



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 9<sup>th</sup> 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.

<a href="mailto:CWAdmin@endeavourenergy.com.au">CWAdmin@endeavourenergy.com.au</a> Customer Connections Team – 9853 7977	<ul style="list-style-type: none"><li>• General enquires relating to new applications</li><li>• System issues with the Connections Portal</li><li>• Payments</li></ul>
<a href="mailto:CWBasic@endeavourenergy.com.au">CWBasic@endeavourenergy.com.au</a>	<ul style="list-style-type: none"><li>• Single to 3 phase upgrade queries</li><li>• Connection enquires including solar or battery connections</li><li>• Customers enquiring about their Permission To Connect (PTC), Notice Of Arrangement (NOA), Compliance Certificate (CC), Development Approval / Building Approval</li></ul>
<a href="mailto:CWTech@endeavourenergy.com.au">CWTech@endeavourenergy.com.au</a>	<ul style="list-style-type: none"><li>• Correspondence directly related to an existing application assigned to a Customer Network Engineer</li><li>• Design submissions</li><li>• Proposed Method of Supply submissions</li><li>• Requests for re-certification</li></ul>
<a href="mailto:ContractInspectors@endeavourenergy.com.au">ContractInspectors@endeavourenergy.com.au</a>	<ul style="list-style-type: none"><li>• Submission of construction related forms associated with existing applications</li></ul>
<a href="mailto:ConstructionWorks@endeavourenergy.com.au">ConstructionWorks@endeavourenergy.com.au</a>	<ul style="list-style-type: none"><li>• Tiger Tails</li><li>• Substation or LV access/outage</li><li>• Network mains outage (not related to a contestable project)</li><li>• Over height vehicle loads trespassing EE franchise area</li><li>• Excavation near our assets or asset support</li><li>• General safety advice for work near our live assets</li></ul>
<a href="mailto:Inspections@endeavourenergy.com.au">Inspections@endeavourenergy.com.au</a>	<ul style="list-style-type: none"><li>• Used for Level 2 ASPs to make appointments with Installation Inspectors for inspection work</li></ul>

<a href="mailto:Authorisations@endeavourenergy.com.au">Authorisations@endeavourenergy.com.au</a>	<ul style="list-style-type: none"> <li>• Enquiries for Level 1 &amp; 2 ASPs regarding authorisation on Endeavour Energy's network</li> </ul>
IT Helpdesk – 9853 6888	<ul style="list-style-type: none"> <li>• ASPs not able to log in/access our programs (where they have already been set up) including: <ul style="list-style-type: none"> <li>– Citrix</li> <li>– SOPS</li> <li>– GIS CAD Export</li> <li>– GoAnywhere</li> <li>– ESRI (GIS)</li> <li>– ENOSW</li> </ul> </li> </ul>

## 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**