

Paper COES

Prescribed

LEI processes

Paper COES phone lodgement system

Prescribed Paper COES must be lodged by the Licensed Electrical Inspector through Energy Safe Victoria's Interactive Voice Response (IVR) phone system on **1300 360 366**.

Note: For general advice, User ID and information about COES, contact our COES team on (03) 9203 9700 and select option 3, or at coes@energysafe.vic.gov.au

Inspection booking process (prescribed)

It is the duty of the Responsible Person to arrange for the inspection of prescribed work.

A register of Licensed Electrical Inspectors (LEIs) and Inspection Companies (ICs) is available on ESV's website.

All LEI's must set their availability in ESVConnect to appear on the public LEI register available on the ESV website.

The Responsible Person will contact an LEI or IC to schedule an electrical inspection of the work performed.

Inspection process

1. Responsible Person schedules the electrical inspection.
2. Responsible Person provides the prescribed paper COES to the electrical inspector.
3. Electrical inspector carries out the electrical inspection of the work described on the prescribed Certificate of Compliance.
4. Electrical Inspector completes and certifies the prescribed Certificate of Inspection
5. Electrical Inspector provides electronic notification to ESV.

Note: An electrical inspector must ensure that the Prescribed COES is available onsite before inspecting the electrical installation work performed and the COES contains an accurate, detailed description of the completed electrical installation work.

Interactive Voice Response (IVR) lodgement process

IVR process

(RP has lodged Certificate of Compliance)

Have your LEI User ID and PIN at hand.

Remember use the telephone keypad.

Do not attempt to speak the numbers into the telephone.

1. Call 1300 360 366.
Service available 24 hours, 7 days.
2. Enter your 6-digit User ID and your 4-digit PIN.
3. Select option 2—Lodge Certificate.
4. Enter the 'Certificate number', followed by the # key.
5. Does the prescribed electrical installation work comply?
 - › 1—Yes
 - › 0—No.

If you answer 'No' to this question, follow the prompts to enter all defect codes.

6. Enter the electricity 'Supplier code'.
7. Enter the 6 digit date of inspection.
8. IVR will declare that the certificate number provided has been lodged.
 - › *—Return to the main menu
 - › #—End call, then hang up.

IVR process (RP has not lodged Certificate of Compliance)

Have your LEI User ID and PIN at hand. Remember to use the telephone keypad. Do not attempt to speak the numbers into the telephone.

Note: A LEI can decline to lodge on behalf of the responsible person and return to the main menu.

1. Call 1300 360 366.
Service available 24 hours, 7 days.
2. Enter your 6-digit User ID and your 4-digit PIN.
3. Select option 2—Lodge Certificate.
Certificate of compliance process
4. Enter the 'Certificate number', followed by the # key.
5. Do you wish to lodge the certificate of compliance on behalf of the responsible person,
> YES press 1,
> NO press 0.
If you press 0, you will be returned to the main menu.
6. Now enter the Electrical licence type that performed the work, for Electrician press 1, for Switchgear licence press 3.
7. Now enter the Electrical licence number that performed the work, it should be 6 digits long so add zero's to the beginning of the licence number if it is shorter.
8. IVR requests you enter the postcode of the installation address.
9. IVR will request a response to a specific question e.g. have you installed air conditioning, electricity metering or battery storage system?
> 1—Yes
> 0—No
10. Is the certificate subsequent to a failed inspection?
> 1—Yes
> 2—No.
11. Enter the type of work being certified on the certificate. Once all codes have been entered press #.
Note: IVR will repeat all codes that have been entered.
12. Confirm all types of work.
> #—Confirm
> *—Re-enter
13. Does the job involve non-prescribed work?
> 1—Yes
> 0—No
14. Enter the 6 digit date the work was completed.
15. Enter the 6 digit date of certification of work.

Certificate of Inspection section

16. Does the prescribed electrical installation work comply?
> 1—Yes
> 0—No.

17. If you answer no to this question, follow the prompts to enter all defect codes
18. Enter the electricity 'Supplier code'.
19. Enter the 6 digit date of inspection.
20. IVR will declare that the certificate number provided has been lodged.
> *—Return to the main menu
> #—End call, then hang up.

Distribution to all relevant parties

Once a paper COES has been lodged, the Responsible person must send all copies of the paper COES to the relevant parties noted on each copy of the COES.

Refer to the table below that denotes the relevant parties each copy must be sent to.

Prescribed COES

Page	Recipient	Distribution
Front page (Customer copy)	Customer	Within 4 days of LEI certification
2nd copy (White)	Energy Safe Victoria	Within 4 days of LEI certification
3rd copy (Blue)	Licensed Electrical Inspector	LEI will keep this copy
4th copy (Yellow)	Electricity Supplier (where applicable)	Provide to the electricity Supplier (where applicable)
5th copy (Green)	Responsible Person	Keep your copy for three years

Note: A paper COES can have an attachment, if the description of work field is not large enough for your information.

Who we are

We are Victoria's safety regulator for electricity, gas and pipelines.

Our role is to ensure that Victorian gas and electricity industries are safe and meet community expectations. We are also responsible for licensing and registering electricians, and educating the community about energy safety.

More information is available on the Energy Safe Victoria website: www.esv.vic.gov.au