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# ETIC 2010 User Guide

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# 1 Introduction

## 1.1 Important information

The submission of Preliminary Notices and Notices of Completion is a requirement of the *Electricity (Licensing) Regulations 1991*. Failure to submit a Notice is an offence under the Regulations, unless the electrical contractor is exempted in writing by the Director of EnergySafety and subject to any conditions that are imposed in respect of the exemption.

These notices are to be completed and forwarded to the relevant electricity network operator, for all notifiable electrical installing work. Notifiable work is defined as electrical installing work other than:

- a. maintenance work, unless that work requires the disconnection and reconnection of the supply of electricity to the electrical installation concerned or the replacement of service apparatus; or
- b. the alteration of a final sub-circuit; or
- c. the addition of a single final sub-circuit

### 1.1.1 Preliminary Notice

The Preliminary Notice is to be completed by the electrical contractor and forwarded to the relevant network operator so that it is received prior to commencement of the electrical installing work.

A Preliminary Notice is not required for work:

- That is not classified as notifiable
- carried out due to an emergency circumstance
- carried out by an electrical contractor exempted in writing by the Director of EnergySafety from the requirement to deliver preliminary notice and subject to any conditions that are imposed in respect of the exemption.

### 1.1.2 Rulings

If a ruling is required, the Preliminary Notice is to be **submitted three working days prior to commencement** of the work. The work should then not commence until a written ruling has been received from the network operator.

If you require clarification of a situation prior to submitting a Notice please contact Inspections by email at [connections.rulings@westernpower.com.au](mailto:connections.rulings@westernpower.com.au) or ring on 9359 7552 or 7553

### 1.1.3 Notice of Completion

The Notice of Completion is to be completed by the electrical contractor and forwarded to the relevant network operator within **three working days of completing** the notifiable electrical installing work. The electrical contractor must state whether the work fully complies with a Part 2 solution of AS/NZS 3000 “Wiring Rules” and has been or is ready to be energised.

A copy should be retained as the electrical contractor's record – the electrical contractor is required to keep a copy of the Notice of Completion for the period of 5 (five) years after the completion of the notifiable work.

Directions should be provided where the address includes a lot number or the installation is difficult to find.

An electrical contractor who sends a notice of completion to the relevant network operator in respect of notifiable work that has not been completed commits an offence. It is the responsibility of the electrical contractor to ensure that the work specified complies with the Regulations and is complete, before submitting the Notice of Completion.

#### 1.1.4 About the 'Certification' section of the Notice

In Section 4 (e), the EW licence number must be that of the electrician who carried out the final checking and testing of the electrical installing work.

When more than one electrician is involved in checking and testing, the licence number must be that of the on-site electrician who had the overall responsibility for the checking and testing.

#### 1.1.5 Notice information available to EnergySafety

Notice information is made available to EnergySafety's Officers at their request for the purpose of audit, inspection and investigation.

Notices may be produced as evidence in a court of law.

#### 1.1.6 Electrical Safety Certificates (Certificates of Compliance)

Regulation 52B of the *Electricity (Licensing) Regulations 1991* requires an electrical contractor who carries out any electrical installing (including non-notifiable) work to complete a Certificate of Compliance. This does not apply to in-house electrical installing work carried out under the authority of an in-house electrical installing work licence.

An Electrical Safety Certificate is the certificate of compliance referred to in Regulation 52B of the *Electricity (Licensing) Regulations 1991*.

Electrical Safety Certificates warrant that the electrical installing work described in the certificate is safe and complies with the *Electricity (Licensing) Regulations 1991*.

Electrical Safety Certificates have a unique identification number.

### Duty of electrical contractors

An electrical contractor carrying out any electrical installing work must, within 28 days of completing the work, provide a completed Electrical Safety Certificate in respect of the work to the person for whom the work was carried out, in accordance with Regulation 52B(1) of the *Electricity (Licensing) Regulations 1991*.

The **electrical contractor** who carried out the electrical installing work is required to complete the Electrical Safety Certificate.

Electrical contractors may **authorise** an **employee electrician** to complete and sign the Electrical Safety Certificate on their behalf. The 'authorised electrician' must be **authorised in writing** by the electrical contractor, in accordance with Regulation 52B(5).

A copy of the completed Electrical Safety Certificate is to be retained by the electrical contractor for a period of five years, in accordance with Regulation 52B(2).

### **Details of work completed**

In the section “Details of work completed” , a general description of the work must be provided, for example “Existing domestic installation rewired”, “Two additional power circuits added to shop installation”, “Wiring of new second storey to residence”, “New sub mains and shed wiring installed at farm”.

**Further detail** of the electrical installing work completed **must also** be provided indicating the number or rating as appropriate.

A person who knowingly provides false or misleading information on an Electrical Safety Certificate commits an offence, pursuant to Regulation 52B(7).

#### 1.1.7 Installation Test Certificates

On completion of any new installation the responsible electrical worker is required to test, check and commission, the electrical installation to confirm compliance and ensure electrical safety. A “Installation Test Certificate” is to be then placed inside the meter enclosure of that installation to verify that the installation is ready for energisation.

Sheets of Installation Test Certificates are available from EnergySafety’s Licensing Office. Please email on [energylicensing@commerce.wa.gov.au](mailto:energylicensing@commerce.wa.gov.au) or ring on 9422 5282

## 1.2 What is ETIC?

ETIC is a web based application that allows authorised Electrical Contractors to submit Preliminary Notices and Notices of Completion to Western Power for work on installations connected to the South West Interconnected System.

ETIC reflects licence information held by EnergySafety to ensure compliance with legal requirements of EnergySafety; collects data on connections to ensure compliance with network requirements of Western Power; provides links to forms required for the provision of network services by Western Power.

### 1.2.1 What Notices can be submitted on ETIC?

Notices for works undertaken within the SWIS licensed area may be submitted using ETIC. The exceptions are Notices for:

- In-house licence holders
- High voltage installations
- Installations not connected or connecting to the Western Power's network

### 1.2.2 What happens to Notices?

Information on the Notice is entered into Western Power's:

- business system (for scheduling of work to be done)
- inspection system (to verify licence details, nominee relationships, authority to connect and to schedule inspections)

Notices are retained by Western Power for a minimum of 7 years.

### 1.2.3 What is required to use ETIC?

#### **Web browser**

ETIC has been tested using a minimum of:

Mozilla Firefox 2 and Microsoft Internet Explorer 6, these need to be javascript enabled. Other web browsers may not be compatible with this application.

#### **Adobe Reader 7**

#### **Internet connection**

As ETIC is a web based application the faster your internet connection is the quicker ETIC will be able to respond to your requests. Lower speed internet connections may result in page timeouts.

#### **Active ETIC account**

#### **Associated to an active ETIC Electrical Contractor account**

#### **Login and password**

Your login and password will be posted to you after you successfully register your account with ETIC but will not be activated until the ETIC Team receives your signed Acceptance of Conditions of Use.

## Registering with ETIC

To utilise the ETIC application, Electrical contractors (including staff) will be required to register their account details.

The Electrical Contractor Mangement Representative will need to complete an Application for an ETIC Account. This can be obtained by emailing [energisation.admin@westernpower.com.au](mailto:energisation.admin@westernpower.com.au) stating your request.

Staff including Nominees, simply access the internet and go to the Western Power website ([www.westernpower.com.au](http://www.westernpower.com.au)), selecting "The Network" > "Electrical Contractors" > Electronic Ticketing and select the "ETIC members area" hyperlink. Alternatively you can access the application directly by copying the address below into your browser's address bar:

<https://potential.westernpower.com.au/etcin.registration.start>

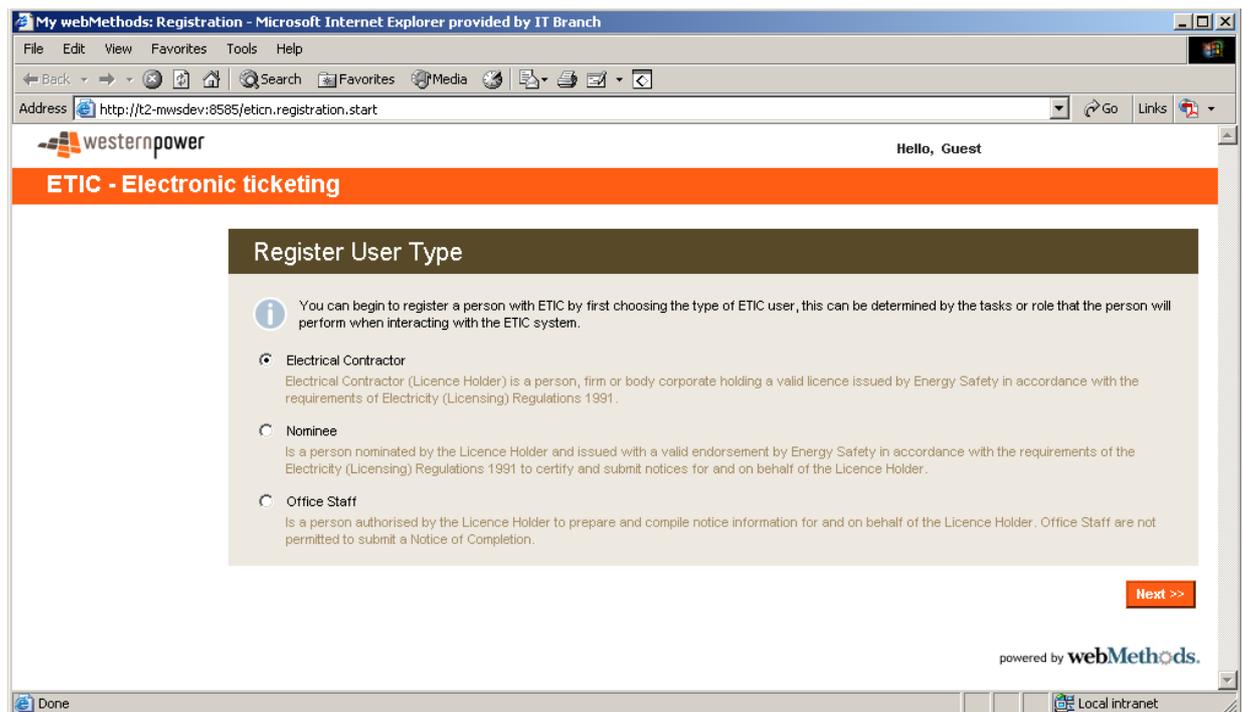
It is recommended that you bookmark the webpage in your web browser for later use.

After selecting the "Register" Button on the entry page of ETIC, you will then be taken to the beginning of the registration process for ETIC.

### 2.1 ETIC User Types

This is the first screen you will see upon selecting the "Register" button. It is here that you will select the type of User Account.

Register User Type Screen



There are three ETIC user types:

- Electrical Contractor (Management Representative)
- Nominee
- Office staff

### **Electrical Contractor** (Management Representative)

Only a person who is concerned with the management or conduct of the business and has a full understanding of the duties and obligations to be imposed on electricians and electrical contractors by the Electricity Act 1945, the Energy Operators (Powers) Act 1997, the Energy Coordination Act 1994 inclusive of the respective regulations made under those Acts, can apply for and act on behalf of the electrical contractor for the purposes of applying for and operating an Etic account. The Management Representative must have a current and valid registration with EnergySafety as a part of the Electrical Contracting business be it either as a Sole Trader, Firm, Partnership, or Body Corporate.

The Electrical Contractor may represent one or more electrical contracting businesses and can:

- Register and maintain their own ETIC account
- Register and maintain Electrical Contractor account
- Associate and manage Nominees and Office Staff
- Create and manage Notices
- Submit Notices (if appropriately registered as a Nominee with EnergySafety)

### **Nominee**

A Nominee is a person authorised by both the electrical contractor and EnergySafety to sign notices on behalf of the electrical contractor and is a licensed electrical worker with a valid Electrical Worker (EW) number.

Nominees may only be associated with an Electrical Contractor if they are registered with EnergySafety as Nominees for that Electrical Contractor.

A Nominee can:

- Register and maintain own ETIC account
- Create, manage and submit Notices

### **Office Staff**

Office Staff can:

- Register and maintain own ETIC account
- Create and manage Notices (but **cannot submit** a Notice of Completion)

#### Registering as an Electrical Contractor

The Electrical Contractor Management Representative will need to complete an Application for an ETIC Account. This can be obtained by emailing [energise.admin@westernpower.com.au](mailto:energise.admin@westernpower.com.au) stating your request. Please fill out the form and send it back to energise admin.

Your account will be set and activated by the Energisation team. When this has been completed you will receive an email with your login, and password.

#### Registering as a Nominee

To register as a Nominee you must have a valid EW number.

Go to this Web Page <https://potential.westernpower.com.au/etcin.registration.start>

1. Select the radio button adjacent to the "Nominee" option.
2. Once selected, you will be presented with the fields required to register as a Nominee. Complete the fields and select the "Next" button.
3. Upon submission the EW Number is validated along with your personal details.
4. Once successfully submitted, an email will be sent to you with the username/ password required to log in and access the features of the ETIC application.
5. Supply your username to the Electrical Contractor you will be processing Notices for, so that they can associate the work you do to their business. If you work for more than one Electrical Contractor, you can supply the same user name to each.

**Until an Electrical Contractor associates you to their business, you will not be able to log in to ETIC.**

ETIC is a Western Power application that will check your licence against EnergySafety databases. To be able to submit Notices as a nominee of a company you will also have to be registered with EnergySafety as a Nominee of that company.

Register Nominee Screen

### 2.1.3 Registering as Office Staff

Go to this Web Page <https://potential.westernpower.com.au/eticin.registration.start>

1. Select the radio button adjacent to the "Office Staff" option.
2. To register as Office Staff simply complete the required fields and select the "Next" button.
3. Your personal details will be validated with ETIC.
4. Once successfully submitted, an email will be sent to you with the username/ password required to log in and access the features of the ETIC application.
5. Supply your username to the Electrical Contractor for whom you will be working, so that they can associate the work you do to their business. If you work for more than one Electrical Contractor, you can supply the same username to each.

**Until an Electrical Contractor associates you to their business, you will not be able to log in to ETIC.**

Register Office Staff Screen

**My webMethods: Registration - Microsoft Internet Explorer provided by IT Branch**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address [http://t2-mwsdev:8585/meta/default/etic\\_caf\\_\\_registration/0000010976](http://t2-mwsdev:8585/meta/default/etic_caf__registration/0000010976) Go Links

**westernpower** Hello, Guest

## ETIC - Electronic ticketing

### Register Details

To register as an Office Staff, please complete the details below. It will be mandatory to enter your address details.

**Personal:**

\* First Name:

Middle Name:

\* Surname:

\* Date of Birth:

**Address:**

Unit No:

Street No:

Street Name:

Street Suffix:

Suburb:

State:

Postcode:

**Contact:**

Home Number:

Work Number:

Fax Number:

Mobile:

\* Email Address:

Receive emails for  notifications?

**Next >>**

powered by **webMethods**

Done Local intranet

### 3 Logging into ETIC

Once successfully registered, an Electrical Contractor can log into ETIC as they are already associated with one or more businesses (via the EC Number). However, Nominees and Office Staff cannot log in until an Electrical Contractor has assigned them to one or more EC Numbers. This is because the EC Number is required as well as your username and password to access Notices in the ETIC application.

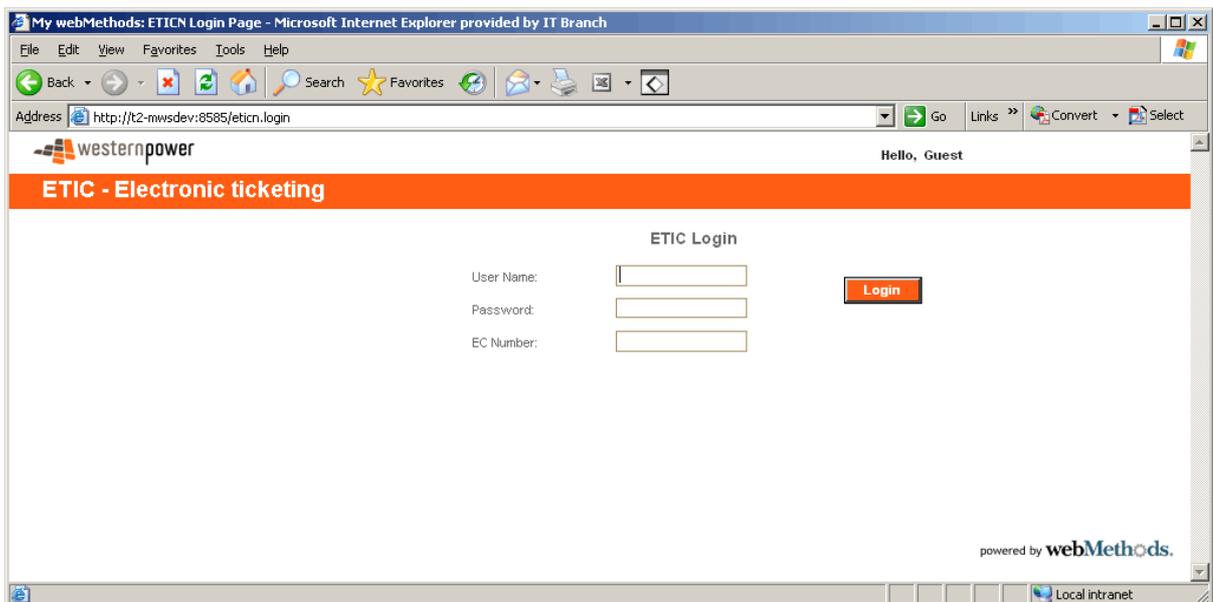
#### To log into ETIC:

Go to <https://potential.westernpower.com.au/eticn.login> (recommend you bookmark this page)

1. You will be presented with the entry page of ETIC.
2. Enter your username, password and EC Number for the business you wish to manage Notices for. The EC number is to be entered in the following format EC000000
3. Select the "Login" button.

Upon successful login your name will appear at the top right of the screen.

ETIC Log-in Screen





## 4.2 Electrical Contractor

As an Electrical Contractor you will be responsible for managing your ETIC account. This means that you will not only be managing yourself as an ETIC user, but also those whom you associate to your account to assist in the creation and submission of Electrical Notices.

Once you have registered yourself and your business on ETIC, you will need to log in and associate other registered users to your ETIC account.

### 4.2.1 Maintaining User Details

Upon selection of the "User Details" menu item, the User Detail screen will display the same fields as a Nominee or Office Staff, but with the additional option of updating the business (es) associated with your account.

Updating Electrical Contractor personal details are handled the same as for Nominee or Office Staff. Simply update the relevant field and select the "Save" button.

Electrical Contractor – User Details Screen

Address [http://t2-mwsdev:8585/meta/default/etic\\_caf\\_\\_\\_userdetails/0000010972](http://t2-mwsdev:8585/meta/default/etic_caf___userdetails/0000010972) Go Links

westernpower Hello, Mike Johnson Logout

**ETIC - Electronic ticketing**

### User Details

**Personal:**

\* First Name:

Middle Name:

\* Surname:

EW Number:

\* Date Of Birth:

**Contact:**

Home Number:

Work Number:

Fax Number:

Mobile Number:

\* Email Address:

Receive Emails for

Notifications

[Maintain EC Numbers](#)

Save Close

Local intranet

### 4.2.2 Managing EC Numbers

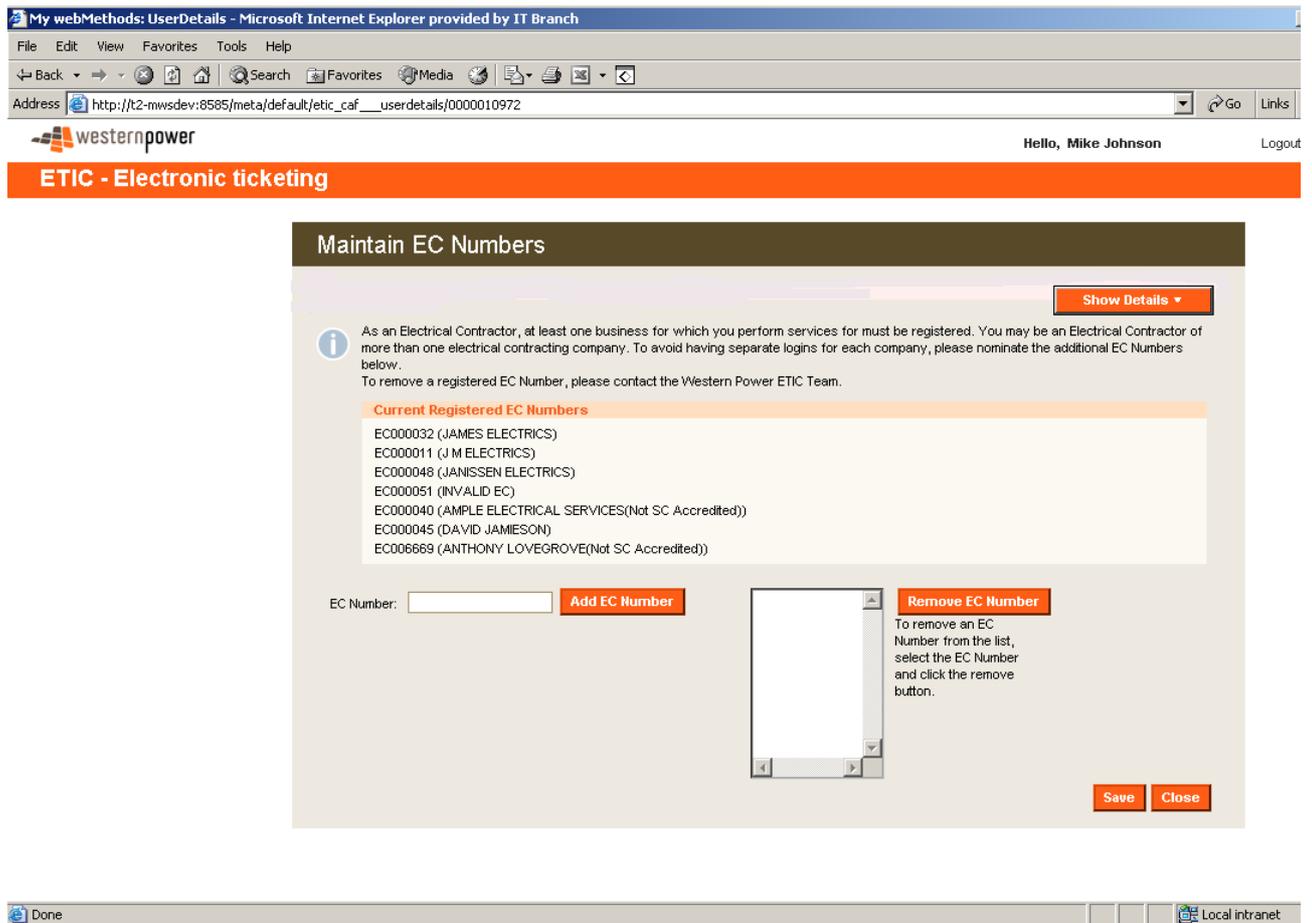
To update a business associated with your account:

1. Select the “Maintain EC Numbers” hyperlink on the initial User Details screen. The “Maintain EC Numbers” screen will be displayed. This screen will list the EC Numbers that correspond to a given business, already associated to your ETIC account. (see Maintain EC Numbers Screen)
2. To add another business, enter the EC Number of the new business in the EC Number field and select the “Add EC Number” button. You will Notice that the number has move to the adjacent field.
3. To remove an EC Number that you have just added, simply highlight the EC Number and select the “Remove EC Number” button.

To remove existing EC Numbers - those displayed in the “Current Registered EC Numbers” listing - you will need to contact the ETIC Team.

4. If you are happy with your updates then select the “Save” button which will return you to the default screen of ETIC.

Maintain EC Numbers Screen



#### 4.2.3 Associate Users

You can associate registered ETIC users to an Electrical Contractor business that you have also registered with ETIC. A registered user can be associated to a registered business as a Nominee or as Office Staff. This will largely depend on if the registered user is a licensed Electrician with valid EW number or not.

You can associate a registered user to a registered business by following the steps below:

1. Log in to ETIC with your username, password and the EC Number for the business to which you would like to assign a specific registered ETIC user.

To assign a registered ETIC user to multiple registered businesses, you will need to log out and log in again to each other business, using the specific EC Number for that business.

2. Once logged in you will be presented with the default screen for the ETIC application which displays all current Notices for your registered business. To the left will be a list of menu items. Select the "User Management" menu items.
3. Upon selection the User Management screen will be displayed. This screen displays a simple form above a listing of users who assist in the creation and submission of Notices for your business. (SEE User Management Screen)
4. Enter the username for a registered user and assign them a user role. Electrical Workers registered as a Nominee of the business with EnergySafety can be assigned as nominees so as they can submit Notice of Completions on the Electrical Contractor's behalf. Non-electrical workers can only be assigned as Office Staff, they can enter Notice details but not submit electrical work for completion.
5. Select the "Add" button, adjacent to the User Name and User Role fields. Should the registered username exist then the user will be added to the list of users already assigned to assist in the creation and submission of Notice of Completions.

#### 4.2.4 Disassociate Users

To remove a user who is assigned to assist with Notices repeat steps 1 to 3 above. Once the User Management screen is displayed simply select the "Delete" button that corresponds to the user that you wish to remove. (see User Management Screen)

Upon selection of the "Delete" button, the list of assigned users will refresh and remove the specific user.

It is the Electrical Contractor's responsibility to delete an employee's association with their business. It is recommended that this is done immediately their association with the business is no longer required.

### User Management Screen

**westernpower** Hello, Mike Johnson Logout

**ETIC - Electronic ticketing**

### User Management

Add new association:

User Name:  User Role:

Username	First Name	Surname	Email	Status	Authority Type	
mjohnson1	Leslie	James	mj@wp.com.au		Electrical Contractor	<input type="button" value="Delete"/>
kvance4	Karimi	Vance	vance.karimi@wp.com	Created	Nominee	<input type="button" value="Delete"/>
smarshall	sarah	marshall	sarah@hotmail.com	Created	Nominee	<input type="button" value="Delete"/>
bbuilder	bob	builder	thai.ly@westernpower.com.au	Created	Office Staff	<input type="button" value="Delete"/>
ihulk	Incredible	Hulk	greenmonster@wpcorp.com.au	Active	Nominee	<input type="button" value="Delete"/>
bsimpson	bart	simpson	bart@hotmail.com	Created	Office Staff	<input type="button" value="Delete"/>
pparker	peter	parker	spider@hotmail.com	Created	Office Staff	<input type="button" value="Delete"/>
swoods	serena	woods	serena@hotmail.com		Office Staff	<input type="button" value="Delete"/>
ppan	Peter	Pan	peterpan@neverland.com	Created	Office Staff	<input type="button" value="Delete"/>
hsolo	Hans	Solo	layyong.ong@westernpower.com.au	Created	Nominee	<input type="button" value="Delete"/>

1 - 10 of 10

## 5 Creating and Submitting a Notice

The main purpose of ETIC is to provide registered users with the ability to create and submit Preliminary Notice and Notice of Completions online. The following steps outline the complete process to create and submit a given Notice. Holding the mouse cursor over certain items will provide help boxes.

ETIC requires one Notice for each Master Meter. (see Copying Notice Details for more information on how to quickly submit Notices for Multi Master Meter sites)

The Notice number is automatically allocated by ETIC. This number is unique and applies to both the Preliminary Notice and Notice of Completion. The Notice number should be used in communication with Western Power.

### 5.1 Creating a Notice

Any registered user can create a Notice, but only for those businesses which they are assigned to.

#### **To create a Notice:**

1. Log into ETIC under the EC number for which the Notice is for.
2. Select the "Notice Submission" menu item to begin the Notice creation process.
3. Upon selection, the screen will display a number of sections required to create a Notice. Each section has its own label to indicate the type of information required for a given Notice.

Not all work completed will require each section to be completed. ETIC will determine the required information as the Notice is progressed.

4. The first section, labelled "Site Details" pertains to information about the location of work and is mandatory for all Notices. Complete the required fields and select "Save" or "Next".

A valid address is the minimum required fields needed in order to save the Notice initially.

5. Upon selection of the "Save" or "Next" button your Notice number is generated and your Notice is saved against your ETIC account. You can continue to enter information about the work, or you can log out of ETIC and resume at a later date. Don't forget to save or lodge your Notice before logging out or details entered may be lost.

### 5.2 Entering Notice Details

Once a Notice is created you can continue to add information regarding the work as and when obtained. As mentioned, the Notice Submission screen is used to create and submit Preliminary Notice or Notice of Completions. The process of submission has been segregated into sections to help enter information in a logical order as well as to provide the ability to save Notices should work be delayed or to submit Preliminary Notices should Western Power need to be consulted before completion of electrical work. The sections are categorised and described below.

### 5.2.1 Connection Location Of Installation

Pertains to the location where the electrical work is being performed. This section is required for all Notices and it is worth noting that only those addresses that lie within the SWIS (Western Power's South West Inter-connected System) can be submitted using ETIC.

Site Information Screen

The screenshot displays the 'Connection Location of Installation' form within the ETIC system. The form is titled 'Connection Location of Installation' and includes a navigation bar with tabs for 'Connection Details', 'Electrical Work', 'WP Reference', 'Comments', and 'Certification'. The form contains the following fields and options:

- Notice Number: 626 (with a 'Show History' link)
- Location of Installation:
  - \*Property Type: Farm (dropdown)
  - Floor: (text input)
  - Flat/Unit Type: Shop (dropdown)
  - Unit: 3 (text input)
  - Lot/Loc Type: Please Select ... (dropdown)
  - Lot/Loc Number: (text input)
  - House Number: 156 (text input)
  - Number Suffix: (text input)
- Search for Street: (button)
- Street Name: ALBANY
- Street Suffix: HWY
- Suburb: VICTORIA PARK
- Postcode: 6100
- State: WA
- Street Direction: (text input)
- Site directions: site (text input)
- Builder Name: builder (text input)
- Owner Name: owner (text input)
- \*Metering of supply: No meter to be installed (dropdown)
- \*Type of supply: No Supply (dropdown)
- Consumer mains terminates at: Please Select ... (dropdown)
- Pillar at above address?:
  - Yes
  - No

At the bottom of the form, there are four buttons: 'Reprint Notice / Certificate', 'Save', 'Next >>', and 'Home'.

To load the street name, click on "Search for Street", type the street name only into the box, and click search. A selection of streets will be displayed. Click the street that is required ensuring the suburb is correct and click "Select". The details will be auto populated into the Notice.

If the street name you are looking for does not show in the list, first check the spelling. If the spelling is correct contact the ETIC Team as the street may need to be added to the system.

#### Metering of Supply, Type of Supply and Consumer Mains Termination

The selections you make in these drop down boxes will let the system decide whether the Notice will be:

- an Addition and/or Alteration to an existing installation
- a New Connection
- a Notification (wiring only).

For more information please see Quick Reference Tables: Appendix A (Not Contractor Connected) and B (Contractor connected)

### 5.2.2 Connection Details

The information requested in this section is to clearly identify the point of supply to which the installation is, or will be, connected to the Network. This section will have different required fields depending on information given in the “Site Information” section.

In some circumstances these “Connection Details” section may not appear. Some fields may not have to be filled if the Notice is to be submitted at the preliminary stage only. If you try to go to the next page without supplying mandatory information you will receive an error message.

The Left hand side of this screen relates to the site’s meter information. The information that is required to be entered will depend on what choices you have made in the previous section.

The right hand side of this section is to identify where the consumer mains to the installation are connected to the Network. This will only be displayed for Notices covering a pillar connection.

If the pillar supplying this site is located at a different address to the one you are working on, you will need to supply the street name and number of the site on which the pillar is located.

For instance if the pillar was located on the street facing the back of the block, you will need to type that back street address in the “Connection to point of supply” section.

Connection Details Screen

westernpower

Hello, Mike Johnson [Logout](#)

**ETIC - Electronic ticketing**

Site Details **Connection Details** Electrical Work WP Reference Comments Certification

**Notice Number:** 9984182

**Meter details:**

**Existing Meter**

\*Existing meter no.:

\*Existing phase:

**Connection to point of supply:**

Please indicate location of the pillar:

\*Street name and number where pillar is located:

House Number: 11  
KITE PL, WAIKIKI, 6169, WA

5.2.3 Electrical Work

This section describes the work that has been performed by an Electrical Worker for this Notice. Not all fields are required given the variety of work or services that are offered. The type of work will determine what options are displayed.

5.2.4 Appointments for crew attendance on site

If you require an appointment to meet a Western Power Crew on site you will need to choose one of the following:

“Out of hrs appt.” – these requests are quotable and ETIC will require a project reference number related to submission of an Isolation of Western Power Services or DQM application.

“Business hrs appt.” – these requests are fee for service and ETIC will require a project reference number related to submission of a Network Services form.

If you do not require an appointment leave this field as “Not Required”.

Electrical Work Screen



Hello, Leslie james

Connection Location of Installation	Connection Details	Electrical Work	WP Reference	Comments	Certification
<p>Notice Number: 77344</p>					
<p>Type of work:</p> <p>Type of alteration: <input type="text" value="New consumer mains"/></p> <p>Alteration comments: <input type="text"/></p> <p>Does alteration result in increase in load: <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Is switching required?: <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Incident Number: <input type="text"/></p> <p>Tick if there is equipment in hazardous areas: <input type="checkbox"/></p> <p>Hazardous area comments: <input type="text"/></p> <p>Tick if Alternative Electricity Supply <input type="checkbox"/></p> <p>Fitted:</p> <p><i>If you select Alternative Electricity Supply, please indicate the type and rating in the preliminary comments.</i></p> <p>Is there any electrical work for which you are not responsible?: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Not responsible comment: <input type="text"/></p> <p>Is a ruling required for work?: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Ruling required comment: <input type="text"/></p> <p>WP crew appointment required</p> <p><input checked="" type="radio"/> Not Required <input type="radio"/> Out of hrs appt. <input type="radio"/> Business hrs appt.</p> <p><b>Western Power Crew Hours: Monday - Friday : 8am to 5 pm</b></p>			<p>Electrical Work:</p> <p>Calc Maximum Demand (AMPS): <input type="text" value="32"/></p> <p>Consumer Mains Size (mm2): <input type="text" value="10"/></p> <p><b>Indicate number of items to be installed in each category.</b></p> <p>Lighting Points: <input type="text" value="0"/></p> <p>10A Socket Outlet: <input type="text" value="0"/></p> <p>Socket Outlets =&gt; 15A: <input type="text" value="0"/></p> <p>Stove/Oven/Hot Plates: <input type="text" value="0"/></p> <p>Motors: <input type="text" value="0"/></p> <p>Air Con/Refrig. Equipment: <input type="text" value="0"/></p> <p>Water Heaters: <input type="text" value="0"/></p> <p>Pool/Spa Equipment: <input type="text" value="0"/></p> <p>Pumps: <input type="text" value="0"/></p> <p>RCDs: <input type="text" value="0"/></p> <p>Smoke Alarms: <input type="text" value="0"/></p> <p>Other Fixed Electrical Equipment: <input type="text" value="0"/></p> <p>Other fixed equipment comment (include kW rating): <input type="text"/></p>		
<p><a href="#">Previous</a> <a href="#">Save</a> <a href="#">Next &gt;&gt;</a> <a href="#">Home</a></p>					

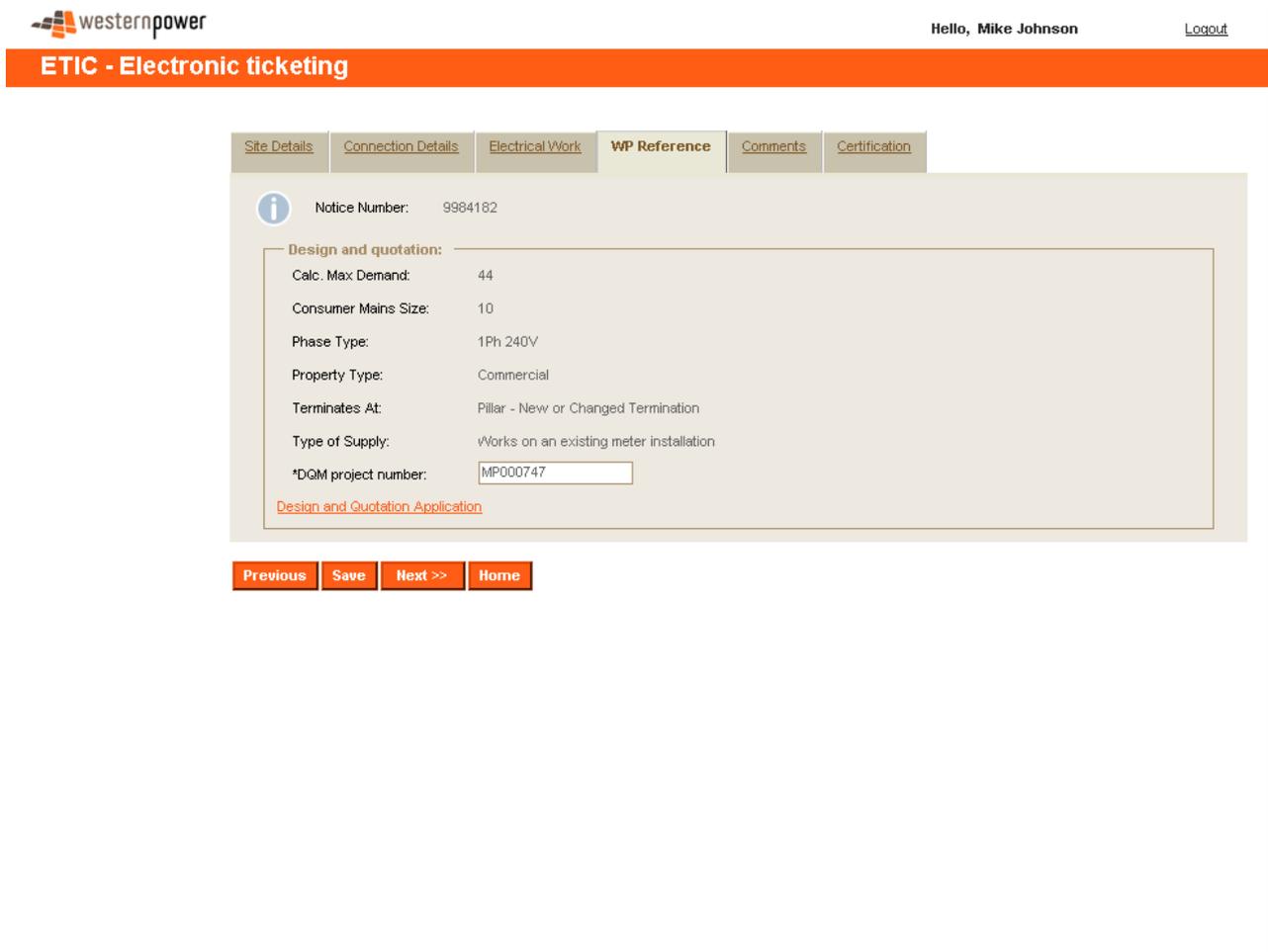
5.2.5 WP Reference

Refers to project reference numbers to other lodged application forms (eg DQA, Network Service) related to this Notice. If this section is displayed then you will be required to complete the necessary fields as the project references are validated with Western Power’s Project Management system.

If you do not already have the applicable Project Number, the orange links that may be displayed within the shaded area can be used to access the required form. These will open up in a new web window. A project number will then be emailed to the email address on the form within half an hour of submission of the online form. You will need to enter this number on the Western Power Reference screen before submitting your Notice.

If you are presented with this screen but do not believe that a project number is required for the work covered by your Notice please email the ETIC Team.

WP Reference Screen

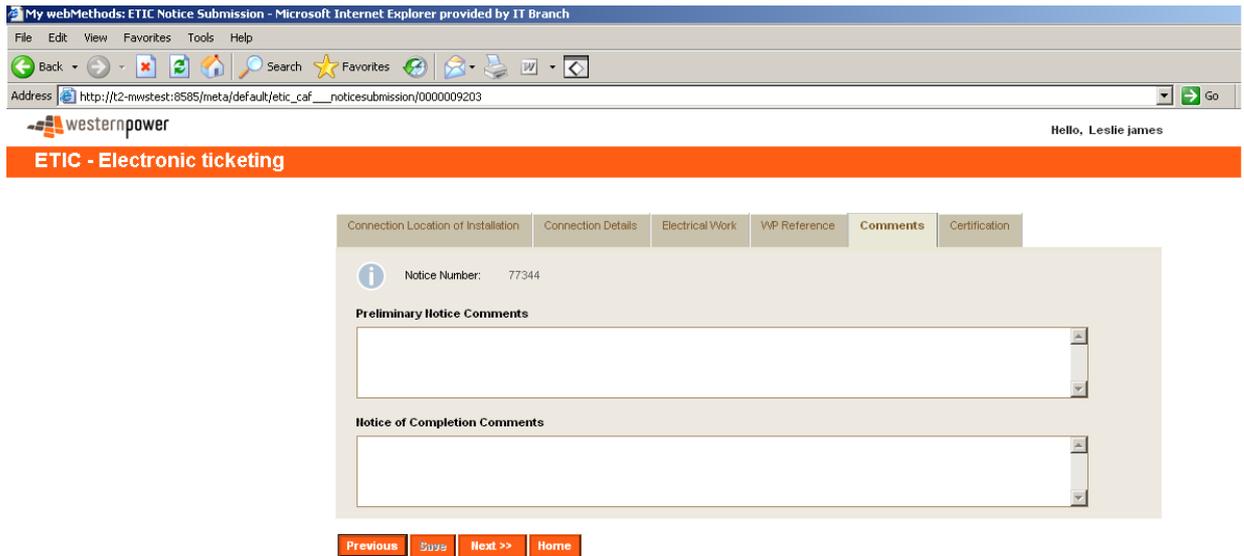


5.2.6 Comments

The Comments section allows you to provide any comments relating to the work for a Preliminary Notice or Notice of Completion. This section is optional.

You can submit your Notice details up to this point should you require a Preliminary Notice i.e. an appointment is required. To do this, any registered user can select the “Submit Advice” button at the bottom of the screen.

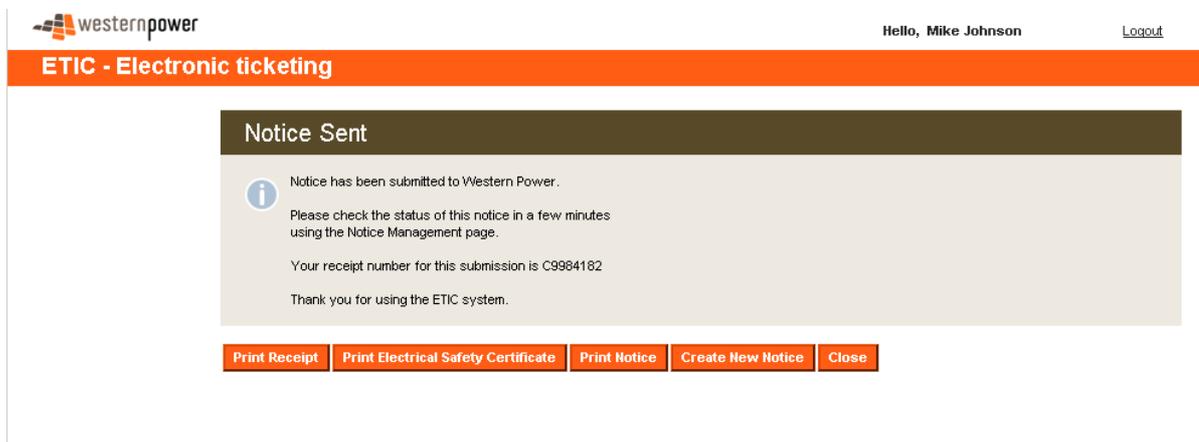
Comments Screen



If “Submit Advice” button is selected a PDF of the notice will pop up in a separate window. This screen will allow the user to check the details to be submitted. Print the Preliminary Notice if required and submit the Preliminary Notice details to Western Power.

If the “Submit Advice” button on this screen is not selected the Notice will not be submitted (lodged) with Western Power.

If the Preliminary notice is submitted ETIC will display the “Notice Sent” screen with your created Notice number, which is also your receipt number.



You can start viewing the status of a Notice after 5 minutes of submission.

### 5.3 Certification

Refers to the authorising information required from a Nominee (or Electrical Contractor provided they have a valid EW Number) to submit as a Notice of Completion. Any registered user may complete the fields in this section; however an authorised Nominee (with a valid EW Number) is required to check and submit the Notice.

Where the Preliminary Notice has been submitted to Western Power the user will need to select "progress to completion" to be able to proceed with the Notice.

If the certification details are being filled out by a user who cannot submit Notices, the user will click on the "For Certification" button. This will allow a Nominee to filter for those Notices that are ready to be certified. When the Nominee enters a notice that has been put into Awaiting for Certification Status you can click on the o To Certification button. This will take the Nominee directly to the Certification Page Once certified the Nominee can submit the Notice.

Certification Screen

The screenshot shows the 'Certification' tab of a web application. At the top left is the 'westernpower' logo and 'ETIC - Electronic ticketing' header. At the top right, it says 'Hello, Leslie james'. Below the header is a navigation bar with tabs: 'Connection Location of Installation', 'Connection Details', 'Electrical Work', 'WP Reference', 'Comments', and 'Certification' (which is active). The main content area is a form for Notice Number 77344. It is divided into two main sections: 'Work Details' and 'Electrical Worker Details'. The 'Work Details' section contains several questions with 'Yes'/'No' radio buttons and text input fields for comments. The 'Electrical Worker Details' section contains dropdown menus for licence types and names, and text input fields for licence numbers and contractor names. There are 'Validate EW Details' and 'Validate Nominee' buttons. At the bottom of the form are navigation buttons: 'Previous', 'Save', 'For Certification', 'Submit / Lodge Notice', and 'Home'.

### 5.3.1 Checking Notice Details

When a registered user selects the “For Certification” button, ETIC will check the metering data is valid within the Notice.

## 5.4 Submission

Once the details have been checked and confirmed as correct the Nominee can submit the Notice of Completion to Western Power by selecting the “Submit Notice” button. The Nominee will be presented with PDF of the Notice. The Nominee should check the details on the PDF. Click in the Agree to terms and Conditions Box Then click on the Submit Button again.

### 5.4.1 Submission Receipt

Upon successful submission, ETIC will display the “Notice Sent” screen with your created Notice number, which is also your receipt number.

The screenshot shows the ETIC - Electronic ticketing interface. At the top left is the Western Power logo. At the top right, it says "Hello, Mike Johnson" and "Logout". Below the header is an orange bar with "ETIC - Electronic ticketing". The main content area has a dark header "Notice Sent" and a light background with an information icon and text: "Notice has been submitted to Western Power. Please check the status of this notice in a few minutes using the Notice Management page. Your receipt number for this submission is C9984182. Thank you for using the ETIC system." At the bottom are five buttons: "Print Receipt", "Print Electrical Safety Certificate", "Print Notice", "Create New Notice", and "Close".

You can start viewing the status of a Notice after 5 minutes of submission.

Once a Notice has been submitted to Western Power, you can check the progression of the Notice by logging into ETIC and viewing the Status in the “Notice Management” screen, or the History from the link on the Site Details Page.

More details on Status types and History Comments are provided in the next section of this manual.

This screen not only notifies a registered user that the Notice was sent to Western Power successfully, but also allows them to print the Electrical Safety Certificate by selecting the “Print Electrical Safety Certificate” button at the bottom of the screen.

## 5.5 Printing an Electrical Safety Certificate

Once ETIC has notified a registered user that a Notice was sent to Western Power successfully, it is possible to print out an Electrical Safety Certificate. This may be done:

1. After submission, from the Submission Receipt screen by selecting the “Print Electrical Safety Certificate” button at the bottom of the screen.
2. At any time after submission by searching for the related Notice, opening the Notice and selecting the “Print Electrical Safety Certificate” button at the bottom of the screen.

Note: It is important to remember that the Certificate must be sent to the customer within 28 days of the submission of the Completion notice.

## 5.6 Printing a Notice

This may be done either:

1. Immediately after Submission from the PDF pop up screen or
2. At any time after submission by searching for the related Notice, opening the Notice and selecting the “Print Notice” button at the bottom of the screen.

## 6 Managing Notices

The “Notice Management” screen is the first screen displayed upon logging into ETIC and allows Electrical Contractors, Nominees and Office Staff to manage all Notices.

If you are able to manage Notices for more than one business, then only those Notices related to the EC number you have logged in with will be displayed. You will need to log out, then log back in with each EC Number in order to manage the applicable Notices.

The “Notice Management” screen is composed of two search facilities and a listing of Notices. By default the list displays the first 20 open Notices but by using the search facilities a registered user can filter the list based on various details common to all Notices.

Notice Management Screen

Notice Management

Quick Search:   [Advanced Search](#)

NOTICE NUMBER	Notice Type	Notice Status Type	Street Name	Suburb	Post Code	
<input type="checkbox"/> 466	Notification	Saved	FLEET ST	Fremantle	6160	<a href="#">Copy Notice</a>
<input type="checkbox"/> 467	Notification	Saved	JAY GR	Ballajura	6066	<a href="#">Copy Notice</a>
<input type="checkbox"/> 468	Notification	Rejected	PARK COVE	KARDINYA	6163	<a href="#">Copy Notice</a>
<input type="checkbox"/> 469	Notification	Saved	HAY ST	PERTH	6000	<a href="#">Copy Notice</a>
<input type="checkbox"/> 474	Alteration	Saved	MURRAY CT	Armadale	6112	<a href="#">Copy Notice</a>
<input type="checkbox"/> 476	Alteration	Lodged	HIGH ST	Fremantle	6160	<a href="#">Copy Notice</a>
<input type="checkbox"/> 479	Notification	Saved	PERTH ST	Cottesloe	6011	<a href="#">Copy Notice</a>
<input type="checkbox"/> 622	Notification	Lodged	DOWN RD	ALBANY	6330	<a href="#">Copy Notice</a>
<input type="checkbox"/> 627	Notification	Lodged	HIGH ST	PALMYRA	6157	<a href="#">Copy Notice</a>
<input type="checkbox"/> 628	Alteration	AwaitingCert	FERGUSON RD	Gingin	6503	<a href="#">Copy Notice</a>
<input type="checkbox"/> 629	Alteration	AwaitingCert	FERGUSON RD	Gingin	6503	<a href="#">Copy Notice</a>
<input type="checkbox"/> 630	Alteration	AwaitingCert	FERGUSON RD	Gingin	6503	<a href="#">Copy Notice</a>
<input type="checkbox"/> 641	Notification	Saved	FERGUSON RD	DARLINGTON	6070	<a href="#">Copy Notice</a>
<input type="checkbox"/> 656	Alteration	Saved	great eastern HWY	Ascot	6104	<a href="#">Copy Notice</a>
<input type="checkbox"/> 693	Notification	Saved	HAY ST	East Perth	6004	<a href="#">Copy Notice</a>
<input type="checkbox"/> 694	Installation	Saved	MURRAY CT	Armadale	6112	<a href="#">Copy Notice</a>
<input type="checkbox"/> 695	None	Saved	hay ST	Albany	6330	<a href="#">Copy Notice</a>
<input type="checkbox"/> 696	Notification	Lodged	ALBANY HWY	Albany	6330	<a href="#">Copy Notice</a>
<input type="checkbox"/> 697	Alteration	Saved	HAY ST	Albany	6330	<a href="#">Copy Notice</a>
<input type="checkbox"/> 698	Notification	Saved	murray CT	Armadale	6112	<a href="#">Copy Notice</a>

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powered by **webMethods.**

Local Intranet

## 6.1 Notice Searches

There are two different search facilities available to all registered user who wish to filter the list of Notices displayed in the “Notice Management” screen.

### 6.1.1 Quick Search

The Quick Search facility allows a registered user to filter the list of Notices depending on their given status. To filter the Notice listing with Quick Search:

1. Select the Quick Search drop down.
2. Choose a filter from the list. E.g. show lodged Notices.
3. Select the “Search” button and the list will return a filtered view of the Notice list excluding all Notices that do not have the requested status.
4. It is possible to sort the list of Notices in descending or ascending order by clicking on the title of that column

### 6.1.2 Advanced Search

To the right of the Quick Search facility there is a link which allows registered user to perform a more advance search than the Quick Search facility. The Advanced Search can be configured to not only filter the listing based on the status of a Notice, but also allows for filtering by Notice Number, Meter Number or Suburb. In fact a combination of the three parameters can be used to return specific Notices. To filter the Notice Listing with Advanced Search:

1. Select the “Advance Search” hyperlink at the right hand side of the Quick Search facility.
2. Upon display of the Advanced Search fields, enter your filter parameters
3. Select the “Search” button and the list will return a filtered view of the Notice list which matches the parameters entered within the filters.

Notice Management – Advanced Search

ETIC - Electronic ticketing

[Notice Submission](#)  
[User Management](#)  
[User Details](#)  
[Change Password](#)

Notice Management

Advanced Search:

Notice Number: <input type="text"/>	Location Number: <input type="text"/>
Notice Status: <span>All</span> ▼	Lot Number: <input type="text"/>
Meter Number: <input type="text"/>	Street Number: <input type="text"/>
	Street Name: <input type="text"/>
	Suburb: <input type="text"/>
	From Date: <input type="text"/> dd/mm/yyyy
	To Date: <input type="text"/> dd/mm/yyyy

Search
Cancel

NUMBER ▲	Notice Type ▼	Stage ▼	Status ▼	Street Name ▼	Suburb ▼	Post Code ▼	
<input type="checkbox"/> <a href="#">77338</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77339</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77340</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77341</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77342</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77343</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77346</a>	Installation	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77347</a>	Installation	None	Saved	WALSH LOOP	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77348</a>	Notification	Completion	Open for Amendment	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77349</a>	Installation	None	Saved	PIMLICO PL	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77350</a>	Alteration	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77351</a>	Notification	None	Saved	KINGS RD	SUBIACO	6008	<a href="#">Copy Notice</a>
<input type="checkbox"/> <a href="#">77365</a>	Notification	None	Saved	SIMCOE CT	JOONDALUP	6027	<a href="#">Copy Notice</a>

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1 2 3 4 5 6 7 8

## 6.2 Notice Listing

The Notice Listing area displays the first 20 open Notices for a given business (i.e. per EC Number). Each row within the listing corresponds to a Notice and displays relevant information regarding the Notice. Each column within the list displays specific information about a Notice and can be sorted alphabetically or numerically (see Notice Management Screen) and in descending or ascending order. The following columns are displayed:

### 6.2.1 Number

The Notice number is automatically allocated by ETIC. This number is unique and applies to both the Preliminary Notice and Notice of Completion. The Notice number should be used in communication with Western Power.

### 6.2.2 Notice Type

Notice type is determined by ETIC from the data entered into the Notice.

Type	Comment
Installation	Connection of a new master meter to the Network
Alteration	Alteration of an existing installation and Western Power attendance is required
Notification	Alteration of an existing Installation and Western Power attendance is <b>not</b> required
Blank	Insufficient data entered to determine Notice Type

### 6.2.3 Stage

Stage	Comment
None	Notice has been created and saved but not submitted
Preliminary	Notice submitted as a Preliminary Notice
Completion	Notice submitted as a Notice of Completion

### 6.2.4 Status

To view more information regarding the status of a particular Notice please check the Notice History link.

Status	Comment
Amended	Notice amended by ETIC Team on behalf of Electrical Contractor
Awaiting Certification	Notice created and awaiting checking and submission by Nominee
Awaiting Completion	Notice submitted as Preliminary advice only
Inactive	Notice has been made inactive no further action can occur.

Failed	Not submitted. Refer to Notice History for details.
Lodged	Notice submitted but without required valid WP project reference number and so work cannot be undertaken by Western Power. <i>Action:</i> Obtain WP project reference number and together with the Notice number, email to ETIC Team
Open for amendment	Notice was opened by ETIC Team to allow Electrical Contractor to amend and re-submit.
Saved	Notice created and saved. Notice not submitted.
Submitted	Notice submitted and received by Western Power.

#### 6.2.5 Street Name, Suburb, Postcode

The location where the work detailed on this Notice is to be connected to the SWIS.

### 6.3 Notice Tools and Navigation

The Notice Listing also contains a number of features to assist registered users in managing large groups of Notices.

#### 6.3.1 Trash Can

The trash can is used to delete one or more saved Notices. Simply mark the required Notice for deletion by selecting the checkbox adjacent to the given Notice. Selecting the trash can icon will delete the selected Notices and refresh the Notice Listing accordingly.

**Once a Notice of Completion has been submitted to Western Power, it can not be made Inactive (deleted). To change a submitted Preliminary Notice to Inactive (deleted) please Email the Energisation team. Note any Notice changed to deleted status can still be viewed.**

#### 6.3.2 Copy Notice Details

At the end of each row is a hyperlink, labelled "Copy Notice". This allows a registered user to copy the details of a given Notice. This feature is useful if electrical work is being carried out multiple times *at the same location*. For example - Energising apartments at a given apartment block.

##### To copy Notice's details:

Select the "Copy Notice" hyperlink.

ETIC will display a new Notice Submission screen with a new Notice number, populating the various sections with details from the original Notice.

1. Modify the required fields, for example, the Unit number.
2. Select the "Save" button.

#### 6.3.3 List Navigation

Over time, the list of Notices will grow and consequently ETIC will page the list in groups of 20, to increase system efficiency and decrease the length of time taken for the system to

return results. ETIC provides registered users with the ability to navigate the Notice Listing via the use of “Previous” and “Next” hyperlinks located at the bottom of the Notice Listing. Alternatively you can click on a page number to jump to Notices on that page

Should the listing contain more Notices the “Next” hyperlink will be displayed until the end of the list is reach.

### 6.3.4 Notice History

Once a notice has been created and saved, a Notice History will be created. This can be viewed from the link on the Site Details page of the Notice.

#### Notice History Link Screen

1. Click on Notice Number to open Notice.
2. Click on the Notice Show History link. A web window will open with the details why the Notice has failed.

#### Notice History Screen

Notice History				
Notice Number	Recorded Date	Description	User Name	Notice Audit Type
9984181	19/08/2009	Completion Notice Submitted	Leslie James	NoticeUpdate
9984181	19/08/2009	Invalid Licenses found	Leslie James	NoticeUpdate
9984181	19/08/2009	Either legal compliance has failed or network compliance has failed.	Leslie James	NoticeUpdate
9984181	20/08/2009	Preliminary Notice Submitted	Leslie James	NoticeUpdate

1 - 4 of 4

Here you will find various comments relating to the history of the notice, and reasons for the particular notice status. The most common history comments are defined below:

#### Preliminary Notice Submitted

This comment will appear only if you have submitted a Preliminary Notice prior to submitting the Notice of Completion.

**Invalid Licenses Found**

A licence has been found to be invalid, or you have contractor connected and are not authorised to perform contractor connect work.

**Network Compliance has failed**

Most of these comments will be due to not providing an appropriate Western Power project reference number when standard supply has been exceeded.

## 7 System Security

### 7.1 Protect your password

Do not disclose your password to anyone including a family member, friend, employee or a Western Power staff member.

**Ensure you are the only person that knows your user access and password.**

Notify the ETIC Team immediately if you become aware that your password has become known or used by someone else.

#### 7.1.1 Choice of password

When using the Internet, always try to use hard-to-guess passwords.

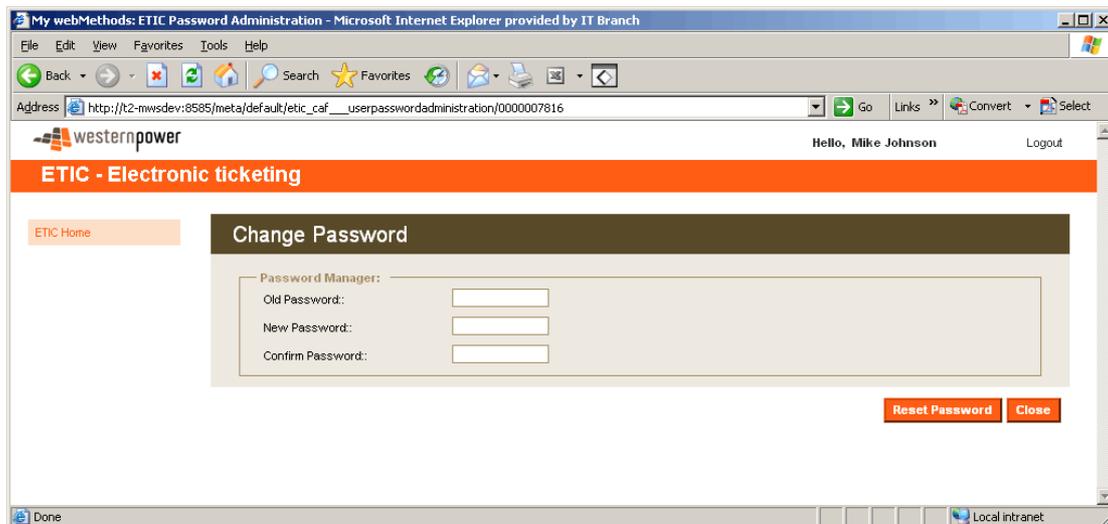
1. Do not choose a password that is easily identified with you (for example, your date of birth, telephone number or your name or any part of it).
2. A password should have a minimum of eight characters, be as meaningless as possible and use uppercase letters, lowercase letters and numbers eg xk28LP97.
3. Change passwords regularly, at least every 30 days.
4. Do not give out your password to anyone!
5. Do not write your password down even if it is disguised.

#### 7.1.2 Changing your password

To change your password:

1. Log in to ETIC using your Username, current password and the EC Number provided by a given Electrical Contractor.
2. Select the "Change Password" menu item to display the "Change Password" screen.
3. Enter you current password, new password and then confirm you new password by typing it again in the corresponding field.
4. Select the "Reset Password" button and ETIC will display the confirmation screen that your password was changed successfully.

## Change Password Screen



### 7.1.3 Forgotten your password?

Send an email to the ETIC Team requesting a new password. Please provide your login details. Western Power will supply a new password to your nominated email address. To maintain confidentiality this must be received in writing.

## 7.2 Protect your computer

Being protected means three things:

1. Having protection on your computer in the first place.
2. Checking for new Internet security protection software updates daily.
3. Scanning all the files on your computer periodically including incoming and outgoing emails.

### 7.2.2 Use a firewall

A firewall is a piece of software or hardware that filters all Internet traffic between your computer and the outside world. It works to either block or permit Internet traffic to and from your computer. You can use the Firewall to better protect your home or business computer and any personal information it holds from offensive websites, spam and unauthenticated logins from potential hackers.

A Firewall is seen to be essential for those that use their computers online, especially through the use of a cable modem.

### 7.2.3 Regularly upgrade your computer security

Security is essential in protecting your information on the Internet. To do this, check your software vendors' web sites on a regular basis for new security upgrades, or use the automated patching features that some companies offer. The programs and operating system on your computer may have valuable features that make your life easier, but can also leave you vulnerable to hackers and viruses. You should evaluate your computer security on a regular basis.

#### 7.2.4 Do not open email attachments from unknown sources.

Email is one of the prime movers for malicious viruses. Regardless of how enticing the 'subject' or attachment may look, be cautious. Any unexpected email, especially those with attachments (from someone you may or may not know), could contain a virus and may have been sent without that person's knowledge from an infected computer. Should you receive an email of this kind and you are doubtful of its legitimacy, delete it.

#### 7.2.5 Educate other users

Make sure your family members and/or your employees know what to do if a computer becomes infected.

It's important that everyone who uses a computer is aware of proper security practices. Users should know how to update virus protection software, how to download security upgrades from software vendors and how to create a proper password.

#### 7.2.6 Do not leave your computer connected (online) when not in use.

When leaving your computer unattended, you should either shut it down or physically disconnect from the Internet connection. This lessens the chance that someone will be able to access your computer.

#### 7.2.7 Be aware of your environment.

Care should always be taken in unknown areas to prevent any other persons viewing your personal information, including when typing in your passwords or details of account numbers on the Internet. Be cautious when accessing public computers or any computers you do not control.

#### 7.2.8 I don't have anti-virus protection.

Computers without anti-virus protection or out-of-date anti-virus programs are vulnerable to future attacks by malicious software like viruses or Trojans. Anti-virus programs are a simple and inexpensive way to protect your personal details from these threats.

A number of different vendors can provide complete suites of Internet security software.

## 8 Frequently Asked Questions

**Q. I cant Log in.**

A. Etic is case sensitive so if you use capitals in your username or a password that doesn't have capitals Etic Will not let you log in.

A. The EC Number field requires input to be in the following format ec000000

A. Have you been associated with the EC Account? See section 4.2.3 Associating users

A. Is the EC number being used a valid license. Etic will not let you log on if the EC licence is suspended or cancelled.

**Q. When I search for a Notice Number I see two Notices with the same Number.**

A. One of these notices will have the stage of Preliminary and the status of Submitted. The other will have a different stage and Status. The Notice that should be being worked on is one that does not have a status of submitted.

**Q. How to delete a Notice submitted to Western Power**

A. If a Notice has been saved only by the user it can be deleted by the user (see: [Trash Can](#)). If a Notice has been submitted then it cannot be deleted but may be made inactive.

If the Notice has been submitted to Western Power the request for the notice to be made inactive must be submitted in writing to the ETIC Team.

**Q. The meter number is showing as not valid.**

A. You will need to check the meter number entered is correct. If the meter number is correct and error is still occurring please contact the ETIC Team.

**Q. Forgotten your password**

A. Send an email to us requesting a new password. Please provide your login details. We will supply a new password to your email address. To maintain confidentiality this must be received in writing.

**Q. I have submitted a Notice but need to make a change.**

A. Notices can be opened for amendment by contacting the ETIC Team. Certain details cannot be amended and in some cases a new Notice will need to be submitted to ensure you are complying with EnergySafety requirements.

**Q. I need to submit drawings or another attachment for the ruling.**

A. Please email the attachment to [energise.admin@westernpower.com.au](mailto:energise.admin@westernpower.com.au) with the Notice number and suburb in the subject line

**Q. Notice PDF's do not automatically pop up**

A. This will be due to the settings you currently have on your computer. These settings will need to be changed for the PDF's to automatically show. Changing these settings may affect other programs used on your system. You will need to consult someone with knowledge of your system to implement changes.

## 9 Contact Us

### **ETIC Team**

Email: [energise.admin@westernpower.com.au](mailto:energise.admin@westernpower.com.au)

Telephone: 13 10 87 choose option 4 then option 1

Facsimile: 9225 2643

## Appendix A - Quick Reference (Not Contractor Connected)

Job Type	Examples	Metering of Supply	Type of Supply	Consumer Mains Terminate at
Disconnection / Reconnection of existing metered supply	Overhead to Underground changeover 1ph to 3ph changeover New consumer mains	If no change needed to current meter use <b>Existing meter</b> If a replacement meter is required eg 1ph to 3ph, <b>use Western Power to replace existing meter</b>	Please use the current type of supply.  If changing OH to UG ensure this is the chosen option	The option chosen should reflect where the mains will be connected at the completion of the work on this Notice.
New connection	Connecting a new master meter to the network (must have a new retailer account)	If Western Power is to install new meter or terminate mains choose <b>Western Power to install new meter.</b>  Otherwise choose <b>New meter installed</b>	Choose the Western Power supply type that is available for the site.	The option chosen should reflect where the mains will be connected at the completion of the work on this Notice.
Un-metered supplies	New connections or Alteration to existing (Do not submit electronic Notice for the removal of un-metered supplies)	<b>No Meter Installed</b> should be chosen with the property type of un-metered supply	Choose the Western Power supply type that is available for the site or the current supply type	Not applicable
Wiring / Notification Only Notice	Where no meter work or phase changes will be required on this Notice	Choose <b>Existing meter</b> if meter is on site or choose <b>No meter installed</b> (on this Notice) if meter number is not yet installed or not available	Choose the Western Power supply type that is available for the site or the current supply type	Not applicable

## Appendix B - Quick Reference (Contractor Connected)

Job Type	Examples	Metering of Supply	Type of Supply	Consumer Mains Terminate at
Disconnection/ Re-connection of existing metered supply	1 phase to 3 phase Changeover New consumer mains etc.	If no change needed to current meter use <b>Existing meter</b> If a replacement meter is used e.g. 1ph to 3ph use <b>Existing Meter replaced</b>	Please use the current type of supply.	The option chosen should reflect where the mains will be connected at the completion of the work on this Notice.
New connection	Connecting a new meter to the network (must have a new retailer account)	Choose <b>New Meter to be Installed by this Electrical Contractor</b>	Choose the Western Power supply type that is available for the site.	The option chosen should reflect where the mains will be connected at the completion of the work on this Notice.
Builder's supply pole (Creating a new one)	Treat these as a new connection and use your company address	Choose <b>New Meter to be Installed by this Electrical Contractor</b>		
Relocating a portable builder's supply pole	Use the company address	Choose <b>Existing meter</b>	Choose the Western Power supply type that is available for the site	The option chosen should reflect where the mains will be connected at the completion of the work on this Notice.  In your Preliminary Notice comments, supply the address where the builders supply pole has been installed.