

A message from

Customer Network Solutions

04/2024

EFT Payments in the Connections Portal

14 February 2024

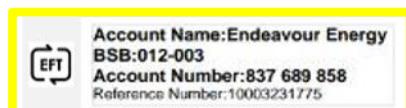
We are pleased to announce that, based on your feedback, we are reintroducing the EFT payment option for all connection related payments via the Connections Portal.

From 21 February 2024, you will be able to pay invoices directly to a BSB and Account Number using the EFT payment service. This is in addition to existing credit card and BPAY payment options.

What you need to know

Tax invoices issued from 21 February 2024 will have EFT payment details at the bottom of the invoice as per the example below:

Payment Options



For any enquiries relating to this invoice please contact Customer Network Solutions on 02 9853 7977 or email cwadmin@endeavourenergy.com.au

When making a payment using EFT, **please ensure the invoice number is entered as the reference number** for the EFT transaction. This will ensure that your payment is reconciled in a timely manner and applied to the relevant outstanding fees.

The invoice number can be found in the top left hand side of the invoice as per the example below:



If you have a tax invoice dated prior to 21 February 2024 you can also pay this using EFT by following the steps above, ensuring the invoice number is entered as the reference number.

Kind regards,

Customer Network Solutions