



A message from

# Customer Network Solutions

38/2024

## Improving the Connections Portal - November Update

14 November 2024

Following our notice of 12 September, Endeavour Energy is streamlining the connections application process by making **all application types** available for online submission through our Connections Portal. This will create a **single-entry point** for all connections and related applications.

The system updates to expand the use of our Connections Portal to incorporate Basic Applications (System Generated Permission to Connect) and other related connection services are underway.

### Testing the system

We will soon commence testing the updated Portal to ensure all the newly digitised applications and other related services forms work as expected before we go-live.

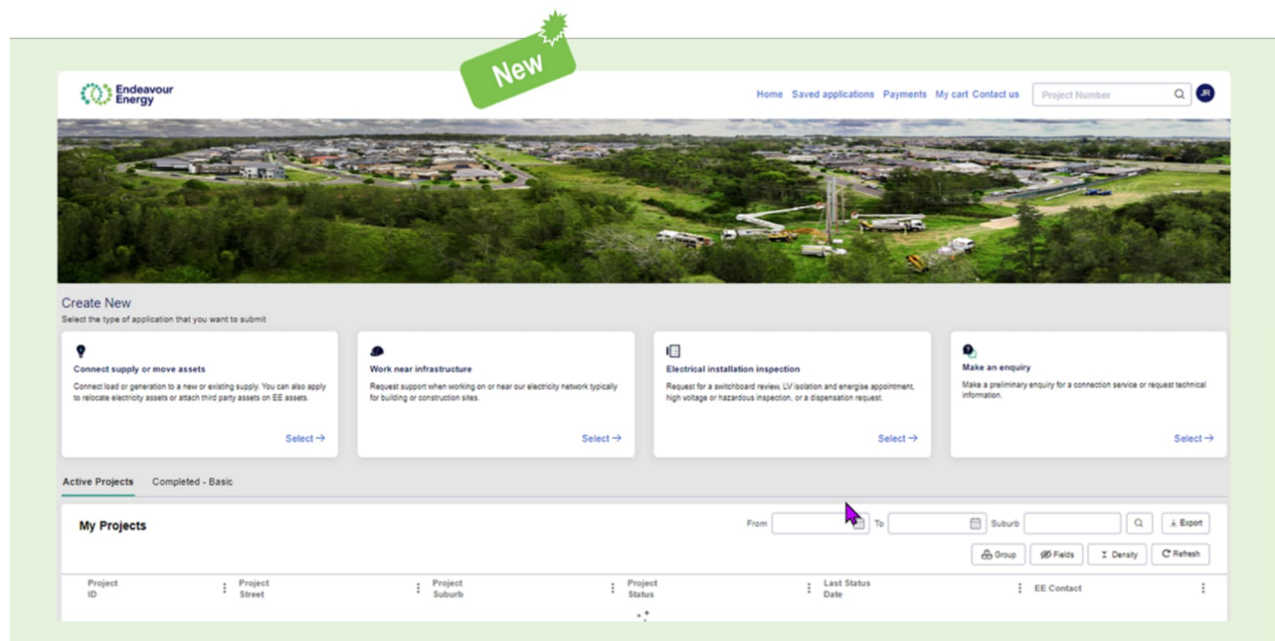
### When is this change happening?

This change was initially scheduled to go live in November 2024. However, given its proximity to the holiday period, when we typically see an increase in applications and many people have planned leave, we have decided to move the go-live date.

It is now anticipated that this change will happen in **early February 2025**.

### How will the Connections Portal look different

For those who currently use the Connections Portal, you will notice a change in the services tile layout. The current eight tiles have been recategorized into four, with sub-tiles displaying various application types. Additionally, you will see a 'My Projects' dashboard, where you can keep track of the progress of all your applications.



## How will I be impacted?

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

- Basic Applications (Auto-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>You will:</p> <ul style="list-style-type: none"><li>▪ See a simplified layout of the landing page</li><li>▪ See categorised tiles with sub-tiles for each application type</li><li>▪ Be redirected to the new URL link to access the Connections Portal</li><li>▪ Continue using your current log in and password for the Connections Portal</li></ul>	<p>You will:</p> <ul style="list-style-type: none"><li>▪ Cease using the current web portal for basic applications (System Generated Permission to Connect)</li><li>▪ Cease submitting applications via email or Endeavour Energy contact person</li><li>▪ Self-Register and log in to the Connections Portal</li><li>▪ Select and complete relevant online application forms to submit your service request</li></ul>

## What do I need to do if I have never used the current Connections Portal?

If you have not used the Connections Portal before you will **need to self-register for the first time**, creating a log-in and password. Closer to go-live we will provide you with a guide explaining how to do this.

## How to seek support

We will communicate with you again 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](mailto:cwadmin@endeavourenergy.com.au)

Kind regards,

**Customer Network Solution Team**