Level 2 ASP Contestable Work Guidelines

Customer Network Solutions

May 2025

Endeavour Energy

POWER together

Contents

1 Introduction

The purpose of this document is to provide general information to Level 2 Accredited Service Providers (ASP2) 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
- Endeavour Energy Authorisations Manual (located on the ASP Portal)
- Endeavour Energy Environmental Handbook (located on the ASP Portal)
- AS/NZS3000 Wiring Rules (located on the ASP Portal)
- Accreditation Rules (ASP Scheme)

Further information on the ASP scheme, including a current list of ASPs, can be found on the Office of Energy and Climate Change website.

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. Failure to comply with these requirements and guidelines 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, 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 the Building Near Electricity Infrastructure page on our website and within Endeavour Energy's Authorisations Manual.

2.1 Notification of Service Work – eNOSW mobile app

In accordance with clause 1.8 of the Safety Installation Rules (SIR) of NSW, following the completion of any contestable service work Endeavour Energy must be notified within 2 working days of the work that has been carried out via the eNOSW app. The notification shall include a completed Permission to Connect Letter, sketch of the service route for all new installations or altered services, and, where required, a Certificate of Compliance Electrical Work (CCEW) must be obtained by the EC and submitted via the eNOSW app. To prevent errors in submitting the eNOSW it is recommended that the ASP complete the eNOSW on site at the time of the work.

Further information on submitting a NOSW through the eNOSW app, including a user guide, is available on the ASP Portal, under *Forms and Procedures*.

2.2 Non-Conformances and Safety Breaches

You (the ASP) need to ensure you are aware and fully compliant of the requirements and the reporting processes outlined in the Electrical Safety Rules, Endeavour Energy's Network Standards, the Service and Installation Rules of New South Wales and/or equipment specifications. If Endeavour Energy find any service work that contains major breaches, we will issue you with a non-conformance and may require the disconnection of supply to the service work you have performed.

In addition to the rectification work required to be completed as a result of a defect being issued, you must also respond to the non-conformance via the bottom half of form FPJ4649A. Your response should include

details of changes to Safe Work Method Statement (SWMS) and Work Health Risk Assessment (WHRA) or evidence of changes to your company process as a result of the non-conformance notification.

2.3 Endeavour Energy Inspections

Some projects may be randomly selected for inspection by an Endeavour Energy Installation Inspector, based on grading and risk factors. If selected, the inspection will assess compliance with Endeavour Energy's standards, the use of approved products, and relevant statutory requirements and documents listed above. Where non-compliance is identified, a defect or non-conformance will be raised with you. If a major defect is issued, an AER-approved re-inspection fee will apply once the issue has been rectified.

2.4 Approval for Permanent Removal of Supply

Permanent disconnection and removal of supply does not require approval from Endeavour Energy. However, specific notifications and supporting documentation must be submitted depending on the type of metering involved.

If the site contains basic Endeavour Energy meters, the ASP2 must submit a RAG NOSW (Removal of All Gear) via the eNOSW app, selecting *Metering and Service Work* as the job sub-type. For installations with interval metering, the ASP2 must submit both a NOSW for the service work undertaken. Additionally, the retailer must submit the required B2B service order to abolish the NMI. Market Services can assist with further information about interval meter removals if required.

For each separately metered installation (including builder's supply), the NOSW must include the installation address and the existing basic meter numbers.

Written approval from the owner or their agent, as well as the occupier (if not the owner), must be submitted using Form FPJ4603 – *Permission to Remove Service / Metering by Authorised Level 2 ASP*, available via the ASP Portal. The retailer's written agreement for permanent removal is also required.

In all cases of demolition or *Remove All Gear*, all equipment—including service mains and connectors—must be physically removed from the Endeavour Energy network. Existing basic metering equipment must be disposed of in accordance with your own procedures, with consideration given to the potential presence of asbestos.

2.5 Second Service

Customers who are requesting a second service connection need to submit a "Dispensation Request" via Endeavour Energy's Connections Portal. An upfront fee applies to all applications for a second service, regardless of whether the dispensation is approved. If the application is approved, any additional costs associated with providing the second service will be the responsibility of the customer.

2.6 Limited Supply

If a customer urgently needs supply and Endeavour Energy's network doesn't have enough capacity to supply the full load, we may only be able to provide a limited supply until upgrades are made. In these circumstances you will need to install a fixed primary protective device that helps manage the power use, protects our network, and ensures other customers continue to receive a reliable supply.

2.7 Number of Phases in Non-Urban Areas

Customers in non-urban areas the customers will be responsible for covering the full cost of their connection, based on the number of phases requested at the time of the application.

2.8 Additional Phases for Existing Customers

For customers in an urban area and where their load meets the minimum requirements set out in the NSW Service and Installation Rules, Endeavour Energy will cover the cost to make supply available, including adding extra phases, up to the point of common coupling. The location of this point will be determined by Endeavour Energy based on the best outcome for safety and the network.

If you cannot complete the connection due to safety concerns or physical limitations, Endeavour Energy may assist or upgrade the termination facilities, at no extra cost to the customer.

3 Principles of Testing Service Work

You are responsible for having the right testing processes and equipment in place to meet all relevant standards, including the Endeavour Energy Electrical Safety Rules. Both the network neutral and service neutral must be clearly identified, following the requirements of AS 4741. If a Class 2D authorised person is energising a completely new installation, it must be tested, at a minimum, in line with AS/NZS 3017.

3.1 Insulation Resistance

Before making any connections, the insulation resistance of the consumer's mains, service cable, or service line must be tested.

The test results need to meet the requirements of:

- The NSW Service and Installation Rules (for new service cables), and
- AS/NZS 3000 (for consumer's mains and unmetered sub-mains).

3.2 Earth Integrity

Before any connections are made, the earth integrity of the customer's installation, up to the main switch, must be tested.

The results must meet the requirements of AS/NZS 3000 and AS/NZS 3017, and the test results must be recorded on the eNOSW app.

3.3 Direct Earth

If you're making changes or additions to an installation that uses a direct earthing system, it must be upgraded to a Multiple Earthed Neutral (MEN) system as part of the work.

3.4 Polarity

It is essential to test and correctly connect all active conductors and the service neutral/consumer mains.

If the polarity is reversed, it can cause the active conductor to be directly connected to earth at the MEN link - creating a short circuit. This can lead to extremely high fault currents, posing an immediate shock and fire hazard.

A fault like this seriously affects the integrity of the earthing system. All metallic parts and earthing connections could become live at 230 volts, including the exposed metal on appliances and the earth terminals of socket outlets - even if they're switched off. **This is a life-threatening situation**.

If you're the person connecting the supply, it's your responsibility to ensure everything is correctly tested and connected before leaving the site.

And remember - in a multiphase installation, an incorrect connection could result in up to 400 volts being sent to equipment meant for 230 volts, which can cause serious damage or danger.

3.5 Polarity Testing of service termination facilities in underground areas

When working on street lighting circuits that are installed in columns or pillars and connected using links or service terminal blocks, please keep the following in mind:

- Testing between a live distribution mains active and a de-energised streetlight circuit active may still show 230 volts — so always double-check before proceeding.
- To confirm the correct service neutral connection, you may need to physically trace the wiring from the distribution mains dropper to the service terminal block.

If you're not 100% sure you've identified the correct neutral or service termination point — do not connect.

All connections to the low voltage network must follow a documented testing process in line with AS 4741 – Testing of connections to low voltage electricity networks.

This includes:

- Confirming the identity of the neutral conductor(s) through electrical testing, and
- Verifying that polarity is correct before making any connection.

Taking the time to follow these steps keeps everyone safe — including you.

3.6 Phase Rotation

When installing polyphase meters, it's important to check the phase rotation at the meter terminals to make sure the meter is connected correctly.

This check must only be carried out by a Class 2D Authorised Person.

In Endeavour Energy's network area, the correct phase rotation is anti-clockwise — please ensure this is confirmed before completing the installation.

3.7 Defective Connection of the Neutral Conductor

A faulty or loose neutral connection between the distribution mains and the customer's installation can create a serious electrical hazard - potentially causing electric shocks from the metal parts of appliances or equipment. To prevent this, it's essential to use Endeavour Energy–approved connection equipment, installed exactly to the manufacturer's specifications, for all connections between the service and the consumer's mains.

Important note: As outlined in Technical Bulletin TB 099A, all new overhead connections - and existing overhead services being reconnected - must use approved double bolt connectors for the neutral termination. This helps ensure safety and reliability across the network.

3.8 Neutral Voltage Criteria

The Electrical Safety Rules set out the minimum testing requirements that must be followed before connecting any installation to the network.

If your initial test shows a high voltage reading (anything over 6 volts), you must:

- Check all connections,
- Repeat the test, and
- If the second test still shows a high reading, the site must be immediately isolated.

You must then report the issue to Endeavour Energy by calling 131 003, and remain on site until our team arrives.

This process is essential to keep everyone safe and prevent serious electrical hazards.

3.9 Connection of Underground Services

As the ASP, you're responsible for carrying out the installation of underground services on behalf of the customer. The customer is responsible for engaging you and for the ongoing maintenance of underground low voltage service mains and consumer mains located on private property, unless a separate agreement is in place.

Each Endeavour Energy underground pillar or existing streetlight column with service connection facilities supports a maximum of four service connections. If additional phases are required and the load meets the minimum three-phase thresholds outlined in the NSW Service and Installation Rules, Endeavour Energy will fund any necessary work on the existing network to increase the number of available phases. This applies even where such work would typically be considered part of the customer’s connection scope.

In existing underground urban subdivisions, when a customer requests a three-phase upgrade, Endeavour Energy may, if required, fund the installation of a three-phase pillar on the customer’s side of the road. The location of the new pillar will be at Endeavour Energy’s discretion, based on the position that provides the greatest benefit to the group of customers on that side.

You should also advise your customers that they are responsible for maintaining access to the underground connection point where it is located on private property. If surface improvements are planned (such as gardens, driveways, or retaining walls), they must ensure future access remains possible. In some cases, a new connection point may need to be established outside of these improvements, at the customer's cost.

Lastly, remind customers that they are responsible for upgrading their own service line or cable to three-phase, and for any associated work required within their installation.

Refer to the following table for guidance on typical connection scenarios and the applicable conditions.

Services up to and including 100A Single Phase & 63A Three Phase - Urban Underground Area

Table 1

Customer Requires service connection / additional phases	Customer / developer to fund connection assets including Point Common Coupling	Endeavour Energy will provide connection assets including the Point Common Coupling	Customer to fund service connection / additional phases from Point of Common Coupling
Existing underground area of supply – No supply available at Point of Common Coupling for existing Lot.		YES	YES
Supply available at Point of Common Coupling.			YES
Old existing underground area of supply where a "Notification of Arrangement "has been issued – No supply available at Point of Common Coupling.		YES	YES
No supply available to new Lot/s / Subdivision of existing Lot. For a new installation the route length of an underground service on public land must not exceed (20) twenty metres.	YES – Level 3 ASP maybe required		YES
Customer requires an increase from 1 - 3 Phase. 3 Phase supply not available on customer's side of road in existing underground area. Refer to Service & Installation Rules of New South Wales for minimum requirements for additional phases.		EE to fund and install 3 Phase pillar / UG pit on customer's side of road at the discretion of EE, the location that will provide the most benefit to the group of customers on that side of the road.	Customer's ASP may up rate existing road crossing service in lieu of EE installing a new Pillar, provided the service length does not exceed 50m and the existing road crossing enclosure is used.
No spare termination facilities available at existing street light Column for connection of supply to new lot.	YES – Customer will require the services of a Level 3 ASP.		
No spare termination facilities available at existing street light column / pillar etc. for new connection of an existing Lot or increase 1 to 3 phase.	Refer Section 5 of this document, Clause 5.6.2	Refer Section 5 of this document, Clause 5.6.2	Refer Section 5 of this document, Clause 5.6.2
Safety Issues preventing connection / uprating of service at Point of Common Coupling.		EE to rectify/ or assist L2 ASP or connect service / additional phases	YES

3.10 Existing Underground Services

This clause outlines the recommended approach when carrying out repairs to existing underground service or consumer mains at an underground connection point. It assumes that the original underground installation was completed by an Accredited Service Provider authorised to perform Category 2 Service Work.

Across the Endeavour Energy network, several types of underground connection arrangements exist. Common examples include:

- Pit box connections located at the front boundary, typically positioned between two properties
- 600mm x 300mm connection points, found approximately 600mm from the customer's side boundary and 300mm from the front boundary. These points are generally 600mm below ground, laid in sand, and marked with electric bricks and electrical marker tape.

In some cases, easements on the customer's property may influence the position of the connection point. Additionally, installations on properties formerly serviced by the Prospect County Council (prior to 1981) often used 32mm conduit for the consumer mains.

It's important to note that other underground connection types may also be present due to legacy practices by local council electricity undertakings before the amalgamation of councils into what is now Endeavour Energy's franchise area.

Because of this variation, each underground connection must be carefully assessed prior to commencing any repair or reconnection work. This ensures the work is carried out safely, correctly, and in line with current standards and expectations.

3.10.1 Existing 600mm x 300mm underground Connections

When repairing service or consumer mains cables below ground, the following requirements must be followed:

- Cable type: Use single-core XLPE insulated and sheathed cables, with a minimum size of 16mm². *Multicore cables are not permitted.*
- Jointing method:
    - Use a straight-through crimp connector
    - Insulate with PVC electrical tape
    - Seal with heavy-duty, mastic-lined heat shrink tubing
- Backfill and protection:
    - Place a 50mm layer of sand over the completed joint
    - Install mechanical protection in accordance with AS/NZS 3000 over the sand
    - Ensure the protection covers the full area where the direct-buried cables are located

These steps help ensure the repair is safe, durable, and compliant with industry standards.

3.10.2 Insufficient Spare Termination Facilities for Service Connections

If you're working on a low voltage underground service connection and find that Endeavour Energy's pillar, turret, or column has no spare service terminal blocks available, please email inspection@endeavourenergy.com.au with the following details:

- A short description of the issue (e.g. *"Unable to connect service neutral – no spare neutral terminals in the pillar/column"*)
- The address of the customer's installation
- The nearest cross street

- The Endeavour Energy asset number (pillar, turret, or column). If there's no asset number visible, describe the location clearly (e.g. *"Located outside Lot 12, Smith Street"*)
- Your ASP contact details

Please allow a minimum of 12 working days for the work to be scheduled and completed. If an outage is required to upgrade the connection facilities, Endeavour Energy will make those arrangements. Once the work is complete, we'll get in touch with you directly.

3.10.3 Service - Fuses and Circuit breakers

A Class 2B authorised person is not permitted to energise the installation.

The Authorised Utility Person (AUP) will remove the service fuse elements from their carriers and place them at the rear of the meter panel until energisation is approved.

3.12 Service Terminations at Padmount Substations

Access to Endeavour Energy's locked equipment can only be provided with accompanied access by Endeavour Energy staff.

To request access to a substation, submit your request via Endeavour Energy's Connection Portal on our website. Once approved, an Access to Work (ATW) will be issued on-site to allow the work to proceed.

Please note:

- The AUP must hold the appropriate Endeavour Energy authorisation to receive and manage an ATW.
- The AUP must also have the relevant SWMS and WHRA for the task being carried out.

3.12.1 Service Connections to Endeavour Energy's LV Circuit Breakers

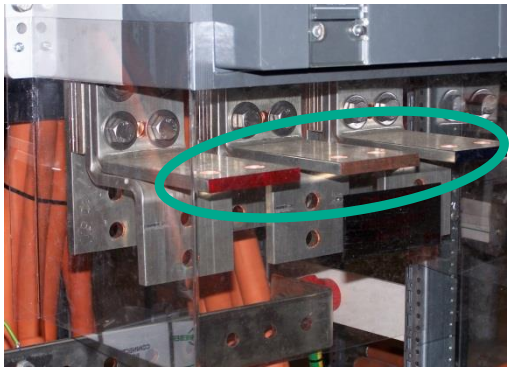
Low voltage circuit breakers installed for customer connections include additional connection points (flags) specifically designed to allow a generator to be connected when required.

Each breaker is equipped with two sets of connection points per phase, allowing for a maximum of four cables per phase for service connections.

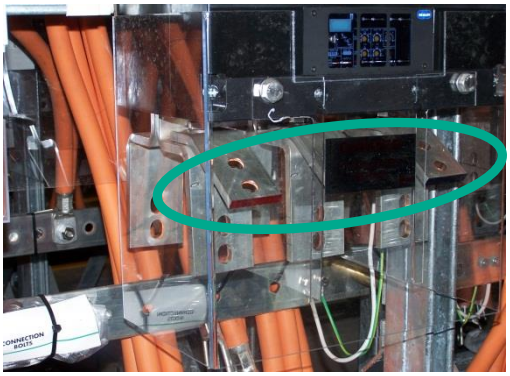
You must ensure the following:

- The green-highlighted generator connection points must not be used to terminate service mains.
- Service mains (and associated lugs) must be installed in a way that does not obstruct access to the generator connection points.

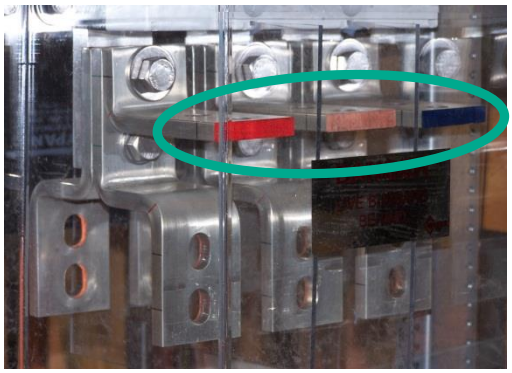
Refer to the accompanying photo for an example of an incorrect connection.



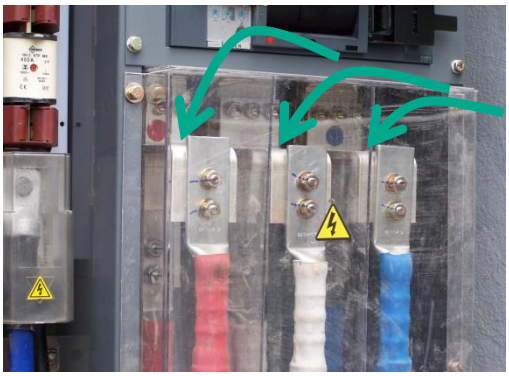
1250 amp LV circuit breaker



2500 amp LV circuit breaker



3200 amp LV circuit breaker



Incorrect connection (lugs too long)

Please be aware that in padmount substations, the three-phase busbar at the low voltage (LV) end remains energised, even when the circuit breaker outgoing terminals are de-energised and the work is covered under an ATW.

Due to this, the SWMS and WHRA for the job must specifically address the additional risk of working near live components in this environment.

Always take extra care and ensure all safety documentation reflects the conditions on site.

4 Overhead Supply – Work by Class 2C and Class 2C (EWP) Authorised Persons

This section applies to contestable works involving overhead service lines, carried out by a Class 2C or Class 2C (EWP) authorised person.

Please note:
This authorisation level does not permit energisation of the customer's installation beyond the line side of the service fuse.

To leave the installation in a safe state:

- The service fuse cartridges must be removed from their carriers and placed at the rear of the meter panel
- The empty fuse carriers should be inserted into the fuse base
- If a circuit breaker is installed, it must be capable of being secured in the OFF position

Always ensure the installation is left in a condition that is electrically safe and compliant.

4.1 Responsibility of Accredited Service Provider

As an Accredited Service Provider, it's your responsibility to ensure that all Class 3C and Class 3C (EWP) work is completed in full compliance with:

- Endeavour Energy's Overhead Distribution Construction Standards Manual (MCI 0004 & MCI 0005), and
- The Service and Installation Rules of NSW for low voltage aerial services.

Following these standards is essential to maintain safety, quality, and compliance across all overhead works.

4.2 Connection of Overhead Services

In situations where the distance between the network mains pole and the customer's property boundary exceeds the allowable span (as defined in the Service and Installation Rules of New South Wales), Endeavour Energy may install a street-crossing pole to support the service line.

If a street-crossing pole is required:

- Endeavour Energy will install the pole and the conductors between the network mains pole and the street-crossing pole.
- The customer's ASP is responsible for installing the overhead service line from the street-crossing pole to the customer's point of attachment.

In all other cases, the Service and Installation Rules of NSW require the customer to provide a compliant point of attachment that meets all required clearances.

The table below outlines typical scenarios and the relevant responsibilities for each.

Services up to and including 100A Single Phase & 63A Three Phase - Urban Overhead Area

Table 2

Customer requires service connection / additional phases	Customer to Fund connection assets up to Point of Common Coupling	Endeavour Energy (EE) will provide connection assets up to Point of Common Coupling	Customer to fund service connection / additional phases from Point of Common Coupling to Connection Point.
No supply available – existing subdivision.		YES	YES
Supply to new Lot /s / subdivision of existing lot.	YES		YES
Supply available at Point of Common Coupling.			YES
Supply not available on customer's side of road.			Customer responsible for installing service provided < 50m from Point of Common Coupling including adequate road clearance.
Supply not available on customers side of road >50m from Point of Common Coupling.		Yes where Point of Common Coupling > than 50m and there is no other alternative	YES
Additional Phases required, additional phases not available on customer's side of the road at Point of Common Coupling.		Endeavour Energy will uprate existing shared road crossing	YES
Underground service from EE pole on the same side of road. (UGOH). This arrangement must not require any additional street poles to be installed by Endeavour Energy.			YES
Safety issues with clearance to HV etc. at Point of Common Coupling i.e. EE Pole Sub, pilot catenary cable, etc.		EE to assist to connect service / additional phases.	YES

4.3 Overhead Service – Crossing Adjoining Property – Existing Installations

According to the Service and Installation Rules of New South Wales, an overhead service route that crosses an adjoining property is only permitted if a suitable easement has been obtained over that property.

To help clarify how this applies to existing installations within Endeavour Energy's network area, Table 3 has been provided as a guide.

Table 3

Work being performed	Service work	Action
Disconnection/Reconnection for repair/replacement of consumers mains, main switchboard	No new service work	No change
Repairs/replacement of point of attachment, in the same position (includes customer service pole) or relocated adjacent to or in same position with service encroachment no greater.	Disconnect/reconnect only. No additional service work	No change
Relocation of point of attachment to new position, new / relocation of network point of common coupling	New service work required	Must ensure no encroachment or an easement is required. All overhead services in future underground distribution system area to be as per Clause 1.5.6.1 of the Service and Installation Rules of New South Wales
Upgrade of service 1 – 2/ 3 phase		
Work aligned with Level 1 Construction Work	New service work required	Must ensure no encroachment or an easement is required. All overhead services in future underground distribution system area to be as per Clause 1.5.6.1 of the Service and Installation Rules of New South Wales.

4.4 Transformer Poles

If the connection point is an Endeavour Energy pole fitted with a transformer, a service connection may only be made when all of the following conditions are met:

- Safe approach distances to high voltage (HV) terminals and conductors can be maintained
- There are no other safety hazards present
- The pole substation includes facilities for service connections

If these conditions cannot be met, do not proceed with the connection. Instead, contact Endeavour Energy to either assist with the connection or make alternative arrangements to ensure the connection can be completed safely.

4.5 Screw Hooks and Service Rings

Only one service is allowed to be connected to a single screw hook on a distribution mains pole.

If multiple services need to be taken from the same location on the pole, a service ring must be used instead. (Refer to MCI 0004 for detailed installation requirements.)

4.6 Preparation of Terminations to Overhead Distribution Conductors

All joints must be prepared in line with standard jointing practices. This includes thoroughly scratch brushing all bare distribution conductors before making any connection.

Proper preparation ensures a safe, reliable, and long-lasting joint.

4.7 Installation of Overhead services

ASPs are expected to have comprehensive SWMS in place that cover the full scope of installation, connection, and testing activities relevant to this class of work.

The AUP must ensure all work is carried out in accordance with the applicable requirements of Endeavour Energy's standards and documentation.

4.8 Disposal of Meter Equipment

It is the responsibility of the ASP to dispose of all basic metering equipment that has been removed, in line with the ASP's own disposal procedures and at the ASP's cost.

When disposing of this equipment, the ASP must also consider and manage any risk of asbestos contamination to protect public health and safety.

Please note that Endeavour Energy does not require the return of removed meters to Field Service Centres.

Metering equipment includes (but is not limited to):

- All types of kWh meters
- Load control devices such as AF relays and time switches
- Current transformers, summation links, and test blocks

4.9 Energising New Whole Current Metered Installations

4.9.1 Obtain Approval

Before any new whole current metered installation can be energised, a valid network connection approval must be in place.

Only retail customers can be connected to the Endeavour Energy network. The customer - or someone acting on their behalf - must apply to Endeavour Energy for a network connection through the Connections Portal.

Once Endeavour Energy has reviewed the application and approved the connection, a Permission to Connect (PTC) letter will be issued to the applicant.

Important: The ASP must not connect the customer to the network until a valid PTC letter has been received for the site. Connecting without a PTC is considered an illegal connection and will result in a non-conformance.

After completing the site connection, the ASP is required to submit the PTC reference number along with the eNOSW and Certificate of Compliance – Electrical Work (CCEW).

4.10 Installing L2 ASP

Before connecting a customer's installation, the ASP must obtain the distributor's copy of the CCEW from the installing electrical contractor. This certificate confirms that the installation work has been completed, and all required tests have been carried out.

Once the authorised person has completed the necessary tests - such as those outlined in AS/NZS 3017 and AS 4741 - and the ASP has accepted responsibility for the work, the test results must be entered into the appropriate section of the eNOSW app.

4.11 Sealing

Under the Service and Installation Rules of NSW, all service and metering equipment must be sealed.

It is your responsibility to ensure that proper sealing is completed on the service installation. This includes sealing the:

- Service fuses
- Service active and neutral links
- Metering links

Only Endeavour Energy-approved seals and sealing pliers are to be used. For service equipment, the only approved PVC seal is the "Gold" security seal, which is available from electrical wholesalers.

As part of the authorisation process, each individual granted Class 2D Authorisation (AUP) may be issued a pair of approved sealing pliers by Endeavour Energy. Each pair has a unique die number, which is used to identify the Authorised Person performing the sealing.

ASPs are responsible for the security and proper use of all sealing pliers issued to their employees or subcontractors by Endeavour Energy.

5 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

endeavourenergy.com.au

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