



A message from

Customer Network Solutions

29/2024

Improving the Connections Portal

12 Sept 2024

Endeavour Energy is expanding the use of the Connections Portal to incorporate Basic Applications (System Generated Permission to Connect), and other related connection services. We are also making some changes to the look and feel of the Connections Portal.

Why are we making this change?

We are streamlining the connections application process by ensuring **all application types** are available to be submitted online through our Connections Portal. This means that there will be only one entry point for all connection and other related applications.

In addition, we are making the content and the 'look & feel' of the current Connections Portal landing page easier for you to access our services.

When is this change happening?

This change is planned for mid - November 2024.

How you will be impacted?

The people most affected by this change are those who currently submit:

- Basic Applications (System Generated Permission to Connect) through our web portal
- Installation Inspection Services through our inspection mailbox
- Facilities Access, either through the network facilities access mailbox or directly to an Endeavour Energy contact person

Once this change occurs, all applications related to the above categories must be submitted through our Connections Portal.

| Current Connections Portal User | New Connections Portal User |
|---|--|
| <p>Not much will change for current users, they will:</p> <ul style="list-style-type: none">▪ See a simplified layout of the landing page▪ See categorised tiles with sub-tiles for each application type▪ Use a new URL link to access the Connections Portal▪ Continue using your current log in and password for the Connections Portal | <p>There will be a few key changes for new users, they will:</p> <ul style="list-style-type: none">▪ Cease using the current web portal for basic applications (System Generated Permission to Connect)▪ Cease submitting applications via email or Endeavour Energy contact person▪ Self-Register and log in to the Connections Portal▪ Select and complete relevant online application forms to submit your service request |

How to seek support

We will periodically communicate with you leading up to this change explaining:

- The change in more detail, and
- What you'll need to do in preparation for the change

In the meantime, if you have any questions, please reach out to the Customer Networks Solution Team on cwadmin@endeavourenergy.com.au

Kind regards,

Customer Network Solutions