

General Information

18 February 2026

Dear ASP2s,

This notice is to remind all Level 2 Accredited Service Providers (ASP/2) of the ongoing mandatory requirement to attach a Certificate of Compliance for Electrical Work (CCEW) to all Notification of Service Work (NOSW) submissions for service connections to the Ausgrid network. This notice also provides guidance on CCEW requirements for emergency customer supply restorations, particularly in the context of the Building Commission NSW online portal now being live and mandated from 1 March 2026.

Whilst the Building Commission NSW's eCert portal notes that a copy of the CCEW is supplied to distributors, currently this does not replace Ausgrid's existing submission requirements for when a connection or reconnection to Ausgrid's network, or restoration of supply is undertaken.

CCEW Attachment — Mandatory Requirement for NOSW Submissions

ASP/2 companies are reminded that the CCEW remains a mandatory attachment when submitting a NOSW to Ausgrid for service connections. This requirement has not changed.

With the Building Commission NSW portal (<https://www.onegov.nsw.gov.au>) now the mandated method for lodging CCEWs in New South Wales, ASP/2s must ensure the following process is followed:

1. Complete and submit the CCEW via the NSW Building Commission portal as required under the Home Building Act 1989 and associated regulations.
2. Download or save the PDF form generated by the NSW Building Commission portal upon successful submission of the CCEW.
3. Attach that PDF copy of the CCEW to the corresponding NOSW submission when lodging online with Ausgrid.

Failure to attach a valid CCEW to the NOSW submission may result in the NOSW being rejected or returned, or a defect being issued on your connection works. ASP/2 companies should ensure their internal processes are updated to reflect this workflow and that all field personnel and administrative staff are aware of this requirement. Where works on the Electrical Installation are performed by another Electrical Contractor, the CCEW must be obtained and attached to the NOSW

For further information on NOSW submissions, refer to Ausgrid's ASPs and Contractors page at <https://www.ausgrid.com.au/ASPs-and-Contractors>.

For information on the NSW Building Commission portal and CCEW lodgement, refer to <https://www.nsw.gov.au/housing-and-construction/compliance-and-regulation/ecert-portal>

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Emergency Customer Supply Restorations — CCEW Requirements

Ausgrid recognises that there are circumstances where an emergency restoration of customer supply is required and that these situations demand a timely response. However, the requirement for a CCEW to support the reconnection of customer supply remains in place, including for emergency works.

Where emergency restoration works have been performed by an electrical contractor or ASP/2, it is a general requirement that a CCEW is available at the customer premises to provide evidence that appropriate testing of the electrical installation has been completed and that it is safe for Ausgrid to restore supply. This requirement has not changed with the introduction of the NSW Building Commission portal.

To ensure there are no delays to the reconnection, the electrical contractor or ASP/2 performing the emergency works must ensure that the CCEW is made available to the Ausgrid Officer facilitating the reconnection at the premises. This may be achieved through any of the following means:

- **Electronic copy:** Ensure the customer has a readily accessible electronic copy of the CCEW (e.g., on a mobile device or via email) that can be presented to the Ausgrid Officer upon attendance.
- **Printed copy:** Provide the customer with a printed hard copy of the CCEW to be available at the premises for the Ausgrid Officer.
- **Contractor/ASP:** The electrical contractor or ASP/2 may act on behalf of the customer during the reconnection process and provide the CCEW evidence directly to the Ausgrid Officer facilitating the reconnection. This may involve the contractor or ASP/2 being present on site, or providing the CCEW electronically to an Ausgrid representative at the time of the reconnection request.

Where a CCEW cannot be presented to the attending Ausgrid Officer, supply restoration may not be able to proceed until satisfactory evidence of compliance is provided. ASP/2 companies and electrical contractors are therefore strongly encouraged to plan for the provision of the CCEW as part of their emergency works procedures.

For any queries regarding the NOSW or CCEW requirements, please reach out to your Ausgrid Connections team representative or contact ASPAuthorisations@ausgrid.com.au

Thank you for your continued partnership.

Ausgrid
Connections Assurance