



A message from

# Customer Network Solutions

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## **Connections Digital Uplift – Online payments**

2 August 2023

### **Our enhanced online payment platform is almost here**

As you know from a previous update, we're currently preparing for 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.

We're now preparing to go live with Phase 2 of our Connections Digital Uplift. As part of Phase 2, we're modernising our payment mechanisms across the end-to-end connections process and providing options that better suit the needs of our customers.

### **What's changing?**

When Phase 2 is "live", you will be able to:

- **pay all connection project fees online** within the Connections Portal by credit card or BPAY
- **forward payments** to other nominated parties via the BPAY payment method
- view all of your **pending payments** across all active connection projects assigned to you
- add **multiple fees** to the "Cart" to pay them all at once, on a **single tax invoice**
- view the status of **all active projects** (regardless of whether they were lodged in the Connections Portal), where you are the nominated Developer, Applicant or ASP
- review **payment history** and **download tax invoices** for any payments made online

### **When is this happening?**

As part of our preparations before go live, we are working with internal and external stakeholders to conduct user acceptance testing. We envisage this to be complete by mid next week, with a go live date planned in mid-August 2023. We'll be in touch again to confirm our go live date to provide a more thorough overview of the changes and updates.

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

Kind regards,

**Customer Network Solutions**