

Notification of Service Work (NOSW) requirements update

Service & Installation Compliance

Alert Number: GI03_22

9 February 2022

Subject: NOSW requirements update

Dear ASP2s,

Ausgrid is making some changes to our system to support the compliance requirements associated with the submission of NOSW via Ausgrid's CRM portal.

In summary, these changes include the following:

1. System update to mandate submission of CCEW for NOSWs in accordance with ES4 clause 10.4
2. System update to mandate submission of service testing results in accordance with NS282
3. Emergency NOSW submissions
4. Mandated MSB location

These changes will occur over February and March with the dates, including Appendices in the following notice.

1. Submission of CCEW with NOSWs – See Appendix A

Go-live in system from 10 February 2022

The submission of a CCEW is now required to be attached to the NOSW within the NOSW Portal. The CCEW submission for ASP/2 work needs to be in accordance with ES4 clause 10.4 where the CCEW needs to be from the electrical contractor for the installation wiring work.

CCEW's associated with ASP/2 works are no longer required to be submitted via email to datanoth@ausgrid.com.au if they are submitted with the associated NOSW.

2. Submission of Service Testing results in accordance with NS282 – See Appendix B

Go-live in system from 10 March 2022

Ausgrid published [NS282 - Service Testing](#), on 30 August 2021 to specify the testing requirements when completing service work on Ausgrid's network in accordance with AS4741 *Testing of Connections to Low Voltage Networks*.

This was sent to all persons registered for technical updates with Ausgrid, as well as to ASP/2s via [GI24_21 Ausgrid NS282 Service Testing](#).

To support compliance with this Network Standard, Ausgrid will be updating our NOSW submission portal to include the requirements for the readings of the Neutral Integrity Test. As per the Network Standard, the approved methods include:

- The Fault Loop impedance method; or
- The Voltage method utilising a test load.

3. Emergency NOSW submissions – See Appendix C

Go-live in system from 10 February 2022

Ausgrid has observed that some NOSWs are being submitted incorrectly as emergency MSB repairs where upon further investigation they were not deemed to be an emergency.

Moving forward, as per ES4 clause 10.4 the submission of an emergency NOSW will be required to have a reference number provided by Ausgrid. When the emergency NOSW has been selected and you do not have this number you will be prompted to call Ausgrid's emergency line on 13 13 88.

Should Ausgrid not be aware of the emergency an Emergency Service Officer (EMSO) will be despatched to site to ensure the emergency has been quarantined where a number can then be issued. No works should be carried out on site until an Ausgrid representative has attended site to verify the emergency.

Sites that have already been disconnected from the network for emergency conditions would have a notice left on site containing this OMS number.

4. Mandated MSB location – See Appendix D

Go-live in system from 10 February 2022

Minor terminology changes to update from "Metering Position / Location" to "Main Switchboard Location" and has will become a mandatory field.

These changes will be further discussed at Ausgrid's ASP/2 online forum which will be held in March, with more information to be sent soon.

In the meantime, for more information please contact Ausgrid via ASPAuthorisations@ausgrid.com.au.

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Appendix A - System update to mandate submission of CCEW for NOSWs

Service Work Details
Select at least one check-box

- ☐ **Class 2A Disc/Reco**
- ☐ **Class 2B U/G Service Line**
- ☐ **Class 2C O/H Service Line**
- ☐ **Class 2D Energising Service Equipment**
- ☐ **Defect Rectification**
- ☐ **Associated CCEW submitted? (Emailed to datanorth@ausgrid.com.au)**

Image 1 – Existing view of NOSW portal showing requirement to tick Associated CCEW submitted check box.

Service Work Details
Select at least one check-box

- ☐ Class 2A Disc/Reco
- ☐ Class 2B U/G Service Line
- ☐ Class 2C O/H Service Line
- ☐ Class 2D Energising Service Equipment
- ☐ Defect Rectification

Image 2 – New view removing need to tick box.

Diagram of Service Work and/or Supporting Files
 Diagram of OH and/ or UG Service Line to the Point of Attachment and/or Supporting Files
If you are working on a tablet, feel free to draw electronically in an external application, save and upload your file. The following formats are accepted: .jpg, .png etc.

There are no notes to display.

Attach a File.
 No file chosen

Image 3 – Existing view to attach supporting documentation.

Supporting Documentation
 Please upload supporting documentation:
 1. CCEW (MANDATORY, must be as per clause 10.4 in ES4 and attached to submit the NOSW)
 2. Diagram of OH and/or UG Service Line to the Point of Attachment
 3. Other supporting documentation
If you are working on a tablet, feel free to draw electronically in an external application, save and upload your file. The following formats are accepted: .jpg, .png etc.

There are no notes to display.

Image 4 – New view to attach supporting documentation including CCEW.

Add attachment

* File Type

* Attach a file

CCEW
 Service Route Diagram
 Other

Image 5 – Existing view of selection of document you are uploading.

Add attachment

* File Type CCEW

* Attach a file No file chosen

Attachment is required

Image 6 – New view of mandated requirement to submit CCEW.

Supporting Documentation

Please upload supporting documentation:

1. CCEW (MANDATORY, must be as per clause 10.4 in ES4 and attached to submit the NOSW)
2. Diagram of OH and/or UG Service Line to the Point of Attachment
3. Other supporting documentation

If you are working on a tablet, feel free to draw electronically in an external application, save and upload your file. The following formats are accepted: .jpg, .png etc.

about a minute ago

MAUREEN KALNINS

CCEW

CCEW Document

Sample CCEW.png (55.34 KB)

Attach

Image 7 – New view of uploaded document prior to submission.

Supporting Documentation

Please upload supporting documentation:

1. CCEW (MANDATORY, must be as per clause 10.4 in ES4 and attached to submit the NOSW)
2. Diagram of OH and/or UG Service Line to the Point of Attachment
3. Other supporting documentation

If you are working on a tablet, feel free to draw electronically in an external application, save and upload your file. The following formats are accepted: .jpg, .png etc.

8 minutes ago

MAUREEN KALNINS

CCEW

CCEW Document

Sample CCEW.png (55.34 KB)

Delete

3 minutes ago

MAUREEN KALNINS

Service Route Diagram

Diagram Document

Sample Diagram.png (14.73 KB)

Attach

Image 8 – New view of being able to delete uploaded document prior to submission.

Appendix B - System update to mandate submission of service testing results in accordance with NS282

NOSW Details
NOSW Type: New NOSW - Job Number: 12184304

Customer & Location Details ✓ Site Details ✓ **Test Report & Certification**

Test Report
Proving that the work complies with the required safety standards

☐ Point of Attachment Bonded/Effectively Earthed ☐ Polarity ☐ Phase Rotation ☐ External Metalwork not Alive

☐ Insulation Resistance ☐ Earth Integrity ☐ Pre-Energising Check ☐ De-Energising Check

☐ Correct Meter Connection ☒ Neutral Integrity Test as per NS282

Select Neutral Integrity Test Method *
Loop Impedance Voltage

Provide Results of Neutral Integrity Test *
[] Ω

Provide Results of Neutral Integrity Test *
Neutral Voltage [] V Test Load [] A

Image 9 – New view of being able to confirm compliance with NS282 and select mandatory Neutral Integrity test method.

NOSW Details
NOSW Type: New NOSW - Job Number: 12184304

Customer & Location Details ✓ Site Details ✓ **Test Report & Certification**

Test Report
Proving that the work complies with the required safety standards

☐ Point of Attachment Bonded/Effectively Earthed ☐ Polarity ☐ Phase Rotation ☐ External Metalwork not Alive

☐ Insulation Resistance ☐ Earth Integrity ☐ Pre-Energising Check ☐ De-Energising Check

☐ Correct Meter Connection ☒ Neutral Integrity Test as per NS282

Select Neutral Integrity Test Method *
Voltage

Provide Results of Neutral Integrity Test *
Neutral Voltage [nn.nn] V Test Load [nn.nn] A

Image 10 – New view of being able to input Neutral Integrity test results via voltage method test and test load used.

NOSW Details
NOSW Type: New NOSW - Job Number: 12184304

Customer & Location Details ✓ Site Details ✓ **Test Report & Certification**

Test Report
Proving that the work complies with the required safety standards

☐ Point of Attachment Bonded/Effectively Earthed ☐ Polarity ☐ Phase Rotation ☐ External Metalwork not Alive

☐ Insulation Resistance ☐ Earth Integrity ☐ Pre-Energising Check ☐ De-Energising Check

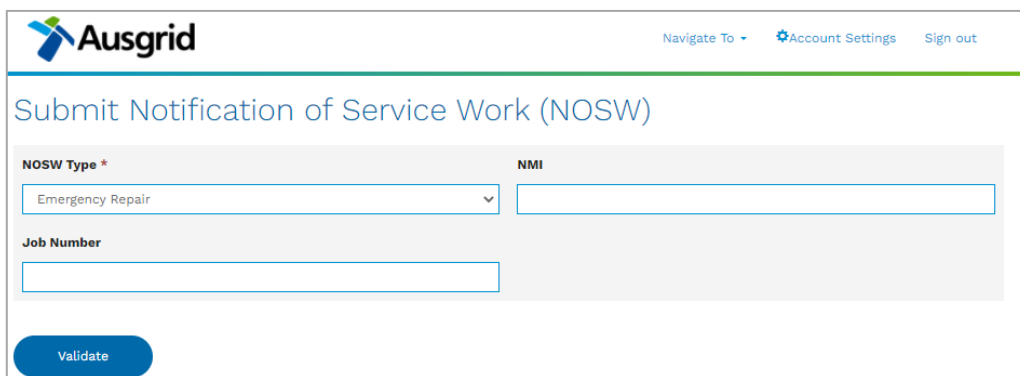
☐ Correct Meter Connection ☒ Neutral Integrity Test as per NS282

Select Neutral Integrity Test Method *
Loop Impedance

Provide Results of Neutral Integrity Test *
[nn.nn] Ω

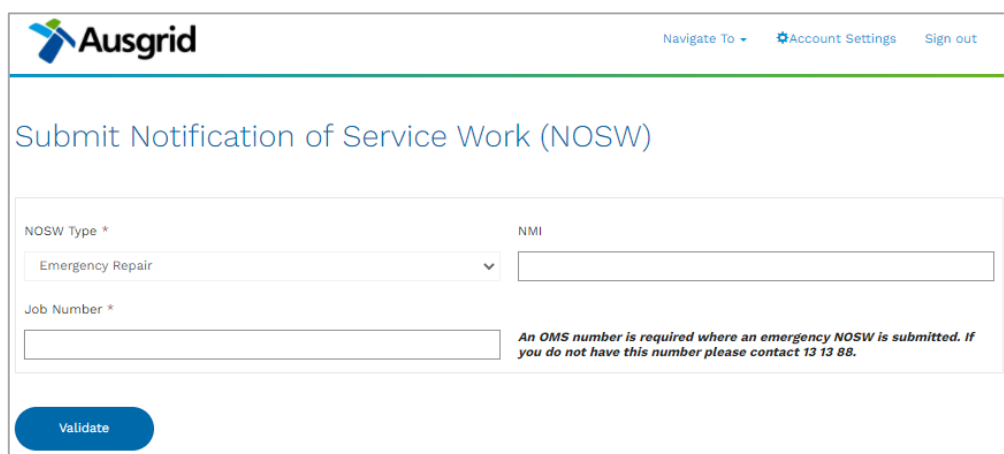
Image 11 – New view of being able to input Neutral Integrity test results via Fault Loop Impedance method.

Appendix C - Emergency NOSW submissions



The screenshot shows the 'Submit Notification of Service Work (NOSW)' form in the Ausgrid system. The header includes the Ausgrid logo and navigation links: 'Navigate To', 'Account Settings', and 'Sign out'. The form title is 'Submit Notification of Service Work (NOSW)'. Below the title, there are three input fields: 'NOSW Type *' (a dropdown menu with 'Emergency Repair' selected), 'NMI' (a text input field), and 'Job Number' (a text input field). A blue 'Validate' button is located at the bottom left of the form.

Image 12 – Existing view of emergency repair NOSW.



The screenshot shows the updated 'Submit Notification of Service Work (NOSW)' form. The header and navigation links remain the same. The form title is 'Submit Notification of Service Work (NOSW)'. Below the title, there are three input fields: 'NOSW Type *' (a dropdown menu with 'Emergency Repair' selected), 'NMI' (a text input field), and 'Job Number *' (a text input field). A blue 'Validate' button is located at the bottom left of the form. A new note is added to the right of the 'Job Number *' field: 'An OMS number is required where an emergency NOSW is submitted. If you do not have this number please contact 13 13 88.'

Image 13 – New view of emergency NOSW showing mandatory job number

Appendix D – Mandated MSB location

The screenshot shows the Ausgrid NOSW Details form. The header includes the Ausgrid logo, a 'Navigate To' dropdown, and links for 'Account Settings' and 'Sign out'. The page title is 'NOSW Details' with a subtitle 'NOSW Type: Alteration - Job Number: 1026433'. The form has four tabs: 'Customer & Location Details' (selected), 'Site Details', 'Equipment Details', and 'Test Report & Certification'. Under 'Complex Service Connections', there are four checkboxes: 'Common private pole to multiple premises', 'Multiple private poles to a single premise', 'UG pillar to adjacent to property boundary', and 'UG service cable run along footpath'. The 'Site Details' section contains four checkboxes: 'Installation connected to A phase', 'Installation connected to B phase', 'Installation connected to C phase', and 'Private Pole'. To the right of these are input fields for 'Substation Number', 'Pillar Number', 'Link Number', 'Pole Number', 'Pit Number', and 'Contestable Project Number'. The 'Switchboard Location' section has a dropdown for 'Meter Position/Location' and a text field for 'Meter Position/Location - Other'.

Image 14 – Existing view showing meter position/location

This screenshot shows the same Ausgrid NOSW Details form, but with the 'Main Switchboard Location' field added to the 'Switchboard Location' section. The 'Main Switchboard Location' is a dropdown menu. The rest of the form, including the tabs and the 'Complex Service Connections' and 'Site Details' sections, remains the same as in Image 14.

Image 15 – New view of mandatory MSB location.