



# Electricity eNotice

## Overview and FAQs

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## What is eNotice?

eNotice is a web based facility for the electronic lodgement of Preliminary Notices, Notices of Completion and Electrical Safety Certificates for electrical work. It has been developed to improve the efficiency of work notice processes and achieve cost savings for all parties.

eNotice:

- is free to register and use;
- has a number of 'smart' features, such as automated data entry from meter data, address validation, and automatic entry of licensee details;
- reduces time and data entry by auto-filling sections of the Notice of Completion and Electrical Safety Certificate from previously provided information;
- will send (by email) a copy of the lodged notice to you and the relevant electricity network operator;
- will send (by email) a copy of the lodged safety certificate to you and the relevant customer, as long as the customer's email address has been provided by you; and
- is accessible on mobile devices such as smart phones and tablets (as well as normal computers) on a 24/7 basis. However, it requires connection to the internet.

Paper notices can still be used. However, it is intended that paper forms will eventually be phased out.

## Obligations

The submission of Preliminary Notices and Notices of Completion (notices) and Electrical Safety Certificates (safety certificates) is a requirement of the Electricity (Licensing) Regulations 1991.

Notices are required to be completed and forwarded to the relevant network operator. They may be sent to EnergySafety where there is no network operator.

Safety certificates are required to be completed and provided to the person who requested the work.

It is the responsibility of the person(s) signing the Notice of Completion and Electrical Safety Certificate to ensure that the work specified complies with the Regulations.

## Terms and Conditions

The use of eNotice is subject to a number of terms and conditions (<http://www.commerce.wa.gov.au/energysafety/terms-and-conditions>) which must be acknowledged and accepted when registering.

## Registration and setting up your user account

To register as an electricity eNotice user you will need your electrical contractor or electrical worker licence number and the corresponding email address registered with EnergySafety.

**Before registering, it is important that you read the information provided in the [eNotice Registration and user management guide](#).** This outlines the necessary steps that need to be completed for successful registration and ongoing use of eNotice

## Submitting notices

Submitting a notice/safety certificate through eNotice is a very efficient and intuitive alternative to paper forms.

The system automatically fills fields based on meter number and licensing details, meaning you do not have to manually enter this information each time.

After logging into eNotice, you can lodge a new notice/safety certificate, save or complete a draft notice/safety certificate, lodge a new notice/safety certificate from an existing one and view previously lodged notices/safety certificates.

The system will guide you through the forms based on the information you enter. If you miss a required field the system will prompt you to complete it.

On lodgement of a notice, a copy will be emailed to you and the relevant network operator.

On lodgement of a safety certificate, a copy will be emailed to you and the customer, if their email address is supplied. If the customer's email address is not supplied, it is your responsibility to provide a copy of the safety certificate to the customer by some other means.

## Frequently asked questions

### *eNotice*

#### **What is the benefit to me and my business from using eNotice?**

The potential benefits are:

- Quicker, more convenient and cheaper than completion and delivery of paper forms.
- Better quality of information and less rework for everyone.
- Accessible via mobile devices for on-site submission.
- Copying of previous notices and safety certificates for repeat work.
- Ability to submit copies to all relevant parties (if customer details are provided).
- eNotice keeps a record of previously lodged notices and certificates for viewing at a later date.

#### **Can I still use paper forms?**

Yes. You have the choice of either paper or eNotice lodgement.

#### **When will paper forms be phased out?**

The intention is to eventually phase out the use of paper forms completely but a timescale has not yet been decided.

#### **Is there a cost associated with using eNotice?**

There are no additional fees for using eNotice. The cost to EnergySafety of running eNotice is recovered through licence fees, similar to the cost of paper forms.

#### **How do I start using the system?**

First, you need to register as a user of the system. Visit <http://esenotice.commerce.wa.gov.au/es-enotice>, click 'Register' and follow the prompts.

#### **Who can I submit electrical work notices to using eNotice?**

All electricity network operators in Western Australia and EnergySafety.

#### **Who can I submit electrical safety certificates to using eNotice?**

All customers (owner/occupier or builder) for whom the work is carried out.

## Registration

### How do I register to use eNotice?

Visit <http://esenotice.commerce.wa.gov.au/es-enotice> click 'Register' and follow the prompts.

### I do not know my registered email address with EnergySafety

Contact EnergySafety on 6251 2000 .

### My email address is not being accepted

Contact EnergySafety on 6251 2000.

### I did not receive the security code

Check that your email address matches the address registered with EnergySafety by calling EnergySafety on 6251 2000.

### I did not receive the email with my log-in details

Check that your email address matches the address registered with EnergySafety by calling EnergySafety on 6251 2000.

### I am having difficulties registering to use the system. Where can I get additional information or assistance?

Refer to the [eNotice Registration and user management guide](#).

For further registration assistance contact EnergySafety on 6251 2000 or email [energylicensing@commerce.wa.gov.au](mailto:energylicensing@commerce.wa.gov.au)

### Can I set up access for my staff to use eNotice?

Yes. You can register multiple users under your electrical contractor licence. You can add or modify user details at any time. Just login to eNotice and click on the 'User management' menu option. For further details read the [Registration and user management guide](#).

### I am an electrician working for different electrical contractors. Can I set up as an eNotice user to lodge notices for work for numerous companies?

You can be registered as an eNotice user for more than 1 contractor. Your login ID is the same for all contractors.

All electricians must self-register. If you are a nominee, you will be able to immediately lodge notices. If you are not a nominee, your electrical contractor(s) must assign your specific roles (draft notices, draft or lodge safety certificates, user management) under their account.

## Log in details

### I have forgotten my password

If you forget your password, you can click on the 'Forgot password' option and follow the prompts and a new password will be sent to your registered email address.

### I want to change my password

You can change your password at any time by using the 'Change password' option on the eNotice main menu.

## Lodging a notice/certificate

### The Meter number is not recognised?

If the meter number is not recognised by eNotice, you should first verify that you have the correct number and have entered it correctly. If you are sure the number is correct, you can proceed with completion of the notice/certificate – this is an alert function and does not prevent proceeding to lodgement.

### My electrical worker/contractor details are not correct?

Either:

- go to the EnergySafety website [www.energysafety.wa.gov.au](http://www.energysafety.wa.gov.au), under 'Services', select 'Notify', then 'Electrician and electrical contractor - Change of contact information'. Select 'Notify us Now' and follow the prompts; or
- in the eNotice main menu, select the 'My details' button. Your personal details are displayed. If you need to change any contact details, select 'Change contact details'. You will be redirected to the EnergySafety website to update your details.

In both cases the changes are effective immediately.

### How do I send an Electrical Safety Certificate to the customer?

If you enter a valid email address for the customer, eNotice will automatically send a PDF copy of the safety certificate to that address and confirm this in the email advice to you. If you did not provide an email address for the customer or if the address is invalid and the email is not deliverable, the emailed advice to you will state that the safety certificate was not provided to the customer and that you must send it via some other means.

eNotice has no means of checking if the customer's email address (as provided by you) is indeed the correct email for that customer – it is your responsibility to ensure that the email address is correct.

### I have lodged a notice/safety certificate but have not received a confirming email and PDF copy.

First check that your email address matches the address registered with EnergySafety. If so, and you haven't received an email and notice/safety certificate within 30 minutes of lodgement, call EnergySafety on 6251 1905 or send an email to [energysafety@commerce.wa.gov.au](mailto:energysafety@commerce.wa.gov.au).

**I have registered as a user under my EC licence. Even though I am a nominee under that licence, why won't eNotice allow me to lodge notices/certificates?**

An EC licence is often held by a person who is not a licensed electrician. Electricians must register as a user under their EW licence in order to lodge notices/safety certificates for an electrical contractor.

**When would I use the 'New PN/ESC (from existing)' option?**

If you do a lot of repeat work, there is a quick and easy way fill out new Preliminary Notices and Electrical Safety Certificates. You can go to the 'New PN/ESC (from existing)' menu option, enter a previously lodged notice/safety certificate number, review and change details as required and then lodge it as a new notice/safety certificate without going through every step.

**The address is not recognised?**

eNotice automatically validates the entered address with the Landgate database. If there is no match (this could happen for different reasons), a number of optional addresses will be suggested to you which you can either select from or ignore and retain the address you have entered. This is an alert function only and does not prevent proceeding through the form.

**The location is remote and there is no street name or number. How do I fill out the location details?**

You should:

- Enter 'unknown' or similar in the 'Street' field (this is a mandatory field).
- Enter the town or district name in the 'Locality' field (this is a mandatory field).
- In the 'Directions' field enter GPS coordinates (if known) and or other directions/instructions as required to identify the location of the premises.
- Select the 'Next' button to use the entered address (and override the address validation function).

**There is no Network Operator. Where do I send the notice?**

You should send the notice to EnergySafety. This is the same procedure when using paper forms.

**I am having difficulties using the system to lodge a notice. Where can I get additional information or assistance?**

Refer to the eNotice user guide (electricity) or contact EnergySafety on 6251 1905 or [energysafety@commerce.wa.gov.au](mailto:energysafety@commerce.wa.gov.au).

## ***Draft notices and safety certificates***

### **Why would I use the facility for creating and saving draft notices/safety certificates?**

This facility may be useful in the following circumstances:

- Not all the necessary information is known and the notice/safety certificate is completed at a later date.
- Office staff preparing a notice/safety certificate for on-site completion by the electrician.
- A paper copy of the draft is printed and taken to site in an area without internet coverage for manual recording of details and subsequent online completion and lodgement.
- If your details in the certification section of the notice/safety certificate are not correct, you can save the notice/safety certificate as a draft then update your contact details in 'My details'. Your new contact details will automatically be entered into the draft.

### **I won't have internet access on the job. How can I lodge an eNotice?**

On-site information can be manually recorded on a blank paper form or draft notice for online completion at another time/place when internet access is available.

## **Contact us**

### **Business Hours (8:30am - 4:30pm)**

#### **General use assistance:**

Electricity Directorate: 6251 1905

Email: [energysafety@commerce.wa.gov.au](mailto:energysafety@commerce.wa.gov.au)

#### **Registration assistance:**

Licensing: 6251 2000

Email: [energylicensing@commerce.wa.gov.au](mailto:energylicensing@commerce.wa.gov.au)