

# A message from Customer Network Solutions

IN07/2024

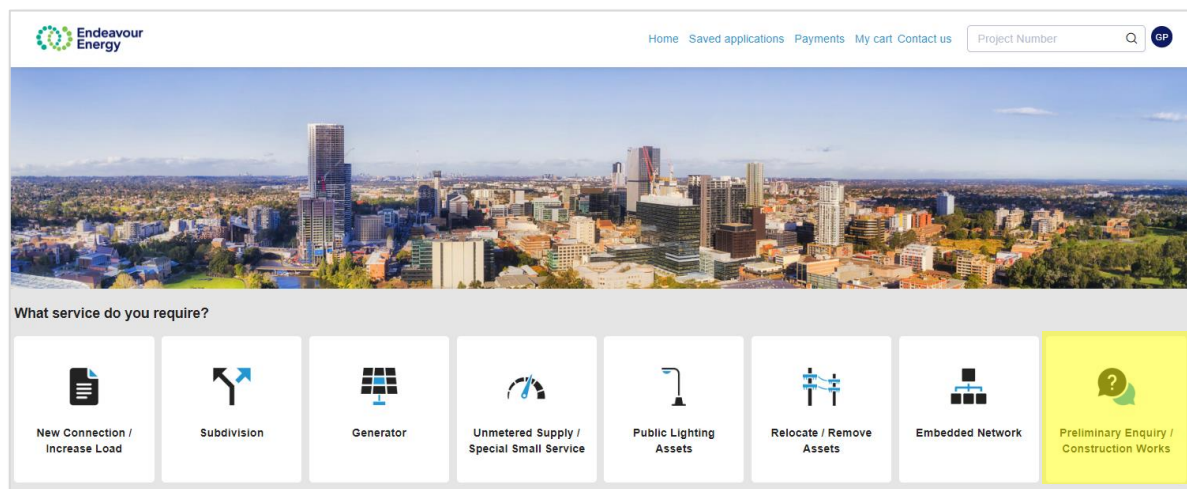
## Revised Process for Submitting Construction Works Requests

7 March 2024

In response to customer feedback, we are introducing a revised process for submitting construction works (ancillary network services) requests to reduce lead times and streamline the process.

### What's changing:

- For all new enquiries or works requests, please utilise our online [Connections Portal](#). After logging in, you can seamlessly submit your request by clicking on the tile highlighted below



### Following types of new applications can be submitted through our online Portal:

- Tiger Tails Installation/Removal
- Over-Height Vehicle Loads Trespassing Our Network Area
- Network Mains Outage Requests (Not Related to Contestable Projects)
- Excavation Near Our Assets or Asset Support
- Substation or LV Access (Requiring network isolation)
- Substation Visual Inspection (Not Requiring network isolation)

*Note: Submission of an application incurs a non-refundable preliminary assessment fee.*

### Online Portal user guides and quick reference guides:

- [Connections Portal User Guide for Construction Works Services](#) - a step by step guide for the new process
- [User registration, log in and password reset guide](#)
- [Online payments user guide](#)

These changes will be effective from **Monday 11<sup>th</sup> March 2024**. After this date, the [construction.works@endeavourenergy.com.au](mailto:construction.works@endeavourenergy.com.au) mailbox will no longer process new work requests. If your enquiry pertains to safety advice or any other general matter not covered in the above application types, please direct them to the [construction.works@endeavourenergy.com.au](mailto:construction.works@endeavourenergy.com.au) mailbox.

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

Kind regards,

Customer Network Solutions