



A message from

# Customer Network Solutions

**IN018/2023**

## Revised process for requesting visual substation inspections

28 August 2023

In response to customer feedback, we are introducing a revised process for requesting visual substation inspections to reduce lead times and streamline the process.

### What's changing:

- Visual substation inspection requests relating to *existing connection applications* can now be made directly to the Customer Network Solutions (CNS) representative that is managing your application. Your nominated CNS representative will be specified in your application response (Supply Offer) or within the [Connections Portal](#) project dashboard
- Visual substation inspection requests *not* associated with existing connection applications, must be submitted as a "Technical Enquiry" through our Connections Portal. Please ensure that your request includes the asset number, proposed inspection date, and the reason for the request.
- The Construction Works team will no longer accept visual substation inspection requests submitted via [construction.works@endeavourenergy.com.au](mailto:construction.works@endeavourenergy.com.au)

### These changes are effective from the date of this notice.

Please note that this process change relates specifically to *visual substation inspections only*. For all other construction works enquiries, such as network access and isolations requests, please direct them to the [construction.works@endeavourenergy.com.au](mailto:construction.works@endeavourenergy.com.au) mailbox. Similarly, requests necessitating an installation inspector on-site should be directed to the [inspection@endeavourenergy.com.au](mailto:inspection@endeavourenergy.com.au) mailbox in accordance with the current process.

Should you have any inquiries regarding the revised process, please feel free to reach out to us at [aspaudit@endeavourenergy.com.au](mailto:aspaudit@endeavourenergy.com.au).

Kind regards,

**Customer Network Solutions**