



A message from

Customer Network Solutions

IN020/2023

Revised process for requesting substation rating and loading information (MDI read)

7 September 2023

We are introducing a revised process for requesting substation rating and loadings to reduce lead times and streamline the process.

What's changing:

- Substation rating and loading (MDI read) 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.
- Substation rating and loading 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, and the reason for the request.
- Our CNS admin team will no longer accept substation rating and loading requests submitted via assetnumbers@endeavourenergy.com.au or cwadmin@endeavourenergy.com.au

These changes are effective from the date of this notice.

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

Kind regards,

Customer Network Solutions