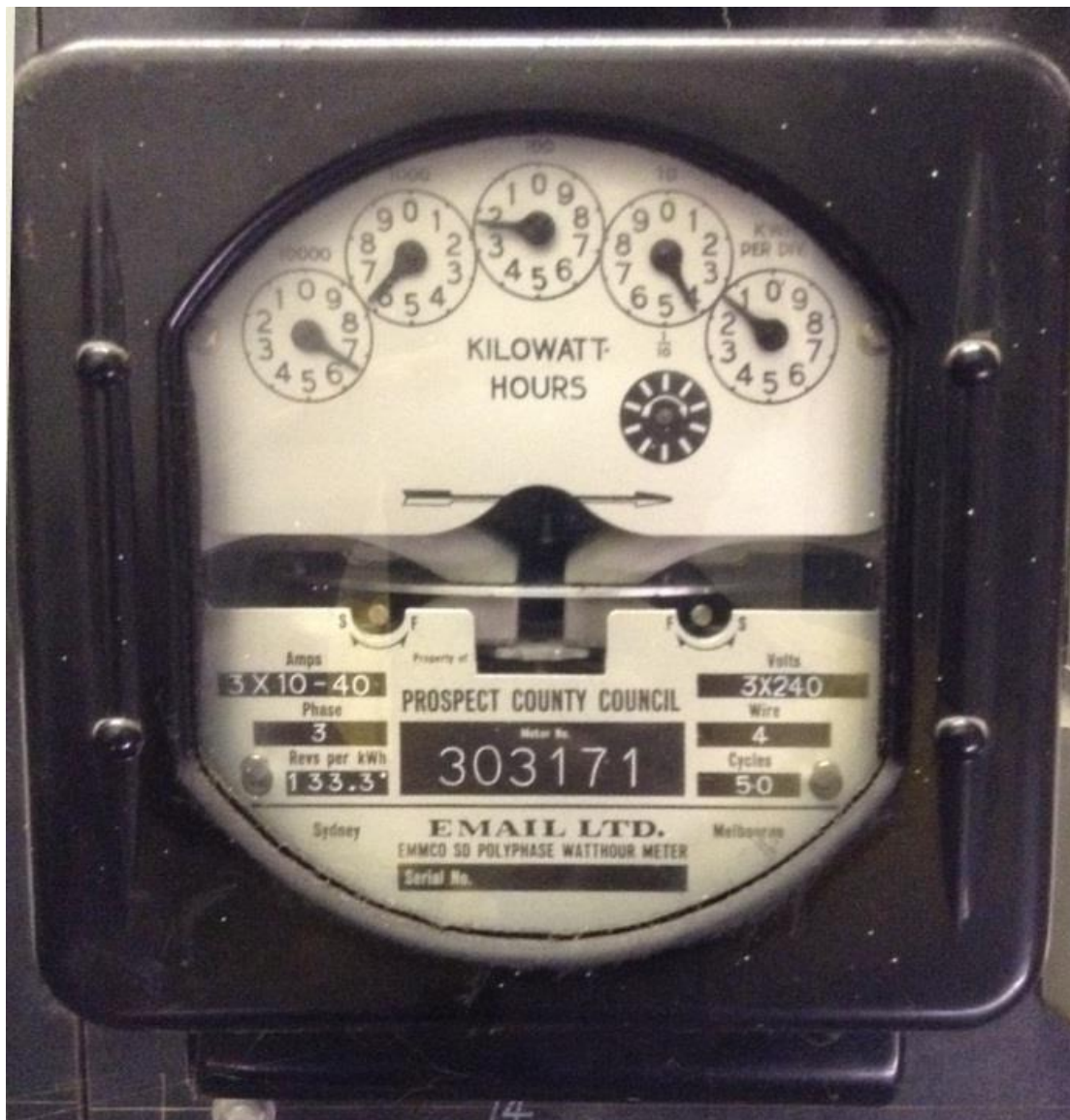
The third dial, labelled 100, is on 9. It is necessary to go the 2nd dial to ascertain the reading. As the second dial has passed 0, this confirms the reading of the third dial is 9.

The fourth dial, labelled 1000, is pointing to 9, so the ASP must go back to the third dial to ensure the correct reading of this dial. As the third dial is 9 and has not passed 0, the reading of the fourth dial is 8.

The 5th dial, labelled 10000, is pointing towards 8, but the reading of the 4th dial is 8, therefore the reading of the 5th dial is 7.

The reading of this meter is: **78933**

Meter Reading Example 2



Note that the dials rotate in the opposite directions to the meter in the first example.

Starting at the right, the dials read:

Dial 1 reads 1

Dial 2 reads 4 (dial 1 is past zero)

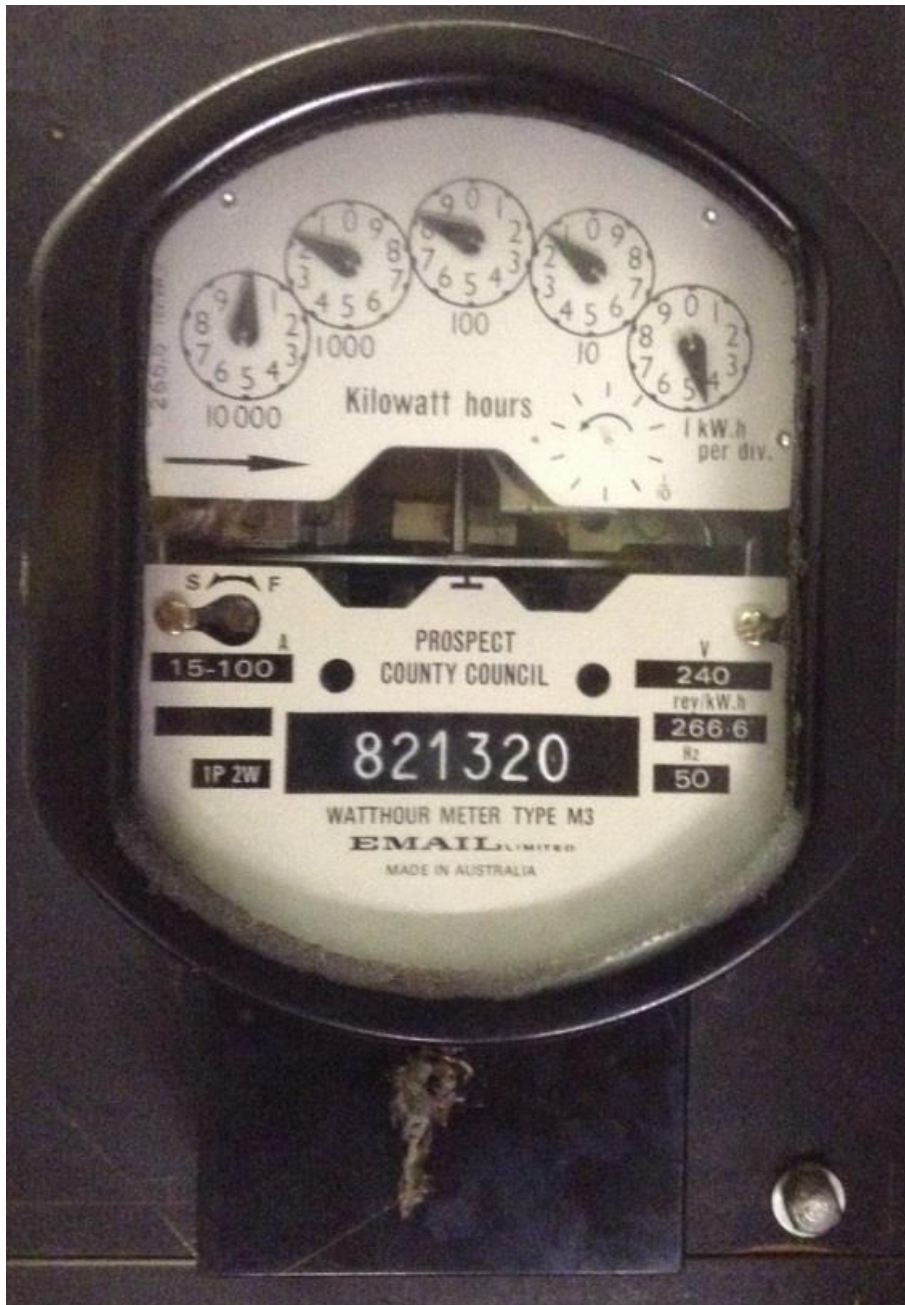
Dial 3 reads 2

Dial 4 reads 6 (Dial 3 is past zero)

Dial 5 reads 6

The reading of this meter is **66241**

Meter Reading Example 3



The reading of the meter is **01814**

12.0 CONTACT DETAILS

General Contact with Endeavour Energy

Phone: 131 718

Endeavour Energy Emergency Service

Phone: 131 003

Network Connections;

Customer Installation Administration;

- ENOSW/ CCEW Enquiries
- Submission of CCEW

Phone: 9853 5611

Fax: 9853 7856, or

Email: ccew@endeavourenergy.com.au

Technical Enquiries

Email: inspection@endeavourenergy.com.au

For all technical enquiries in reference to the Service and Installation Rules of NSW and AS/NZS3000 (Wiring Rules)

Finance;

Network Credit

- For Financial discussion and arrangements between ASP and Endeavour Energy

Phone: 9853 5087

Metering Enquiries

- For all enquiries associated with metering types, meter issues, metering options

Phone: 9853 6663

Authorisation Group

- For Initial & Renewal Enquiries
- Application
- Change of ASP/ AUP details

Phone: 9853 6946 / 9853 4305, or

Email: authorisations@endeavourenergy.com.au

Network Engineering Standards

- Dispensation Request

Email:

dispensationrequests@endeavourenergy.com.au

Submission of NOSW forms involving types 1 - 4 Metering

mpbnosw@endeavourenergy.com.au

13.0 ENDEAVOUR ENERGY FORMS

ASP's should refer to the ASP website to obtain and use current versions of Endeavour Energy forms. Refer to ASP website for current version of each form.

FORMS	Version	
FMT1243	July 2015	Standard Type 6 (Basic) Meter and Load Control Equipment Requisition Form
FMT1244	July 2015	Interval Metering and Load Control Equipment Requisition Form
FMT1245	July 2015	Meter & Load Control Equipment Request Form for Bulk Issue
FPJ4503	July 2011	Notification of Service Works (NOSW) Book Form
FPJ4600	July 2013	Application for Connection/Addition and Removal of a Special Small Service (Unmetered Supply)
FPJ4603	July 2007	Permission to Remove Service / Metering by Authorised Level 2 Accredited Service Provider
FPJ4651A	Oct 2008	Service Route Sketch Pad
FPJ4660	Mar 2015	Contestable Work Audit Form
FPJ6005	Aug 2015	Application for Connection of New Micro Solar Generator less than 5kw output
FPJ6006	July 2015	Application for a LV Single Urban Residential Connection (less than 63A 3 phase or 100A single phase)
FPJ6008	Aug 2015	Application for Connection of a Generator
FPJ6009	July 2015	Application for Connection of Load including all Strata Developments
FRG1551/ FRG2337	Nov 2012 May 2015	Access to Open / Close and Isolate Checklist Form – access to LV: Link boxes, substations etc.
FAT0051	June 2014	Generic Environmental Risk Mitigation Measures for use in preparing Environmental Management Plans
FPJ8000	Mar 2015	Request for Dispensation – Service and Installation Rules New South Wales
CARDS & TAGS		
FPJ4500	----	Gold Tag – Electricity Connection Caution: Occupier Please Note
FPJ4501	-----	Buff Tag – Availability of Electricity Supply – Cat 4 only, energising new
FPJ4502	-----	Do Not Connect Until Metered – sticker

eNOSW

Mobile App User Guide

10 May 2016

Version: 1.0 – Apple iOS and Android

What I Need

Device Prerequisites

eNOSW users must have either of the following devices:

An iPhone or iPad with **iOS 8.0** or later.



An Android Phone or Tablet with **Android OS 4.4.2** or later



Data and Email Prerequisites

To use the eNOSW App you will need the following:

- A phone (see device prerequisites above) plus a data plan
 - It is expected that a single NOSW with photos will be about 3MB in size
 - Mobile Phone plans including handset fee, phone calls & 500MB data are available from \$35 per month* (less if you already have a phone)
 - * source - www.whistleout.com.au
 - 100 x NOSW per month would require 300MB
- An email account
 - An email account will be required for each AUP to **verify/activate** the new eNOSW app
 - Provide you personally with a summary of your NOSW information submitted

Definitions

Term	Definition
Energised	When the site has completed service work connected to the network and supply is available to the customers main switch
De energised	When the site has no electrical supply available
ASP website	http://asp.endeavourenergy.com.au/asp/frontend/asp_login.cfm
NOSW app support email	noswapp@endeavourenergy.com.au

Gaining Access

Download the Application (App)

The Free NOSW App will be available for download via the App Store



This is the icon for the Apple App Store



This is the icon for the Google Play Store

The App is called “eNOSW”. Search for this in your App store.



This is the icon for the eNOSW App

Select **eNOSW** the eNOSW App from the App store to install it.

Support Details

The Endeavour Energy NOSW Business Support team may be contacted for any assistance with, or enquiries relating to the eNOSW Mobile App, via the following contacts:

Email : noswapp@endeavourenergy.com.au

Phone : (02) 9853 5608

Please note that Endeavour Energy Support for the eNOSW App will only be provided between **7:30am – 4:00pm Mon-Fri**. There will be no support outside of these hours.

Remember if you are experiencing errors while using the eNOSW App, ensure you are running the appropriate OS level (**iOS 8.0** or **Android OS 4.4.2**) on your device **BEFORE** contacting the Endeavour Support Team.

General Information

Setting Up Jobs

We recommend setting up your jobs for the day or for the week while you have mobile network coverage (e.g. in the office). That way you'll never have to worry if your device loses mobile network connection when you are on site completing a NOSW.

You can see and access your set up jobs from your **In-Progress Job List**. This list will automatically update as you finish and submit your NOSWs, and when you create new jobs, so you always know where you're up to!

On-line and Off-line Modes

The eNOSW App only requires mobile network coverage when setting up new jobs and when submitting completed jobs. Once you have setup a new job you won't need to worry about mobile network coverage until you are ready to submit the completed job. The app is designed to work even when you're not online.

Scanning or Entering Meter Barcodes

The app is designed to make your life easier. Instead of entering Meter Numbers by hand, you are able to scan them with the eNOSW apps inbuilt barcode scanning function.

For new meters, simply scan the barcode on the meter to record the meter number.

If you are installing an older style meter that does not have a barcode you will have to type the meter number in.

Please note that the barcode label for new 3-phase meters is located under a thick plastic cover. This cover can distort the barcode (particularly with glare) leading occasionally to incorrect barcode numbers being read. To reduce the likelihood of this happening please follow these steps:

- ***Position the meter out of sunlight or glare (particularly from fluorescent lights)***
- ***Try standing between the meter and any light source***
- ***Scan the barcode up close***

Taking Photos of Meter Reads

Throughout the app you will be asked to provide various photos, including photos of existing and new meters with their current reads.

You will need to make sure your photos are clear and not blurry. Make sure you centre meters in the middle of the photo and that the meter face (including the reading, the meter number, and the barcode where applicable) are clearly visible.

For Apple iOS

On an iPad or iPhone the eNOSW app must be given access to use the photo gallery and camera. Simply select "Allow" when prompted by the App.

Selecting "Do not allow" will result in these features not being available until they are enabled in Settings-> Privacy-> Photos-> eNOSW

For Android

For Android versions 4.4.x and 5.x you will be prompted to accept certain permissions as part of the installation of the App. To install the App simply accept the prompts as they occur.

For Android version 6.x you may be asked to grant permission for the App to access your camera etc. Simply accept these prompts as they occur.

Please note that photos of meter can be black or blank if taken from too far away. Ensure the photo is readable before attaching it to the NOSW.



Attaching Photos – Apple iOS

Option 1 - Taking a New Photo

1. Tap on the Attach a Photo icon
2. Press the **Take Picture** option (top option)
3. Take your new Photo
4. Press the **Use Photo** option (bottom right-hand corner)

Option 2 - Selecting a Photo from your Gallery

1. Tap on the photo/image
2. Press the Chose from Gallery option (second option)
3. Select the photo from your Gallery

Replacing/Retaking Photos

Option 1 - Retake New Photo

1. Tap on the photo/image the needs replacing
2. Press the RETAKE PHOTO option (bottom middle option)
3. Take your new Photo
4. Press the Use Photo option (bottom right-hand corner)
5. Press the CONFIRM PHOTO option (bottom left-hand corner)

Option 2 - Replace Photo from Gallery

1. Tap on the photo/image
2. Press the **REPLACE FROM GALLERY** option (bottom right-hand corner)
3. Select the replacement photo from your Gallery
4. Press the **CONFIRM PHOTO** option (bottom left-hand corner)

Attaching Photos - Android

Option 1 - Taking a New Photo

1. Tap on the Attach a Photo icon
2. Press the **Take Picture** option (top option)
3. Take your new Photo
4. Depending on your Android version you will need to confirm your photo by selecting the confirm variant (this may be a tick or a confirm button).
5. There will be a momentary pause as the image data is captured and stored on your device. It may place you back on the home screen while this is done.
6. The NOSW application will then load with the attached image displayed as a thumbnail.

Option 2 - Selecting a Photo from your Gallery

1. Tap on the Attach a Photo icon
2. Press the **Chose from Gallery** option (second option)
3. Now depending on the version of Android on your device, you will be asked to choose a photo from a variety of locations like the Gallery or your Google drive etc. Find a photo in one of these locations and select it
4. There will be a momentary pause as the image data is captured and stored on your device. It may place you back on the home screen while this is done.
5. The NOSW application will then load with the attached image displayed as a thumbnail.

Replacing/Retaking Photos

Option 1 - Retake New Photo

1. Tap on the photo/image the needs replacing
2. Press the **RETAKE PHOTO** option (bottom middle option)
3. Take your new Photo
4. Depending on your Android version you will need to confirm your photo by selecting the confirm variant (this may be a tick or a confirm button).
5. There will be a momentary pause as the image data is captured and stored on your device. It may place you back on the home screen while this is done.
6. On the confirmation screen Press the **CONFIRM PHOTO** option (bottom left-hand corner)
7. The NOSW application will then load with the attached image displayed as a thumbnail.

Option 2 - Replace Photo from Gallery

1. Tap on the photo/image
2. Press the **REPLACE FROM GALLERY** option (bottom right-hand corner)
3. Now depending on the version of Android on your device, you will be asked to choose a photo from a variety of locations like the Gallery or your Google drive etc. Find a photo in one of these locations and select it
4. There will be a momentary pause as the image data is captured and stored on your device. It may place you back on the home screen while this is done.
5. On the confirmation screen Press the **CONFIRM PHOTO** option (bottom left-hand corner)
6. The NOSW application will then load with the attached image displayed as a thumbnail.

New Meter Allocation

The eNOSW App validates new meter numbers against the list of meters allocated to your ASP warehouse. This ensures that you only install meters that have been allocated to you.

Note however that the process for updating the meter allocation data takes 24 hours to reach the NOSW system. Because of this you will not be able to install newly allocated meters until this process has completed. If, after waiting till the following day, and after pressing the REFRESH button the new meter is still not being validated then you should contact Endeavour Energy

Customer Defect - OLI/GLI

ASP's are advised that many repair jobs require a CCEW only and do not require a NOSW to be submitted. An example of this is for UV damaged consumers mains. This can be fixed by either disconnecting and sleaving the cables (NOSW required) or reinsulating with self-amalgamating tape (CCEW only required).

Please remember that only defect repair work that is done in conjunction with service work requires a NOSW.

To submit a NOSW for the work you have undertaken please use the job type of **Repair, Replace, Add Off Peak, or Defect Rectification**

Sharing of Site Works

If you are sharing the work at a site with another ASP (i.e. one ASP is doing the Service Work and another ASP is doing the Metering Work) then both ASP's are obligated to submit NOSW information through the eNOSW App for the work they have done.

Tethering

Tethering is the process of linking one device (typically with no internet capability) with a second device that has internet capability. This then allows the first device to access the internet through the second device.

If operating in this mode it is important to note that this tethering connection may drop out on occasion requiring you to "wake up" the second device. The second device may have gone into a battery save mode or similar.

Using the App

Registration and Login

It is important to note that to register as a user of the eNOSW App you need to hold current Level 2 Network Access Authorisations. If you have any enquiries about Authorisations please contact Endeavour's Authorisations Branch by:

Email : authorisations@endeavourenergy.com.au

Phone : 9853 6946

: 9853 5043

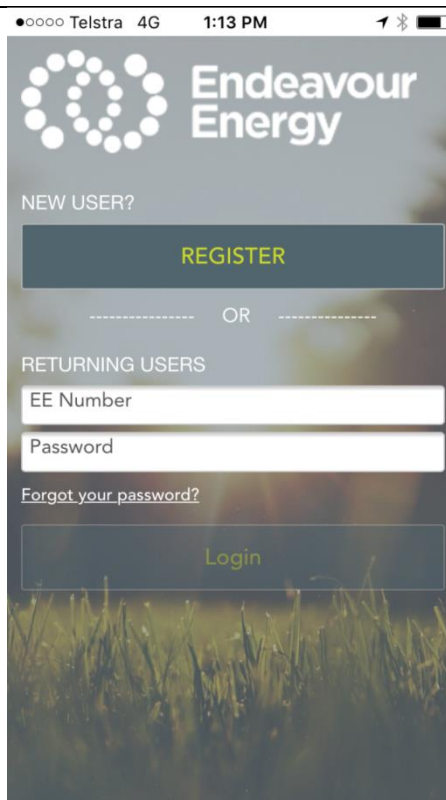
To be able to use the NOSW **App** you must first register as a user.

To register to use the NOSW **App** you need the following:

- Your EE Network authorisation number.
- The expiry date of your authorisation card.
- Your personal email address.
- A chosen password.

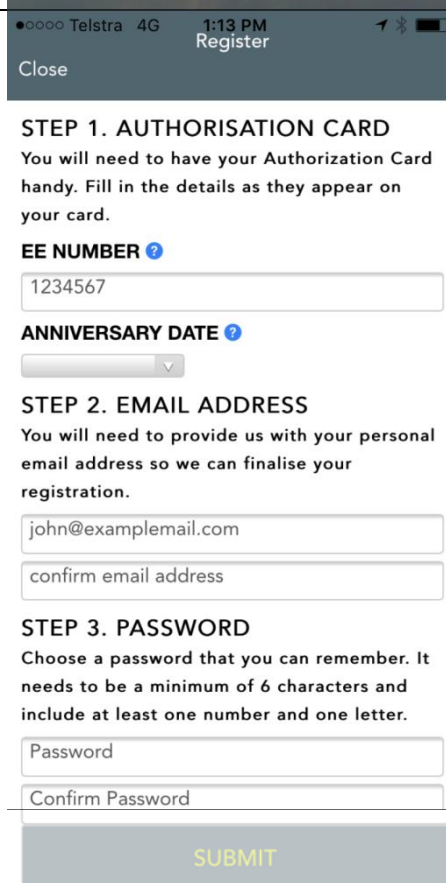
Registering as a NOSW user is a simple process that is done using the NOSW App once it has been downloaded.

Open the downloaded NOSW App and press the REGISTER button



The screenshot shows the Endeavour Energy app's registration screen. At the top, the status bar indicates 'Telstra 4G' and '1:13 PM'. The app's logo is at the top left. Below it, the text 'NEW USER?' is followed by a large 'REGISTER' button. A dashed line with 'OR' in the center separates this from the 'RETURNING USERS' section. This section includes input fields for 'EE Number' and 'Password', a link for 'Forgot your password?', and a 'Login' button. The background of the app interface is a blurred image of green grass.

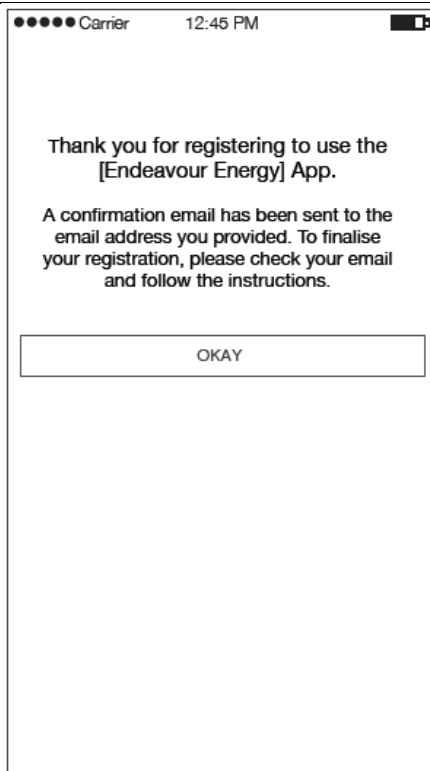
Enter the requested information (including EE Authorisation number and Anniversary date from their authorisation card) and then press the SUBMIT button.



The screenshot shows the 'Register' screen in the Endeavour Energy app. The status bar at the top shows 'Telstra 4G' and '1:13 PM'. A 'Close' button is in the top left corner. The screen is divided into three steps:
1. **STEP 1. AUTHORISATION CARD**: Instructions state the user needs their Authorization Card. It includes an 'EE NUMBER' field with a question mark icon and a dropdown for 'ANNIVERSARY DATE'.
2. **STEP 2. EMAIL ADDRESS**: Instructions ask for a personal email address. It includes two input fields: 'john@examplemail.com' and 'confirm email address'.
3. **STEP 3. PASSWORD**: Instructions ask for a password of at least 6 characters with one number and one letter. It includes two input fields: 'Password' and 'Confirm Password'.
A large 'SUBMIT' button is at the bottom.

An email will be sent to the nominated email address.

Open the email and click on the embedded link in order to complete the registration process and activate your account



Please note that it may take up to 10 minutes after clicking on the activation url in the email before you will be able to login to the NOSW App.

Once your account has been activated you are able to login to the eNOSW App using your EE Network authorisation number and the password you chose during the registration process.

Please note that if the link in the NOSW Registration email is not highlighted/active (able to click) then you will have to copy and paste it into a browser to complete the registration process. Also note that if you have not received your Registration email it may be in your email spam/junk folder. If this occurs, you must move the email to your email inbox and continue with the registration process.

Please note that Endeavour Energy recommends that you log out at the end of each day.

Here is an example of the email you will receive to activate your account:
The link you need to click on is highlighted

From: ASP.MAIL@endeavourenergy.com.au [<mailto:ASP.MAIL@endeavourenergy.com.au>]
Sent: Monday, 15 February 2016 3:36 PM
To: William Smithers
Subject: NOSW Registration

Hi William,

Please click the link below to register your device on NOSW.

<https://nosw.endeavour.network/NOSWServer/AuthenticationRequest/verifyRegistration?user=g%2BR110oc7LibYmykVF%2BJOQ%3D%3D>

Thanks, NOSW Support Team
Endeavour Energy

Home Screen

After login the first screen you will see is the Home Screen. This screen allows you to view in-progress jobs, or set up a new job.

In-progress jobs are either:

- **NEW**

These are jobs that you have set up earlier before attending the site.

New jobs may be deleted by selecting the “Edit” option, touching the



symbol and pressing OK on the confirmation popup that appears.

- **INCOMPLETE**

These are jobs where data recording has commenced but the NOSW has not been submitted.

Incomplete jobs may also be deleted by selecting the “Edit” option, touching the

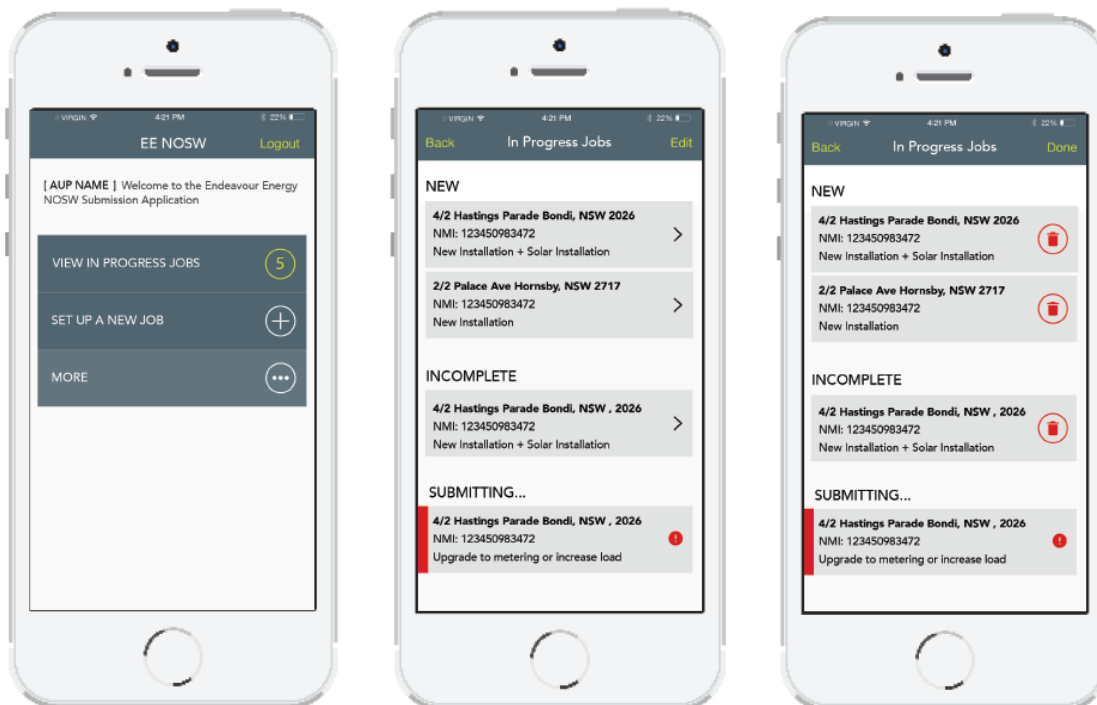


- **SUBMITTING...**

These jobs have been submitted but submission has not completed, usually due to your mobile device not being within adequate mobile network coverage.

Please note that “submitting” jobs are only submitted to Endeavour once you are within adequate mobile coverage and you log out and log back in again.

Submitting jobs cannot be deleted.



Setting Up a New Job

You need to set up a new job before you can start recording information for the job.

To set up a new job you must:

- Identify the ASP you are working for on the job.
- Identify the Job Type
- Enter the PTC number (if required)

Identify the site:

- Enter a NMI)or an existing meter number)
- Confirm the address / location displayed

Selectable job types are:

- **New Installation**

Select this option if you are installing equipment at a completely new site.

This option allows you to install Basic, Off Peak, and CT metering using single phase or poly-phase meters.

You **will need** a valid PTC for this job type.

This option also allows for the inclusion of micro generator (Solar) installation. You will need a second valid PTC if including Solar with a new installation.

- **Upgrade to Existing Installation and/or Service Work**

Select this option if the site you are working on has existing metering or requires service work only.

This option allows you to record Service Work Only or install Basic, Solar and CT metering using single phase or poly-phase meters.

You **will need** a valid PTC for this job type when including metering work.

- **Repair, Replace, Add Off Peak or Defect Rectification**

Select this option if you are undertaking defect rectification requiring the repair or replacement of equipment or if you are installing single metering Off Peak.

This option allows you to install Basic and CT metering using single phase or poly-phase meters as well as single metering Off Peak.

You do **not need** a PTC for this job type.

- **Removal of All Gear**

Select this option if you are removing all metering from the site.

- **Micro Generator Installation (Solar Metering)**

Select this option if you are installing solar metering either to an existing or new site.

This option allows you to install Basic, Off Peak, Solar and CT metering using single phase or poly-phase meters.

You **will need** valid PTC(s) for this job type.

- **Special Small Service Installation**

Select this option if you are installing a special small service.

Screens for setting up new jobs

New Installation

To set up a new installation job you are required to:

- Enter a valid PTC number and
- Identify the site by entering the NMI for the site.

Upgrade to Existing Installation and/or Service Work

To set up an “upgrade” job you are required to:

- Select a sub-job type. Options are:
 - Service Work Only (Replacement)
This does not require a PTC
 - Metering and Service Work
This requires a PTC
 - Meter Removal Only
This does not require a PTC
- Enter a valid PTC number if required and
- Identify the site either by entering a NMI or scanning/entering an existing meter number.

The image displays two screenshots of a mobile application interface for setting up new jobs. Both screens have a dark header with 'Cancel' and 'New Job' options.

Top Screenshot: New Installation

- WHO IS THE JOB FOR?**
ASP Name: [Text Field]
- WHAT IS THE JOB?**
New Installation [Dropdown Arrow]
- PTC NUMBER REQUIRED:** [Blue dot icon]
- WHERE IS THE JOB?**
Enter the NMI [Text Field]
OR
Enter an existing meter number # [Text Field] **SCAN** [Button]

Bottom Screenshot: Upgrade to Existing Installation and/or Service Work

- WHO IS THE JOB FOR?**
ASP Name: [Text Field]
- WHAT IS THE JOB?**
Upgrade to Existing Installation and/or Service Work [Dropdown Arrow]
- WHAT DOES THIS JOB INVOLVE?**
Select the sub job type [Dropdown Arrow]
Select the sub job type [Dropdown Menu Open]
 - Service Work Only
 - Metering and Service Work
 - Meter Removal Only
- Enter the NMI [Text Field]
OR
Enter an existing meter number # [Text Field] **SCAN** [Button]

You may also (optionally) include solar metering installation with this Job Type.

Repair, Replace, Add Off Peak or Defect Rectification

To set up an “repair or replace” job you are required to:

- Select a sub-job type. Options are:
 - Service Work Only
This does not require a PTC
 - Metering and Service Work
This does not require a PTC
- Identify the site either by entering a NMI or scanning/entering an existing meter number.

The image displays two screenshots of a mobile application interface for creating a new job. Both screens have a dark header with 'Cancel' and 'New Job' options.

Top Screenshot:

- WHO IS THE JOB FOR?** ASP Name (text input)
- WHAT IS THE JOB?** Repair, Replace, Add Off Peak, or Defect Rectification (dropdown menu)
- WHAT DOES THIS JOB INVOLVE?** Select the sub job type (dropdown menu)
 - Select the sub job type (highlighted)
 - Service Work Only
 - Metering and Service Work
- Enter the NMI (text input)
- OR
- Enter an existing meter number # (text input) with a **SCAN** button

Bottom Screenshot:

- WHO IS THE JOB FOR?** ASP Name (text input)
- WHAT IS THE JOB?** Removal of all gear (dropdown menu)
- WHERE IS THE JOB?** Enter the NMI (text input)
- OR
- Enter an existing meter number # (text input) with a **SCAN** button

Removal of All Gear

To set up an “removal of all gear” job you are required to:

- Identify the site either by entering a NMI or scanning/entering an existing meter number.

Micro Generator Installation (Solar Metering)

To set up a “solar” job you are required to:

- Enter a valid PTC number and
- Identify the site either by entering a NMI or scanning/entering an existing meter number.

The image displays two screenshots of the 'New Job' form in the Endeavour Energy system.

Top Screenshot: Micro Generator Installation (Solar Metering)

- Cancel** **New Job**
- WHO IS THE JOB FOR?**
ASP Name
- WHAT IS THE JOB?**
Micro Generator Installation (Solar Metering)
- PTC NUMBER REQUIRED:**
- WHERE IS THE JOB?**
Enter the NMI
OR
Enter an existing meter number # **SCAN**

Bottom Screenshot: Special Small Service Installation

- Cancel** **New Job**
- WHO IS THE JOB FOR?**
ASP Name
- WHAT IS THE JOB?**
Special Small Service Installation
- PTC NUMBER REQUIRED:**
- WHERE IS THE JOB?**
Enter the NMI
Please provide details of the location
- SAVE & CLOSE** **SAVE & CONTINUE**

Special Small Service Installation

To set up a special small service job you are required to:

- Enter a valid PTC number and
- Identify the site by entering a NMI
- Provide details of the location of the service.

Job Selection Options

Use the following table as a guide to identify which options Job Type options are applicable for the work you are undertaking.

Scenario	Option
Installing a New Service	NOSW required? YES WHAT IS THE JOB? New Installation PTC required? YES CCEW required? YES Service Route Diagram required? YES
Removing a Meter only	NOSW required? YES WHAT IS THE JOB? Upgrade to Existing Installation and/or Service Work WHAT DOES THIS JOB INVOLVE? Meter Removal Only PTC required? NO CCEW required? NO Service Route Diagram required? NO
Upgrading from Single Phase to Three Phase	NOSW required? YES WHAT IS THE JOB? Upgrade to Existing Installation and/or Service Work WHAT DOES THIS JOB INVOLVE? Metering and Service Work PTC required? YES CCEW required? YES Service Route Diagram required? NO
Installing a Solar Meter where there is existing metering	NOSW required? YES WHAT IS THE JOB? Micro Generator Installation (Solar Metering) WHAT DOES THIS JOB INVOLVE? N/A PTC required? YES CCEW required? YES Service Route Diagram required? NO
Installing Solar Metering by replacing the existing Basic meter with a Poly-phase meter.	NOSW required? YES WHAT IS THE JOB? Micro Generator Installation (Solar Metering) WHAT DOES THIS JOB INVOLVE? Metering and Service Work PTC required? YES CCEW required? YES Service Route Diagram required? NO

Replacing a Damaged Meter	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Metering and Service Work</p> <p>PTC required? NO</p> <p>CCEW required? NO</p> <p>Service Route Diagram required? NO</p>
Consumer mains repair (sleaving the cable)	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Service Work Only</p> <p>PTC required? NO</p> <p>CCEW required? NO</p> <p>Service Route Diagram required? NO</p>
Consumer mains repair (reinsulating with self-amalgamating tape)	<p>NOSW required? NO</p>
Removing all metering from the site	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Removal of all gear</p> <p>WHAT DOES THIS JOB INVOLVE? N/A</p> <p>PTC required? NO</p> <p>CCEW required? NO</p> <p>Service Route Diagram required? NO</p>
Replacement of Consumer Mains	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Service Work Only</p> <p>PTC required? NO</p> <p>CCEW required? YES</p> <p>Service Route Diagram required? NO</p>
Change Meter Panel	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Metering and Service Work</p> <p>PTC required? NO</p> <p>CCEW required? YES</p> <p>Service Route Diagram required? NO</p>

Relocate Point of Attachment (includes new consumer mains)	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Service Work Only</p> <p>PTC required? NO</p> <p>CCEW required? YES</p> <p>Service Route Diagram required? NO</p>
Change Overhead to Underground	<p>NOSW required? YES</p> <p>WHAT IS THE JOB? Repair, Replace, Add Off Peak, or Defect Rectification</p> <p>WHAT DOES THIS JOB INVOLVE? Service Work Only</p> <p>PTC required? NO</p> <p>CCEW required? YES (where required)</p> <p>Service Route Diagram required? NO</p>

Existing Meters

If the job is any Job Type other than New Installation or Special Small Service, then the user is asked to provide information for each meter already existing on site.

Things to note are:

- **Meter Read** – you must provide the current read for each meter / register
- **I Am Removing This Meter** – you must identify which meter/s (if any) you are removing
- **Meter Not Found On Premise** – allows you to identify meters listed that are not actually found on the site.
- **Add existing meter not on record** – allows you to add an already installed meter that is not listed on EE records.
- **Add existing equipment not on record** – allows you to add already installed equipment that is not listed on EE records.
- **Attach a Photo** – allows you to attach a photo of the meter / register


EXISTING METERS

METER NUMBER - 0807170

METER TYPE - SINGLE METER

☐ Meter not found on premise

BASIC METER READ

Attach a Photo

☐ I am removing this meter today.


Add existing equipment not on record

METER NUMBER - 7485488

METER TYPE - SINGLE METER

☐ Meter not found on premise

BASIC METER READ

Attach a Photo

☐ I am removing this meter today.

Add existing equipment not on record

Add existing meter not on record

New Meters - Single

Please note:

- **3 Phase meters are installed as a Basic meter.**
- **When undertaking meter changed you cannot use the existing relay. You need to remove the existing relay and install a new one**

Single meters are installed as either:

- Basic
- Off Peak
- CT
- Solar (for jobs including Micro Generator Installation)

The data required for each metering type is shown below.

Basic

NEW METER
METER NUMBER: 1
#123456
SCAN
SINGLE METER MULTI READ METER
BASIC OFFPEAK CT
METER READ
Attach a Photo
Cancel
BACK NEXT

- Meter Number (Enter or Scan)
- Single Meter
- Meter Type – BASIC
- Meter Read
- Photo of Meter

Off Peak

NEW METER
METER NUMBER: 1
#123456
SCAN
SINGLE METER MULTI READ METER
BASIC OFFPEAK CT
METER READ
RELAY TIME CLOCK
RELAY NUMBER
CHANNEL NUMBER
OFFPEAK TYPE
OP1
Attach a Photo
Cancel
BACK NEXT

- Meter Number (Enter or Scan)
- Single Meter
- Meter Type – OFFPEAK
- Meter Read
- Relay or Time Clock
- Relay or Time Clock Number
- Channel Number (Relay only)
- Off Peak Type (OP1 or OP2)
- Photo of Meter

CT

NEW METER
METER NUMBER: 1
#123456
SCAN
SINGLE METER MULTI READ METER
BASIC OFFPEAK CT
METER READ
CT NUMBERS
SCAN
SCAN
SCAN
Attach a Photo
Cancel
BACK NEXT

- Meter Number (Enter or Scan)
- Single Meter
- Meter Type – CT
- Meter Read
- CT Numbers
- Photo of Meter

If you selected to include Micro Generator with the installation, then you will be able to select the Solar option and must provide the data shown below.

Solar

NEW METER			
METER NUMBER: 1			
#123456	SCAN		
SINGLE METER		MULTI READ METER	
BASIC	OFFPEAK	CT	SOLAR
SOLAR READ			
<div>Attach a Photo</div>			
Cancel			
BACK		NEXT	

- Meter Number (Enter or Scan)
- Single Meter
- Meter Type – SOLAR
- Meter Read
- Photo of Meter

New Meters – Multi Read

Please note:

- **Multi Read Meter must be selected when there is more than one register on the meter.**
- **When undertaking meter changed you cannot use the existing relay. You need to remove the existing relay and install a new one**

Multi Read meters are installed as either:

- Basic
- Off Peak
- Solar

A multi read meter is able to have multiple registers added (e.g. Basic and Off Peak). To add a register you must select the “**Add Register**” button then select the register type (Basic, Off Peak, Solar). The data required for each register type is shown below.

Basic

- Meter Number (Enter or Scan)
- Multi Read Meter
- Register Type – BASIC
- Register Read
- Photo of Meter (Register)

Off Peak

- Meter Number (Enter or Scan)
- Multi Read Meter
- Register Type – OFFPEAK
- Register Read
- Relay or Time Clock
- Is the Relay built into the metering device?
- Relay or Time Clock Number (if NOT built into the metering device)
- Channel Number (Relay only)
- Off Peak Type (OP1 or OP2)
- Photo of Meter (Register)

Solar

- Meter Number (Enter or Scan)
- Multi Read Meter
- Register Type – SOLAR
- Register Read
- Photo of Meter (Register)

Service Work Details

A photo of the SRD needs to be included where required.

SERVICE WORK DETAILS

☐ Category 1 - Disconnection/Reconnection
 ☐ Category 2 - UnderGround Services
 ☐ Category 3 - Overhead Services
 ☐ Category 4 - Metering and Energising

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



Attach a Photo

BACK

NEXT

NOTIFICATION OF SERVICE WORK (NOSW)

Endeavour Energy

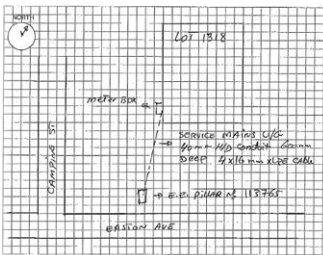
DIAGRAM OF OH & UG SERVICE ROUTE

Date: 11/11/18 NOSW Number: 0000000000

House/Lot Number: 1218 Street: EASTON AVE Suburb: SPRING BAY

Nearest Cross Street: CAMERON ST Service Provider ASP No: 3228

Unmetered Supply - Y/N



Please sketch the service route from the Connection Point to the Point of Supply in accordance with the Service and Installation Rules of NSW.

Please indicate the following information on the sketch:

Underground:

- Pole/Structure Number
- Underground service route
- Depth of cover over the service
- Location of cable points and conduits
- Service Cable type & size
- Start & Finish points of any conduits


Overhead:

- Pole/Structure Number
- Which side of open points
- Location of Point of Attachment
- Service height at centre of roadway
- Service Cable Type & size


In some circumstances an SRD may Not be Required, however it is still mandatory to attach one via the App. In these instances (e.g. Granny Flat) you should do either of the following:

- Take and attach a photo of the Switch Board showing the sub-main switch, or
- Attach a photo of a sign noting "SRD Not Required". This sign could be saved as an image in their gallery for reuse as required.

Below is an example of a sign you might use when an SRD is not required.



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Endeavour Energy

Test Report

Indicate all tests conducted and include the 0-10 V Test Value.
This example shows the test available to be undertaken.

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

☐ **Mandatory-** Insulation Resistance

☐ Correct Phase Rotation

☐ **Mandatory-** Continuity of Service Cables

☐ Safety Check (Category 4 Only)

☐ **Mandatory-** Correct Polarity

☐ **Mandatory-** Earth Integrity

☐ Correct Meter Disk Rotation

☐ **Mandatory-** External Metal Work Not Alive

Mandatory

Enter the 0-10 V Test Value

☐ Cannot complete voltage test due to restricted site access.

BACK

NEXT

Note that if the 10v test cannot be undertaken (for example in a shopping centre) then tick the box:

☐ **Cannot complete voltage test due to restricted site access.**

and provide the reason the test could not be undertaken in the text box displayed.

Mandatory tests for each job type are:

	New Installation	Upgrade to Existing Installation and/or Service Work	Repair, Replace, Add Off Peak or Defect Rectification	Removal of all gear	Special small service	Micro Generator Installation (Solar Metering)
Insulation Resistance	y	y	y		y	
Correct Phase Rotation	y	y	y			
Continuity of Service Cables	y	y	y		y	
Safety Check (Cat 4 only)	y					y
Correct Polarity	y	y	y		y	
Earth Integrity	y	y	y		y	
Correct Meter Disk Rotation	y	y	y			y
External Metal Work not Live	y	y	y			
0-10v Test	y	y	y		y	y

CCEW

Information from the CCEW is required to be recorded for some job types, and is optional for others. Where CCEW information is required, the following fields are Mandatory:

- Electrical Contractor License No
- Date of Notice
- Certificate No
- A photo of the CCEW

If additional electrical work has been undertaken at the site and you wish to add details of a second CCEW then select the “**Add Details of another CCEW**” button.

A CCEW is required for the following job types:

	New Installation	Upgrade to Existing Installation and/or Service Work	Repair, Replace, Add Off Peak or Defect Rectification	Removal of all gear	Special small service	Micro Generator Installation (Solar Metering)
CCEW	Mandatory	Optional	Optional	Not Required	Mandatory	Mandatory

Summary and Certification

Finally, review all the information entered and certify that it is correct.

NOSW's are required to be completed and submitted at the time of installation.

You must also record the site status upon completion of the job by selecting either the Energised or De-energised buttons.

See the following definitions for energised and de-energised.

Energised	When the site has completed service work connected to the network and supply is available to the customers main switch
De energised	When the site has no electrical supply available

NEW INSTALLATION
ASP: AUSTRALIAN POWER SERVICES (NSW) P/L
PREMISE: CORPORATION GR, 48, NSW, CAMBRIDGE GARDENS, UNDEFINED

SUMMARY
ASP
AUSTRALIAN POWER SERVICES (NSW) P/L
NMI
401000001
PREMISE
CORPORATION GR, 48, NSW, CAMBRIDGE GARDENS
JOB TYPE
NEW INSTALLATION
NEW METER
New Meter: 1
Meter Number: 2505445
TYPE: BASIC
Meter Read: 123
SERVICE WORK
Category2 - UnderGround Services
Category4 - Metering and Energising
CONNECTION DETAILS
Connection AssetNo: T4355
Connection Side: RIGHT
Service Router Diagram:
TEST REPORT
Safety Check
Test Value: 1.4
CCEW
Special Conditions: Hazardous Area
License No: EL4537
Date Of Notice: 2015-03-31T13:00:00.000Z
Certificate Number: CW3411
CCEW Form:

SERVICE WORK
Category2 - UnderGround Services
Category4 - Metering and Energising
CONNECTION DETAILS
Connection AssetNo: T4355
Connection Side: RIGHT
Service Router Diagram:
TEST REPORT
Safety Check
Test Value: 1.4
CCEW
Special Conditions: Hazardous Area
License No: EL4537
Date Of Notice: 2015-03-31T13:00:00.000Z
Certificate Number: CW3411
CCEW Form:
METER LOCATION:
METER INSTALLED DATE:
CERTIFICATION BY AUTHORISED PERSON
I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF NSW.
☐ I, Acting for , agree to the above IAN POWER SERVICES (NSW) P/L, agree to the above
SUBMIT

SERVICE WORK
Category2 - UnderGround Services
Category4 - Metering and Energising
CONNECTION DETAILS
Connection AssetNo: T4355
Connection Side: RIGHT
Service Router Diagram:
TEST REPORT
Safety Check
Test Value: 1.4
CCEW
Special Conditions: Hazardous Area
License No: EL4537
Date Of Notice: 2015-03-31T13:00:00.000Z
Certificate Number: CW3411
CCEW Form:
SUBMIT

METER LOCATION:
SERVICE WORK DATE:
2016-01-11
PLEASE INDICATE THE SITE STATUS UPON COMPLETION OF THIS JOB:
☐ Energised ☐ De-energised
CERTIFICATION BY AUTHORISED PERSON
I/WE NOTIFY THAT THE SERVICE WORK DETAILED IN THIS NOTICE COMPLIES WITH ENDEAVOUR ENERGY'S REQUIREMENTS, THE SERVICE AND INSTALLATION RULES OF NSW.
☐ I, AUP Name , Acting for ASP Name , agree to the above
SUBMIT

Please note that metering NOSW's cannot be submitted without photos of ALL meters (new and existing) and that these photos must be taken before leaving the site

Once all information has been entered, ensure you select the certification check box, then press the “**SUBMIT**” button to submit the NOSW to Endeavour Energy (mobile network coverage is required for this).

An email with details of the NOSW submitted (excluding photos) will be automatically sent to your registered eNOSW user email address and also to the email of the associated ASP.

If there is any interruption to mobile network coverage during submission or if the Endeavour Energy system is unavailable, then the NOSW will be placed into your “Submitting” queue and will be processed the next time you login

Please not that if you have identified an error in the information AFTER you have submitted it then please notify Endeavour Energy of the corrections to the information by using the Information Correction Form in Appendix 1 of this document.

An example of the email you will be sent upon submission of a NOSW is presented here.
Note that photos are not included in the email.

Email Subject

4310036875 48 BOWDEN ST GUILDFORD NSW 2161 Upgrade to Existing Installation and/or Service Work

Primary Details

NMI No: **4310036875**

Address: **48 BOWDEN ST GUILDFORD NSW 2161**

Address Notes:

Premise Type: **Domestic**

ASP Name: **The ASP**

AUP No: **99999**

Job Type: **Upgrade to Existing Installation and/or Service Work**

Service Work Date:

Submission Date: **17/02/2016 16:40:17**

Primary PTC No: **NNC11111**

Solar PTC No:

Micro Gen Type:

Service Metering: **Metering and Service Work**

Meter Location:

Site Status: **Energised**

Existing meter details

Meter No	Meter / Register Type	Register Read	Relay/Time Clock No	Channel	CT No./s	Not Found	Removed
3010526	Single Read,Basic	888888				No	Yes

Existing Assets found not on EE records

Meter No	Meter Details	Removed	Equipment No
777777	Test 88008	Yes	
			4444

New meter details

Meter No	Meter / Register Type	Offpeak Type	Register Read(s)	Relay/Time Clock No	Channel	CT No./s	Not Found	Removed
1019983	Single Read,Basic		2				No	No

Service Work Details

Metering and energising

Connection Point Details

Asset Number Not Visible

Connection Side: **LEFT**

Defect Rectification No:

Test Report

Safety Check Completed

Voltage Test Completed : **2.0**

Appendix 1 – Information Correction Form

INCORRECT METERING INFORMATION RECEIVED FROM THE eNOSW APP

ASP L2 is required to submit to Endeavour Energy this form fully completed when it has been identified by the ASP L2 that incorrect metering details have been provided to Endeavour Energy via the eNOSW app.

When completed please email to noswapp@endeavourenergy.com.au

ASP Name _____ ASP number _____

AUP Name _____ AUP number _____

Site address _____

Site NMI _____

Details of Incorrect Metering Details:

Job Type _____ (i.e. new installation / alteration / solar)

Date Work Completed in eNOSW _____

Incorrect Meter Number	Reading	Correct Meter Number	Reading

Meter number	Incorrect tariff	Correct tariff	Reading

I confirm by submitting this form that the information provided is correct.

Signed _____ Date _____

