

# Paper COES

## Prescribed and Non Prescribed REC and LEW processes

### Purchasing paper COES

Prescribed (P) and Non-Prescribed (NP) Paper Certificates of Electrical Safety may be purchased from Authorised Agents i.e. authorised electrical wholesalers.

#### The Responsible Person may be:

- A Registered Electrical Contractor (REC) who is also the Licensed Electrical worker (LEW)
  - A Registered Electrical Contractor employing Licensed Electrical workers
- Note:** a REC must maintain a LEW list at their registered office.
- a Licensed Electrical worker who completes electrical installation work for no profit or gain
  - a Licensed Electrical worker employed by a company to perform work at the company's premises
  - a Restricted Electrical Licence holder (non-prescribed only).

### Purchase process

P & NP COES purchase from an authorised agent

1. Provide your User ID to the authorised agent with the quantity and type of certificates you require.
2. Pay the agent for the certificate order.
3. The authorised agent transfers the certificate numbers from their records to your User ID.
4. Your purchase of paper COES is now complete and your paper COES will be handed to you by the authorised agent.

### Paper COES phone lodgement system

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

#### Note:

1. A REC who employs LEWs is required to maintain a LEWs list at their office when using paper COES system.
2. 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](mailto:coes@energysafe.vic.gov.au)

### Pre-lodgement process

1. REC provides the COES to the LEW.
2. LEW completes electrical installation work.
3. LEW tests the electrical installation work. LEW completes section 2 onward of the Certificate of Compliance, signs that the electrical installation work is tested, and complies with the ESA and ES(G)R.
4. LEW returns the completed and signed COES to the REC.

### Interactive Voice Response (IVR) lodgement process

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

Note: P & NP COES IVR questions are similar.

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 1—Lodge Certificate.
4. Enter the 'Certificate number', followed by the # key.
5. Enter the electrician's User ID who performed the work.
6. IVR requests you enter the postcode of the installation address.
7. Is the certificate subsequent to a failed inspection?  
1 = Yes or 2 = No.
8. 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.
9. Confirm all types of work.  
# = Confirm or \* = Re-enter
10. Does the job involve non-prescribed work?  
1 = Yes or 0 = No
11. IVR will request a response to a specific question e.g.

have you installed air conditioning, electricity metering or battery energy storage system?

1 = Yes or 0 = No

12. Enter the 6 digit date the work was completed.
13. Enter the 6 digit date of certification of work.
14. IVR prompts you to proceed to book your inspection.

**Note:** Prescribed certificates only.

15. IVR will notify you that your Certificate of Compliance has been successfully lodged.
16. \* = Return to the main menu or # = End call, then hang up.

For Non Prescribed COES, move to the “Distribution to all relevant parties” section of this document.

For Prescribed COES, proceed to schedule an electrical inspection of the prescribed electrical installation work.

## Inspection booking process (prescribed COES)

It is the duty of the RP 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.

The RP should review the list of LEIs or ICs, then contact an electrical inspector or inspection company to schedule an electrical inspection of the work performed. Should you experience difficulty in booking an inspection, please contact ESV on 1800 800 158.

### Inspection booking 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.

**Note:** An electrical inspector must ensure an accurate description of the electrical installation work is available onsite before inspecting the electrical installation work performed.

## Distribution to all relevant parties

Once a paper COES has been lodged by the responsible person and the electrical inspector, 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 tables below that denote 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	Provide to the electricity Supplier (where applicable)
5th copy (Green)	Responsible Person	Keep your copy for three years

### Non-prescribed COES

Page	Recipient	Distribution
Front page (Customer copy)	Customer	Within 30 days of certification
2nd copy (White)	Energy Safe Victoria	Within 30 days of certification
3rd 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](http://www.esv.vic.gov.au)