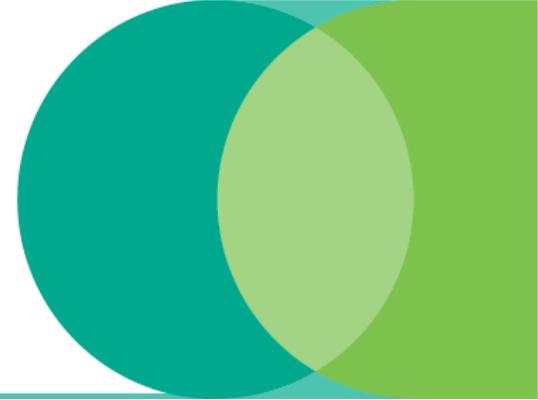


A message from

Customer Network Solutions



03/2024

Streamlining our communication channels

8 February 2024

We're making it easier for you to contact us by streamlining our communication channels

We are aware it can sometimes be a little confusing to work out the right way to contact us, so we are working on streamlining our communication channels, and want to provide some insight

What's changing?

As of Friday 9th February, we will be closing the ASPAudit mailbox – so it will no longer be able to send or receive email communications.

What's the best way to contact us?

We have outlined below the communication channels that are still in place and when/how to use them.

CWAdmin@endeavourenergy.com.au

Customer Connections Team – 9853 7977

- General enquires relating to new applications
- System issues with the Connections Portal
- Payments

CWBasic@endeavourenergy.com.au

- Single to 3 phase upgrade queries
- Connection enquires including solar or battery connections
- Customers enquiring about their Permission To Connect (PTC), Notice Of Arrangement (NOA), Compliance Certificate (CC), Development Approval / Building Approval

CWTech@endeavourenergy.com.au

- Correspondence directly related to an existing application assigned to a Customer Network Engineer
- Design submissions
- Proposed Method of Supply submissions
- Requests for re-certification

ContractInspectors@endeavourenergy.com.au

- Submission of construction related forms associated with existing applications

ConstructionWorks@endeavourenergy.com.au

- Tiger Tails
- Substation or LV access/outage
- Network mains outage (not related to a contestable project)
- Over height vehicle loads trespassing EE franchise area
- Excavation near our assets or asset support
- General safety advice for work near our live assets

Inspections@endeavourenergy.com.au

- Used for Level 2 ASPs to make appointments with Installation Inspectors for inspection work

Authorisations@endeavourenergy.com.au

- Enquiries for Level 1 & 2 ASPs regarding authorisation on Endeavour Energy's network

IT Helpdesk – 9853 6888

- ASPs not able to log in/access our programs (where they have already been set up) including:
 - Citrix
 - SOPS
 - GIS CAD Export
 - GoAnywhere
 - ESRI (GIS)
 - ENOSW

Other helpful information

Connections Portal

- You can access our [Connections Portal](#) through the [Connect Online](#) page on our website
- Pay all connection project fees online within Connections Portal by credit card or BPAY
- View the status of all active projects where you are the nominated Developer, Applicant or ASP
- Review payment history and download tax invoices for any payments made online
- Review application submissions

Connections Portal user guides and quick reference guides:

- [Connections Portal user guide](#)
- [User registration, log in and password reset guide](#)
- [Online payments user guide](#)

If you are a new ASP and would like to request remote access to our systems (including Citrix, SOPS, GIS CAD, ESRI ArcGIS and GoAnywhere), please fill in our [online form](#). Access to our systems usually takes 24-48 hours.

We will continue to review any ongoing opportunities to consolidate these channels.

Kind regards,

Customer Network Solutions