



A message from

Customer Network Solutions

28/2025

A message from Stephen Sammut

9 September 2025

It's fast approaching the 4-year mark since commencing my role as Head of Customer Network Solutions. The transition from a process driven Network Connections team to a customer centric - Customer Network Solutions began before I commenced and I have been very happy to see our commitment to our customers continue to grow during my time.

Over the past 8 months, my time has been split between my role in CNS and the establishment of a new Transformation function within Endeavour Energy. Part of the objective of this new function is to address some of the pain points that have crept into our work practices across the organisation, by redefining our end-to-end work processes, to adapt to the technologies we will require for the future.

Recently, an opportunity to join the Transformation Office on a permanent basis has been presented to me and I have accepted a full-time role in this team.

My appointment into the Transformation Office creates a progression opportunity for Ashwin Prasad, our Customer Connections Experience Manager, who has been key member of my leadership team over the last 4 years. Ashwin brings to this role over 20 years experience in the energy sector, with a customer-first leadership approach and a passion for driving innovation to deliver meaningful, positive customer outcomes. Please join me in congratulating Ashwin on his new role as Head of Customer Network Solutions.

You can view the Customer Network Solutions contact list on the [ASP Portal](#), under *Forms and Procedures*.

There has been a significant amount of change over the past 4 years that hasn't always been easy. We have restructured, transformed processes, introduced new technologies and changed our ways of working. These changes are delivering results with our customers at the heart of every decision.

Finally, I would like to take this opportunity to personally thank our people, ASPs and our customers who have helped us shape the progress we have made so far and what the next iteration of our future services will look like.

Kind regards,

Steve