



A message from

# Customer Network Solutions

**IN003/2023**

## **An update on our stop and reset**

22 March 2023

We thank you for your ongoing patience while we continue to work through our Stop and Reset for safety.

To clarify what work has been impacted, the pause for safety impacts planned ASP outages involving switching and energisation activities. All other construction related work undertaken by authorised ASPs, that do not require attendance by Endeavour Energy staff, is not impacted.

To reiterate, all planned ASP outages for this week are cancelled and we anticipate a staged return to normal business during next week. Any ASP that has a project impacted will receive a direct phone call from a senior member of our Customer Network Solutions team.

We understand that this has caused a sudden disruption for some of our customers, and we apologise for any inconvenience caused.

Should you need to contact us, please email us at [ASPAudit@endeavourenergy.com.au](mailto:ASPAudit@endeavourenergy.com.au).

Kind regards,

**Customer Network Solutions**