

A message from Customer Network Solutions

IN006/2023

Connections Digital Uplift – Phase 2

23 May 2023

Introducing an enhanced online payment platform

We're excited to announce the next phase in our digital transformation. Phase 1 saw us launch our Connections Portal, converting paper-based standard application forms to a web based online application solution through a self-service platform, enabling you to submit, review, pay and track the status of your applications at any time.

Benefits

Phase 2 will provide additional benefits, building on the foundations we have already laid, including:

- an enhanced payment platform to incorporate all connection fees issued for contestable works
- more flexibility on payment methods, including Credit Card and BPAY options
- an ability to make multiple payments in the one transaction (add to cart feature)
- email notifications to advise when fees have been issued and are ready for payment
- an enhanced project dashboard to provide greater visibility of projects and payments.
- an option for customers to apply for monthly account invoicing



Email payment
notifications



Payments via
Connections
Portal



Credit card and
BPAY payment
options



Enhanced
dashboard

When is this happening?

We're in the process of building the functionality and planning to introduce these changes in the coming months. We will be in touch beforehand to make sure you have all the information you need – you don't need to do anything at this stage.

In the meantime, should you need any further information on our Connections Digital Uplift, please email us at aspaudit@endeavourenergy.com.au.

Kind regards,

Customer Network Solutions