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## “Larry on-line”

is here to help you buy  
and lodge your certificates  
of electrical safety online.  
It will save you time  
– and money!

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Energy Safe Victoria (ESV) has introduced its online system enabling the electrical trades to purchase and lodge certificates of electrical safety (COES) electronically.

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ESV urges Registered Electrical Contractors (RECs), Licensed Electrical Installations Workers (LEIWs) and Licensed Electrical Inspectors (LEIs), who have an online capability, to use the new system because of the advantages that it provides through its enhanced features.

ESV wishes to stress, however, that the Interactive Voice Response (IVR) system will remain unchanged for paper certificates. Paper certificates will continue to be available to those people who do not wish to use the online system.

The introduction of the online certificate system is an ESV initiative aimed at reducing the regulatory burden for businesses.

As part of the introduction of the online system, new electronic and paper certificates have been introduced.

Some of the reporting functions required in the previous certificates have been removed resulting in a simpler certificate with less categories to complete.

The paper certificate will still be able to be used by the RECs and LEIWs until stocks run out. A revised paper certificate will then be made available.

## Your Questions Answered

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### **Q: What are the advantages of using the online COES system?**

- A:** There are a number of advantages for those who select to use the online system. They include:
- > Ability to purchase COES numbers on line and lodge those COES online
  - > Ability to print off, email or fax the lodged COES to the customer
  - > The ability for online lodged COES to pre-fill with contractors details
  - > Ability to notify electricity Retailers/DB's that a certificate has been lodged
  - > Ability of RECs/LEIWs to email prescribed certificates to LEIs or inspection companies to arrange inspections
  - > Ability of LEIWs to use certificates purchased by their employer and to return the completed COES to their employer electronically
  - > If the certificate is lodged online a copy of the certificate will not have to be posted to ESV
  - > No need to use the IVR system
  - > Ability of LEIs to receive completed COES online and accept or reject the inspection request online
  - > Ability of inspection companies to receive completed COES online and to allocate them electronically to individual inspectors.
  - > Ability for employers of licensed electrical workers to purchase COES for their workers via a nominated licensed electrical worker who agrees to be the responsible person for the employers organization.
  - > Ability of employer to provide licensed workers lists within the system so that those workers can use COES that are purchased by the employer and stored in the system

# Purchasing and lodging certificates online

## **Q: How do I order and purchase electronic certificates of electrical safety online?**

### **A: Follow this process**

- > Go to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the Login button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu, click Certificate Orders
- > Select the Electronic Certificate option and enter the number of prescribed and non-prescribed certificates you wish to order and click Next
- > Click the Process Payment button
- > Depending on the credit card you wish to use, click either on VISA or MasterCard. (Please note: only these two credit cards are accepted by ESV for ordering certificates.
- > Provide your credit card details – the card number, expiry month and year, and security code
- > Click the Pay button
- > Wait until your credit card transaction is processed; do not close the window until you see the message denoting that your receipt is ready for viewing
- > Click the receipt number hyperlink to open the PDF copy of your receipt.
- > The process is now completed.

## **Q: How do I lodge certificates online?**

### **A: Follow this process**

- > Go to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the Login button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu, click Lodge Certificates (Note: only licensed electrical workers will see this option)
- > Select the type of certificate you want to lodge – Prescribed or Non-Prescribed
- > If you are the owner of the certificate leave the Responsible Person field blank: if you are using someone else's certificate, then enter their User ID in the field
- > Click the Lodge Certificate button
- > Complete the form as you would fill out a paper form. It is an exact replica of the paper form, with electronic fields that you can click to select
- > All your details and the REC details are already pre-filled to save you the trouble
- > Make sure you enter all mandatory fields marked by a red asterisk (\*)
- > Select the "self-certification" box; this replaces your signature required in the paper certificate
- > Click the Lodge Certificate button at the bottom of the page

## **Q: I am an REC? An LEIW is due to lodge a certificate for work undertaken on my behalf, How can I verify the certificate to make sure the work has been done for me?**

### **A: As soon as an LEIW from your worker's list has lodged the certificate, you will be notified via an SMS text message, and an email (subject to your mobile number and email address being on our record). You can then verify the certificate.**

#### **Follow this process**

- > Go to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the Login button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu click the Review Certificates
- > All certificates lodged by LEIW's on your behalf will be listed: click Accept or Reject and then click the Save button
- > You may additionally enter the customer email and/or fax and the electricity retailer email and/or fax so that the system can automatically email or fax the completed certificate to the customer and the retailer

## **Q: How do I assign prescribed certificates for inspection?**

### **A: Follow this process**

- > Go to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the Login button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu click the Review Certificates
- > Click on Arrange Inspection
- > Enter an Inspector ID or select an inspection company from the list
- > Click Save
- > The inspector/inspection company will be notified of your request via email and/or SMS
- > You can track the status of your request under Inspection Status

## **Q: How can I send certificates to my customers/retailers via email?**

### **A: Please note:**

- > Once a non-prescribed certificate has been lodged, it will automatically be sent to your customer via email and/or fax provided you have provided this information
- > Prescribed certificates will be automatically emailed once the inspection has been completed
- > If the customer does not have an email: you will receive the certificate via email as a PDF file. You can print this out and save it on your computer for your records. You can then send a copy to your customer.

## The following information is for licensed electrical inspectors

### **Q: I am an LEI and have received a request to inspect prescribed electrical work via SMS or email. How can I accept or reject the request?**

A: Follow this process

- > Log on to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the “Login” button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu click Lodge Certificates
- > All requests for inspections will be listed. Click Accept or Reject and then click the Save button
- > If you reject a request, the requestor will be notified of your decision via SMS/email

### **Q: How do I lodge the certificate online once I have completed the inspection?**

A: Follow this process

- > Log on to the ESV website at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)
- > Click on the “Login” button on the right hand side under Online Services
- > Enter your User ID and Password
- > Click Submit
- > From the left menu click Lodge Certificates
- > Click the Waiting Inspections tab (next to Inspection Requests)
- > All inspection requests you have accepted are listed
- > Complete the form as you would fill out a paper form. It is an exact replica of the paper form, with electronic fields that you can click to select
- > All your details and the REC details are already pre-filled to save you the trouble
- > Make sure you enter all mandatory fields marked by a red asterisk (\*)
- > Select the “self-certification” box; this replaces your signature required in the paper certificate
- > Click the Lodge Certificate button at the bottom of the page
- > An email/SMS notification will be sent to the requestor and energy retailer subject to mobile number, email and fax number having been provided).