

Level 1 ASP Contestable Work Guidelines

Customer Network Solutions

May 2025



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1 Introduction

The purpose of this document is to provide general information to Level 1 ASP's (ASP1) on the technical and process requirements for undertaking work in the Endeavour Energy franchise area.

This guideline assumes prior knowledge, and compliance with, the following documents:

- [Endeavour Energy Electricity Safety Rules](#)
- [Service and Installation Rules for NSW](#)
- [Endeavour Energy Connection Policy 2024-2029](#)
- Endeavour Energy Authorisations Manual (located on the [ASP Portal](#))
- Endeavour Energy Environmental Handbook (located on the [ASP Portal](#))
- AS/NZS3000 Wiring Rules
- AS/NZS3017 Electrical Installations – Testing and inspection guidelines
- [Accreditation Rules \(ASP Scheme\)](#)
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2017 (NSW)

Further information on the ASP scheme, including a current list of ASPs, can be found on the Office of Energy and Climate Change website. Any documents that are not linked above, can be found on the ASP Portal.

2 Safety

Working alongside electricity infrastructure can be dangerous if the appropriate safety control measures are not applied. It is important that statutory safety requirements and safe guidelines are adhered to. Not doing so can result in serious injuries and substantial damage to plant and equipment.

All workers who need to work on or near the electricity network, whether they be Endeavour Energy staff, Accredited Service Providers (ASPs) or contractors working for Endeavour Energy, must be authorised for the task that they are performing.

More information on working safely on or near our electricity network is available on our website at: <https://www.endeavourenergy.com.au/safety/building-near-electricity-infrastructure>.

2.1 ASP Portal

We maintain a web-based portal specifically for use by ASPs. [Click here](#) to open the ASP Portal, otherwise you can access it via our [website](#), under *Connections*.

The ASP Portal is your gateway to information that is specific to working with us and required by you to carry out your work. The ASP Portal contains various links explained below.

Standards

You can browse and retrieve pdf copies of all our design, environmental, construction and equipment standards, including our approved materials list.

The standards listed below are some of the more commonly used during construction and can be found in the standards section of the ASP Portal.

Standards	Description
EDI 0004	Earthing design, construction and testing of overhead transmission mains
EDI 0005	Distribution Earthing Test
EDI 0006	Distribution Earthing Construction
EDI 100	Earthing design Risk Assessments
EMS 0001	Environmental Impact Assessments and Environmental Management Plans
LCI 0001	Public lighting construction
LDI 0003	Commissioning of public lighting assets
MCI 0004	Overhead service mains installation for Level 2 Accredited Service Providers and authorised persons
MCI 0005	Overhead distribution construction standards manual
MCI 0006	Underground distribution construction standards manual
MMI 0013	Clearances to be maintained between network assets and vegetation
MMI 0021	Guide to rights and obligations for electricity mains on private property
MMI 0025	Tests for transmission/sub-transmission underground cables
SDI 120	Testing and commissioning for distribution systems
SDI 535	Site testing and pre-commissioning
SAD 0004	Recording and Lodgement of WAE network information
SAD 0008	White Sheets

The ASP Portal houses key resources to support your work with Endeavour Energy, including *Technical Bulletins* outlining interim changes or clarifications to standards, and an *Approved Product List* to check if proposed equipment is acceptable for use on our network. You'll also find *Important Notices* highlighting changes to systems, processes, or other updates affecting our collaboration, along with *Safety and Environmental Bulletins* that inform you of relevant risks or suggested improvements. Both notice types can be received via email—contact us if you wish to be added to the distribution list. Lastly, the portal contains all *Forms and Procedures*, including our complete ASP forms package and workplace instruction WPJ 4140, which details construction processes and form usage requirements.

The ASP Portal contains a range of resources to support ASPs, including Technical Bulletins (interim changes and clarifications to standards), the Approved Product List (formally approved equipment for use in our network), Important Notices (updates on systems, processes, or general information affecting how we work together), Safety and Environmental Bulletins (alerts and suggestions to support safe and sustainable operations), and Forms and Procedures (all relevant policies, guidelines, and instructions). This includes the full ASP forms package required for construction activities and our workplace instruction WPJ 4140, which details construction processes and form usage by our Construction Coordinators.

2.2 Access to Substation Construction Keys

We do not provide keys that can open our operational substations to ASPs. Substations which are under construction but not yet connected to our network are fitted with barrels which allow ASPs to gain access into the substations for construction. Our staff can gain access with their normal substation keys but the

construction keys issued to ASPs for construction will not work on substations that are operational or have had the barrels changed in readiness for connection.

Our Construction Coordinators will change out the barrels of the construction lock sets once the substation is ready for connection.

You will need to have your own construction keys issued to you by contacting the Customer Delivery Manager, where an electronic form will be sent to you for completion to organise the keys with the Endeavour Energy Locking section.

2.3 Arranging Warranty Maintenance Bonds

As defined in our Model Standing Offer for Standard Connection Services, Endeavour Energy may request the provision of a Warranty Bond in respect of the Network Connection Works ([click here](#) for further info). The Warranty Bond may be used to recover costs incurred by Endeavour Energy in rectifying any defects in respect of the Network Connection Works. The customer must warranty all works for a period of one year from the date the asset is accepted by us and transferred to our ownership (or three years where temporary assets have been installed). In most cases, ASP1s provide a service to their customers by taking over this obligation through the provision of a warranty maintenance bond with us.

ASP1s commonly arrange for a rolling bond to the value of their total works expected to be undertaken in our area over a three-year period to enable them to satisfy their clients' bond requirements without the need to arrange separate bonds relating to each job.

The value of a rolling bond is calculated as follows:

The first one million dollars (\$1M)	10%
The next two million dollars (between \$1M and \$3M)	5%
The remainder (above \$3M)	2.5%

The bond can be in the form of a cheque in favour of Endeavour Energy (drawn and kept in trust with no interest payable), unconditional irrevocable bank guarantee or an insurance policy that we can claim against without restrictions.

Our preferred bond is an unconditional irrevocable bank guarantee made out to "Endeavour Energy Network Operator Partnership ABN 11 247 365 823, Trading as Endeavour Energy".

If arranging warranty maintenance bonds for individual projects, cash bonds and bank guarantees are retained for a period of 12 months without limitation.

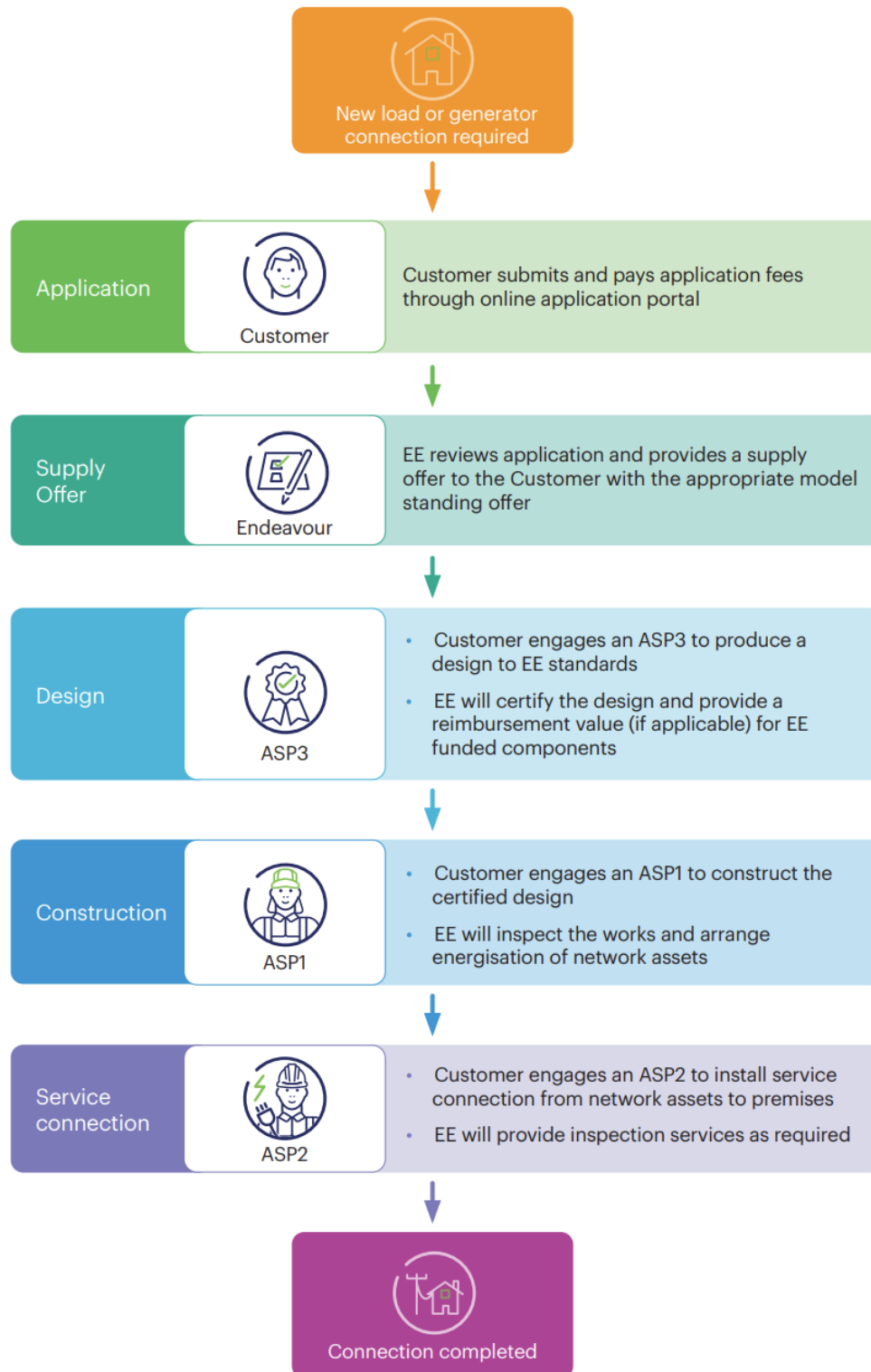
The connection works are to remain free of defects due to faulty materials, design or workmanship for a period of one (1) year, or three (3) years where temporary assets have been installed.

If a defect is discovered, we will request the ASP1 to fix it where it is practical to do so. In some circumstances, such as where assets are already energised, Endeavour Energy will fix the defect and recover the costs incurred from the ASP1.

3 Our connection process

Endeavour Energy is committed to providing an efficient service for customers in processing applications, enquiries and other contestable works activities.

Our high-level connection process is described in the diagram below. More detailed information on our process is available on our website: <https://www.endeavourenergy.com.au/connections/our-application-process>



3.1 ASP1 Construction Process

Once you receive the Letter to Proceed and you understand the site, the works to be undertaken and have a preliminary program, the construction process can begin. Our workplace instruction WPJ 4140, used by our Construction Coordinators, provides greater detail of the various forms, procedures and requirements with respect to our processes. Our construction standards and certification package provide our technical requirements. You can access all the general documents and standards on our ASP Portal.

Prior to arranging an initial site meeting with our Construction Coordinator, we expect that you will:

- have visited the site
- arranged for the pegging of all reference points critical in determining the location of proposed infrastructure
- obtained all required before-you-dig plans
- marked the location of services near proposed work
- evaluated the design, safety report and Environmental Management plan to ensure that it adequately meets your requirements

To commence your construction project, please complete form FPJ2021 – Project Commencement Notification – and submit it to the nominated Construction Coordinator. You should also contact the Construction Coordinator via email to schedule a site inspection, ensuring at least two weeks' notice is provided.

During the site meeting you should bring up any issues of concern and discuss the scheduling of any critical work activities requiring our coordination with our Construction Coordinator.

If your project involves transmission, you will generally also have a project manager assigned by Endeavour Energy to assist with coordination of our own activities and for technical support.

3.1.1 Access to the Network

Outage scoping and early submission of outage requests for network access are essential to ensure we deliver your energisation needs.

- Requests for low voltage network access - submit form FPJ 2204 providing at least 15 working day notice.
- Requests for high voltage access - submit form FPJ 4612 providing at least 25 working day notice (first feeder works requires 40 working day notice).
- Requests for transmission network access - submit form FPJ 4618 providing at least 40 working day notice.

Prior to arranging for a planned interruption, we have a commitment to ensure that all affected customers are notified in writing. This is a requirement of electricity law which is referred to as NECF (National Energy Customer Framework). If a customer has not been notified, the supply interruption cannot proceed. For us to comply to the law, we require that all applicable customers receive a minimum notice period of 5 business days prior to the day of the interruption.

3.1.2 Cancellation of Outages

On occasion, network emergencies, failure of equipment, weather conditions, industrial disputes and other events can cause cancellation of the arranged access. In these cases, we provide as much notice as possible and will endeavour to reschedule to the earliest possible time.

The following actions may be taken, depending on the scenario, when a planned outage is cancelled:

1. **ASP/Customer cancels the outage within 3 weeks of scheduled outage date**
Endeavour Energy will charge an additional fee for rescheduling the outage and will not refund the access permit fee

2. **Endeavour Energy cancels the outage within 3 weeks of the outage date**
Endeavour Energy will reschedule the outage at no additional cost, and will refund the access permit fee (unless the circumstance is as described in item 3, below)
3. **Endeavour Energy cancels the outage due to unforeseen/force majeure events, such as network incidents, extreme weather, industrial action etc.**
Endeavour Energy will reschedule the outage at no additional cost and will not refund the access permit fee
4. **Any party cancels the outage with a minimum of 3 weeks' notice before the outage date**
Endeavour Energy will reschedule the outage at no additional cost, and will not refund the access permit fee

Reserving backup outage dates is not a common practice, however, can be considered on a case-by-case basis through the existing dispensation process. Where a backup outage date is agreed by the Customer Delivery Manager, the backup date will incur non-refundable fees.

3.1.3 Endeavour Energy Provided Chargeable Services

Endeavour Energy Provided Chargeable Connection Services are works that we must carry out on your behalf which is chargeable to the customer. These works may be due to system security, reliability, health and safety obligations or if the works involves specialised services.

Typical examples include high voltage testing, cable identification and spiking or other services as be specified in the design certification package.

Our Construction Coordinator will assist with coordination of these services.

3.1.4 Testing and declaration of compliance

Generally, most works are known as “greenfield” - undertaken well outside of safe working distances of our existing network.

Prior to connecting the works to our network, you will need to complete all of the relevant testing requirements and document results for acceptance by us and prior to commissioning. You will also need to have completed our Works Complete Declaration form (FPJ4247) as acknowledgement that the works are fit for purpose for connection and that the works will be transitioned to us operationally with no further access to work on them by you unless through an access permit.

Our process also allows for a controlled staged commissioning and handover of discrete parts of the work.

Assets that are connected in this manner, although operationally under our control, are not accepted under our ownership until a Notification of Acceptance (NOA) is issued by us and any costs related to faults, incidents or loss incurred, with respect to the assets, are borne by you or your client.

3.1.5 Commissioning of Works Level 1 ASP

High voltage commissioning of works is largely performed by our District Operators and Construction Coordinators, and you will work with our Construction Coordinators to energise and test out the low voltage works. This will be done during the restoration phase of the access authority. Once you have signed off the access authority, that portion of works is operationally under our control and further access for you is not available unless you have another access authority.

Endeavour Energy standard SDI 120 and MMI 0025 contain details of relevant testing procedures, and all tests must comply with these documents. The test results for network equipment shall be verified and

recorded in the appropriate forms by your nominated qualified assessor in accordance with our procedure GNV 1044 Commissioning Network Electrical Assets.

If there are any defects identified by the tests, you must rectify them and re-test the equipment until the defects are rectified. You will need to coordinate the installation of the network with the electrical testing to allow transfer and connection immediately after passing final tests.

3.1.6 Commissioning of Service Works

All works involving services must be undertaken by a Level 2 Accredited Service Provider (ASP2) authorised to carry out Class 2A (overhead services) or Class 2B (underground services). ASP1s are not accredited to carry out service works and must either employ a subcontractor with the appropriate accreditation and authorisation or obtain the necessary accreditation and authorisation if they intend to do service work, including the disconnection and reconnection of services.

This requirement relates not only to new services associated with new loads but equally for all service works including the disconnection, reconnection, replacement or relocation of existing services being altered as a consequence of the other works being carried out.

You will be required to nominate the responsible ASP2 for your intended service works activities to our Construction Coordinator and ensure that your nominated ASP2 submits a Notification of Service Works (NOSW) for each of the services that were impacted. We will process these NOSW to maintain a record and charge the ASP2 an audit fee, based on their accreditation grading, and may audit the site depending on a risk-based selection criteria as assurance.

Your ASP2 will need to use a mobile application (eNOSW) to register any service work undertaken and receive a confirmation that a NOSW has been received. You should request a copy of these confirmations for your records to ensure a NOSW has been registered.

Any non-conformance associated with a NOSW received from an ASP2 will be recorded only against the ASP2. In cases where non-conformances have been identified and a NOSW has not been submitted, those non-conformances will be issued to you and also, once determined, issued to the relevant ASP2.

3.1.7 Project Completion

Once the works have been completed, we will issue a Letter of Acceptance (LoA) to you. This is the contractual trigger transferring the ownership of the asset from you, and your client, to Endeavour Energy.

We require that you finalise all outstanding payments and provide works as executed documentation as soon as possible, but no later than 10 business days, after final commissioning so that we can issue the LoA. We aim to issue LoAs within 5 business days of you having finalised all outstanding matters.

The relevant documents are below, all can be found on the [ASP Portal](#):

- Works as Executed Electricity Network Construction Drawings with notation as required by Endeavour Energy Standard SAD 0004
- Signed declaration Duct, Easement and Trench plan
- Technical Asset Loader (TAL) spreadsheet
- Safe Design Report
- ASP1 Forms bundle
- Level 1 ASP Works Complete Declaration and Handover of Assets to Endeavour Energy FPJ4247 Part B
- Completed Equipment Return forms where required FPJ 4252 and FPJ 4253

If the works were for the connection or upgrade of a load, the customer will also need a Permission to Connect (PTC) letter to be issued by us to allow the connection of their service by a ASP2. For ASP projects requiring contestable design and construction, this will be issued by the Customer Network Engineer. For

other basic connections that are not part of a contestable design scope, this can be applied for via our Connections Portal.

3.1.8 Managing Performance

All significant safety incidents involving our network, as well as any environmental incidents, must be reported to Endeavour Energy immediately. This includes contacting our emergency phone line on 131 003 and directly notifying the Construction Coordinator responsible for your project. If the Construction Coordinator is unavailable at the time of the incident, you must escalate the matter to the Customer Delivery Manager. Contact details for all Customer Network Solutions personnel are available under *Forms and Procedures* on the [ASP Portal](#).

Please note that reporting an incident to Endeavour Energy does not remove or replace any obligation you may have to notify other relevant parties under your legal or regulatory responsibilities.

Depending on the severity of the incident, Endeavour Energy may conduct an investigation to determine the root cause and identify corrective actions to prevent recurrence. Where appropriate, we will involve the ASP in the investigation and seek their input on proposed findings and actions.

In the case of major safety breaches or environmental incidents, we may suspend all contestable work at the affected site until an investigation has been completed and an initial report prepared.

If an ASP, their employee, an authorised person, or subcontractor breaches the Electrical Safety Rules or undertakes work in a manner that, in our view, compromises the safety of themselves, our staff, the public, or the network, their authorisation may be suspended or cancelled. If such action is taken, we will notify the individual of the terms of the suspension, including any measures they must complete before authorisation can be reinstated.

In addition, Endeavour Energy has a formal Non-Conformance process to address instances where ASPs fail to meet required safety standards, compliance obligations, or demonstrate poor project management. When a non-conformance is identified, we will issue a Non-Conformance Report (NCR) that outlines the issue and required next steps. ASPs must submit a written response detailing planned corrective actions and measures to prevent recurrence by the due date specified in the NCR. If rectification work requires access to the network, it must be arranged through the relevant Construction Coordinator. Failure to respond within the required timeframe may result in further action or applicable fees.

4 Contact Details

Customer Network Solutions Team

Email: cwadmin@endeavourenergy.com.au

Phone: 9853 7977

- General enquires relating to new applications
- System issues with the Connections Portal
- Payments

Email: cwbasic@endeavourenergy.com.au

- Single to 3 phase upgrade queries
- Connection enquires including solar or battery connections
- Customers enquiring about their Permission to Connect (PTC), Notice of Arrangement (NOA), Compliance Certificate (CC), Development Approval / Building Approval

Email: cwtech@endeavourenergy.com.au

- Correspondence directly related to an existing application assigned to a Customer Network Engineer
- Design submissions
- Proposed Method of Supply submissions
- Requests for re-certification

Email: inspection@endeavourenergy.com.au

- General advice for inspection work undertaken by Installation Inspections

ASP Authorisations Team

Email: authorisations@endeavourenergy.com.au

- Enquiries for Level 1 & 2 ASPs regarding authorisation on Endeavour Energy's network

Technology Support – IT Helpdesk

Phone: 9853 6888

- ASPs not able to log in/access our programs including eNOSW, Citrix, SOPS, ESRI (GIS), GoAnywhere and the Connections Portal

