



A message from

## Customer Network Solutions

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**35/2024**

### **Important update on your recent application**

1 November 2024

We are reaching out to you regarding a recent application that you submitted to Endeavour Energy and received a system-generated Permission to Connect letter (PTC). Due to a system issue, applications that were submitted between 23<sup>rd</sup> to 25<sup>th</sup> October 2024 were corrupted and they need to be recreated in our system.

**We have identified that your application was impacted by this issue.**

We are in the process of recreating your application in our system and you will receive a new PTC from us once this action is complete. Please note that this new PTC, including reference number, overrides your prior PTC.

Importantly, there is no other impact to your connection application, so you may proceed with your installation as planned.

Thank you for your understanding and patience as we work on reissuing your PTC. If you have any questions, please contact our Customer Network Solutions team on [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au)

Kind regards,

**Customer Network Solutions**