



A message from

# Customer Network Solutions

## Customer Network Solutions mailbox update

15 May 2026

We are changing the way we manage enquiries and support requests across Customer Network Solutions.

From Monday 25 May 2026, the following mailboxes will no longer be monitored:

- [CWAdmin@endeavourenergy.com.au](mailto:CWAdmin@endeavourenergy.com.au)
- [CWTech@endeavourenergy.com.au](mailto:CWTech@endeavourenergy.com.au)

All general enquiries, construction documentation and support requests that would previously have been sent to CWAdmin should now be directed to:

[CustomerNetworkSupport@endeavourenergy.com.au](mailto:CustomerNetworkSupport@endeavourenergy.com.au)

This is not simply a change in email address. It reflects an uplift in the way our team supports ASPs, developers and customers through the connections journey.

The Customer Network Support team has been strengthened to provide a more cohesive and consistent support model, moving beyond administrative processing to a more integrated approach that helps coordinate enquiries, documentation and project support across Customer Network Solutions.

### What this means for you

From 25 May 2026:

- Please stop sending emails to [CWAdmin@endeavourenergy.com.au](mailto:CWAdmin@endeavourenergy.com.au) and [CWTech@endeavourenergy.com.au](mailto:CWTech@endeavourenergy.com.au) as these mailboxes will not be monitored
- Send general enquiries, documentation and support requests to [CustomerNetworkSupport@endeavourenergy.com.au](mailto:CustomerNetworkSupport@endeavourenergy.com.au)
- Any enquiries that would previously have been sent to CWTech should now be sent directly to the Customer Network Engineer assigned to your project. If you are unsure who the assigned engineer is, this information is available in the Connections Portal under the relevant project

Using the correct contact point will help ensure your enquiry is directed appropriately and supports a more consistent experience across the connections process.

Thank you for your cooperation as we continue to improve how we support ASPs and customers.

Kind regards,

**Customer Network Solutions**