



A message from

## **Customer Network Solutions**

**18/2024**

### **Delay in NOSW Billing**

17 May 2024

We would like to inform you of an important update regarding your Notification of Service Work (NOSW) billing schedule. As you may be aware, Endeavour Energy recently implemented a new authorisations system, Beakon, to streamline the ASP authorisation process by enabling self-service, improved transparency, and real-time access to your authorisation information.

As part of the implementation of our new Beakon system, there has been a delay in issuing your NOSW billing statement between the months of February to April.

We anticipate that the invoices for those months of NOSW submission will be issued within the next week. To accommodate this delay, we are extending the payment due date to the end of June 2024.

We understand the importance of timely billing, and we apologise for any inconvenience this delay may cause.

If you have any questions, please don't hesitate to contact us at (02) 9853 7977 or via email [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au).

Thank you, and we appreciate your understanding.

Kind regards,

**Customer Network Solutions**