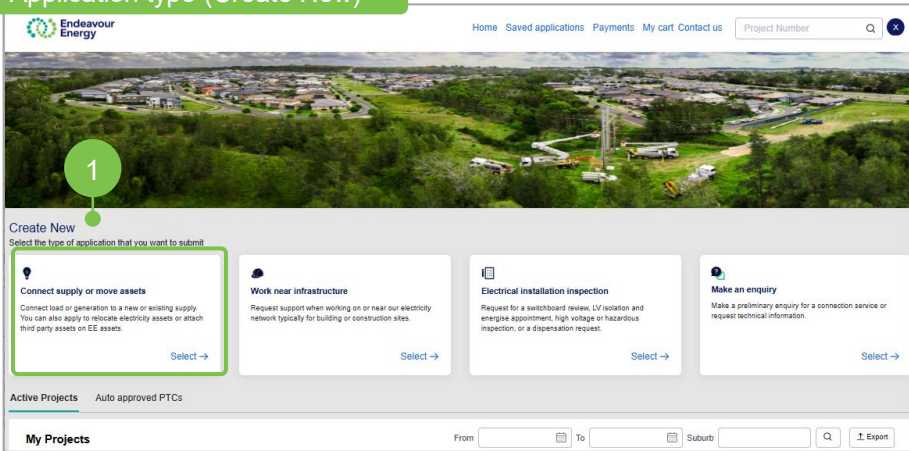


About this guide

This guide covers the steps to submit a generic generator application on the Connections Portal. Variations in fields may be applicable.

Application type (Create New)

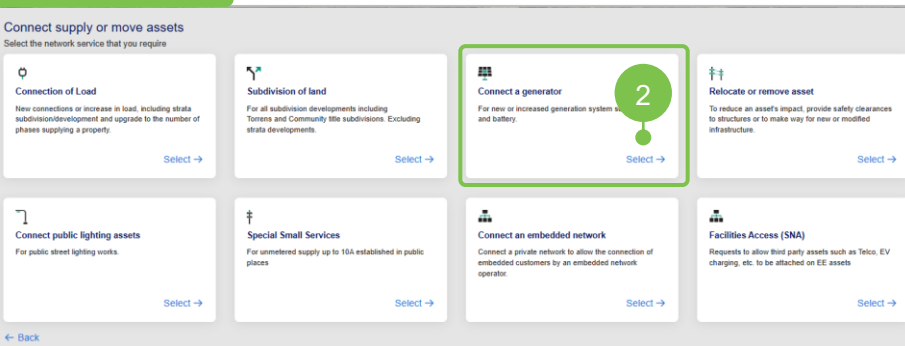


The first step to complete your application is to select the application type and the service type.

1. Click [Select →](#) to select the **Connect supply or move assets** tile

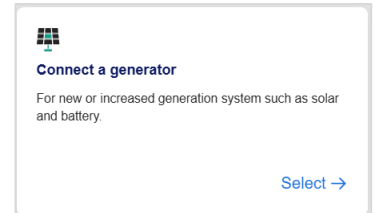


Network service



Each application type is split across different categories.

2. Click [Select →](#) to select the **Connect a generator** tile



or click [← Back](#) to return to the Home screen

When you have selected Connect a Generator, the **Site Details** page displays



1 Site Details

Click to jump to the instructions for a specific option

Select Application Size

1. For a **Generator** application (such as **solar** and **battery**), you are prompted to select the **Application Size**:

- If you select **Up to 5MW**, the next step is to enter the NMI (or address) – instructions are on the [next page](#)
- If you select **5MW and above** additional questions display (instructions below)

5MW and above

2. **Have you received a Detailed Enquiry Response (DER) for your generator application** – select the relevant option (**Yes** or **No**)

- If you select **YES** – you are prompted to **Please provide the Endeavour Energy Reference Number...** – enter the reference number.

The next step is to enter the NMI (or address) – instructions are on the [next page](#)

OR

OR

- If you select **NO** – you are advised that a Detailed Enquiry Response (DER) is required. Click **Proceed** to be redirected to the Enquiries form.



1 Site Details

Click to jump to the instructions for a specific option

Please enter your National Meter Identifier (NMI)

Select Application Size* Up to SMW SMW and above

Please enter your National Meter Identifier (NMI)

4 3 1 1 1

[I don't have a NMI](#)

Site Details

Please check the site details below are accurate before proceeding.

S.No	NMI	Status	Site Address
1	431111	Valid	Petronus Tower EDEN PL, TULLIMBAR NSW 2527

Is the address displayed correct?*

- If you **enter the NMI**, you are then prompted to select **Yes** or **No** to confirm if the address is correct. If you click:

- **Yes (the address is correct)**, when you click **Continue**, you proceed to the **2 Current Equipment** screen

CONNECT A GENERATOR

Click the link to jump to the instructions

- **No (address is incorrect)**, you are prompted to enter the correct address

ADDRESS IS NOT CORRECT

Click the link to jump to the instructions

OR

OR

Select Application Size* Up to SMW SMW and above

Please enter your National Meter Identifier (NMI)

[I don't have a NMI](#)

Warning: Your application is not eligible for auto-approval and will be processed as a standard application, which includes a review fee of \$310.02. A valid NMI is required to issue a Permission to Connect (PTC). Without a NMI, your application may be delayed or cancelled. Fees are non-refundable.

What is the address of the property you want us to provide a service to?

If your site is within a road reserve, please select the most adjacent private property to proceed with the application.

LGA Name: _____ Region: _____ Locality: _____ Map Help Guide

Display Captured Snapshot

No results

- If you select **I don't have a NMI**, you are prompted to enter the **address** or plot the area on the map

FIND SITE DETAILS BY ADDRESS

SELECT SITE USING POLYGON FUNCTION

Click the link to jump to the instructions

Click to jump to the instructions for a specific option

1 Site Details

FIND SITE DETAILS BY ADDRESS

1. Start to **enter the address** in the **Find Site Details** search field

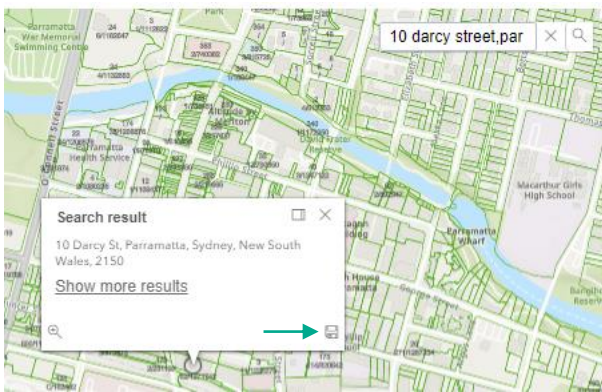
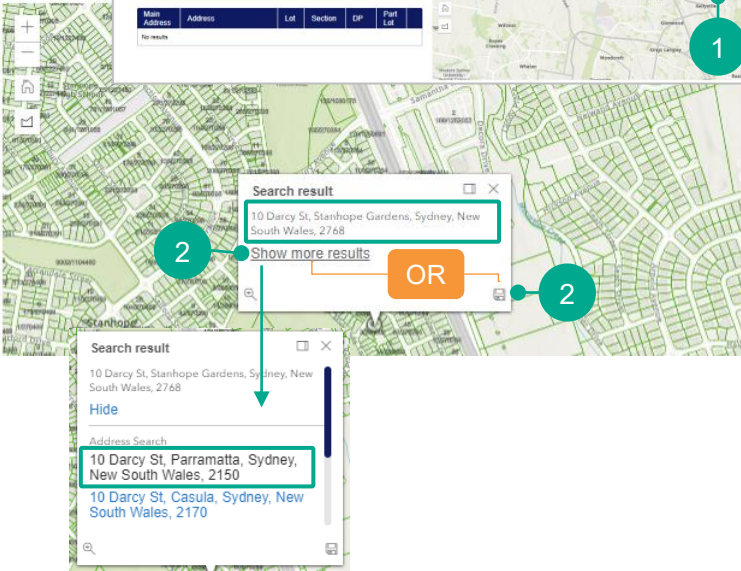
Click the **search** button

2. **Search result** dialog box shows the matching address, and the address is shown on the map:

- If the address is correct, **click** to save (*hover text says Select asset*)

OR

- If the correct address is not shown, click **Show more results** > then **select the address** from the list > and click (*hover text says Select asset*)



Once the address is selected, the map will colour the property blue and display the address, Lot and DP number in the table on the left of the screen.

Note: A part of the address can be associated to the project by selecting the Part Lot checkbox.

3. Click **Continue** to continue to the next screen **Current Equipment**

[Click the link to jump to the instructions](#)

HINTS & TIPS!

1 Site Details

Site within a Road Reserve

When your work area is within a road reserve and not within a private property:

1. search for the address of a property which is closest or adjacent to your location (*this ensures we have the LGA for your application*)
2. enter the details of your actual site location in the **Detailed description** textbox when you continue to the next section (2 – Application Details).

Multiple Addresses

Repeat the address search steps if you have multiple addresses for the site. You can list multiple addresses, however at least one address must be marked as the Main Address (select the checkbox)

Main Address	Address	Lot	Section	DP	Part Lot
<input type="checkbox"/>	10 DARCY STREET, PARRAMATTA, New South Wales, 2150	83	---	1271742	<input type="checkbox"/>
<input checked="" type="checkbox"/>	18 LIBERTY ROAD, HUNTINGWOOD, New South Wales, 2148	1	---	1116500	<input type="checkbox"/>

Manually update address

Update Address	
Street Number	Street Name *
50	HUNTINGWOOD DRIVE
Suburb *	State *
HUNTINGWOOD	New South Wales
Postcode *	LGA Name *
2148	BLACKTOWN
Lot *	DP *
14	814866

If you need to edit the address for any reason:

1. Click **Edit details** or click the **Address** (in the table) and a pop-up window will display

Address

50 HUNTINGWOOD DRIVE,
HUNTINGWOOD, New South Wales,
2148

2. Edit the sections of the address that need to be updated (*all mandatory fields indicated with ** need to be populated)

3. Click **Submit** to save the address changes.

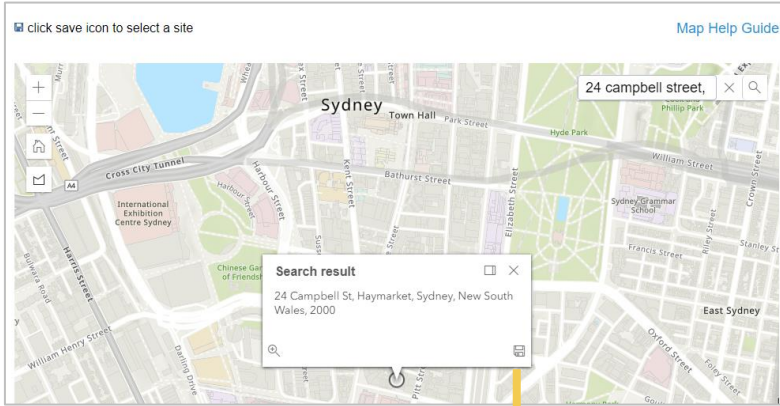
When you have selected the site address, click to continue to the next screen [Application Details](#)

Click the link to jump to the instructions

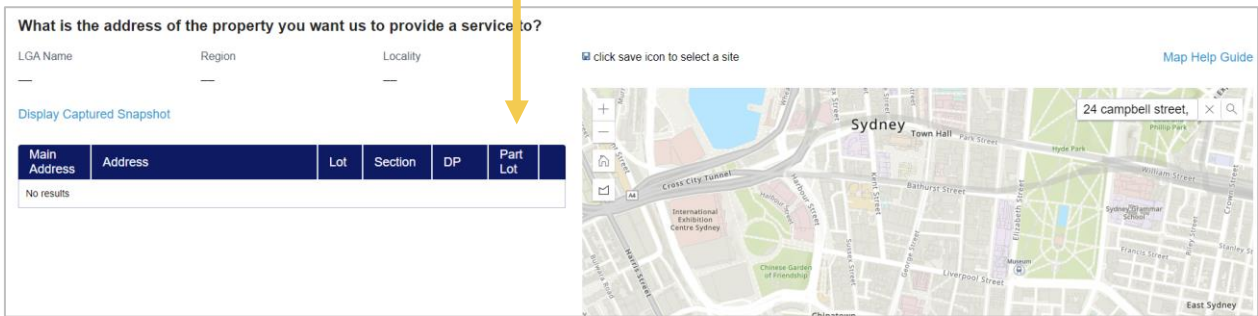
HINTS & TIPS!

1 Site Details

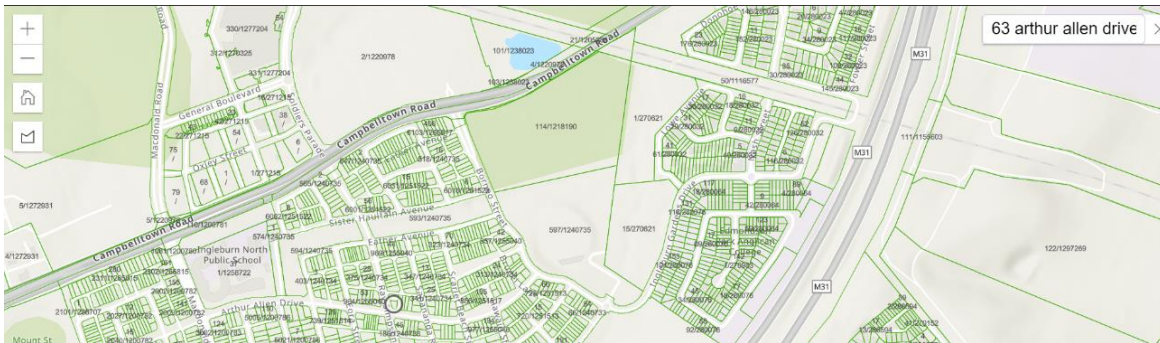
Site Address details don't display / Site Address not in Endeavour Energy Supply Area



If you click **Save** but the **address details do not display in the table on the left** and the site does not highlight in blue in the map area, this means the area is not covered by Endeavour Energy.



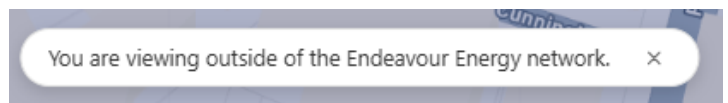
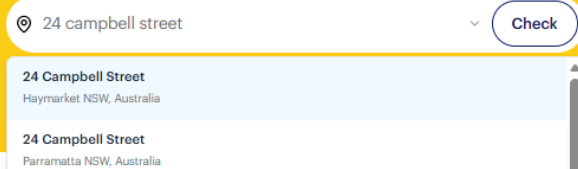
Note the difference in the map detail (green outlines) for an area (below) that is covered by Endeavour Energy



Another option to check if an address is covered by Endeavour Energy is to enter the address in **Check outages in my area** on our [website](#)

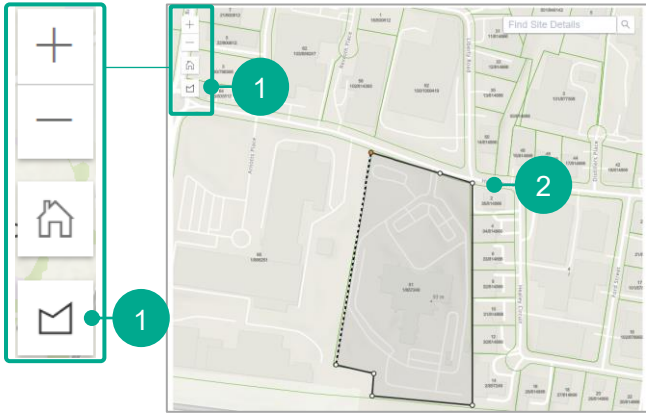
When you **select the address** from the search results and click Check, a message advises **you are viewing outside of the Endeavour Energy network** if Endeavour Energy does not supply the area.

Check outages in my area



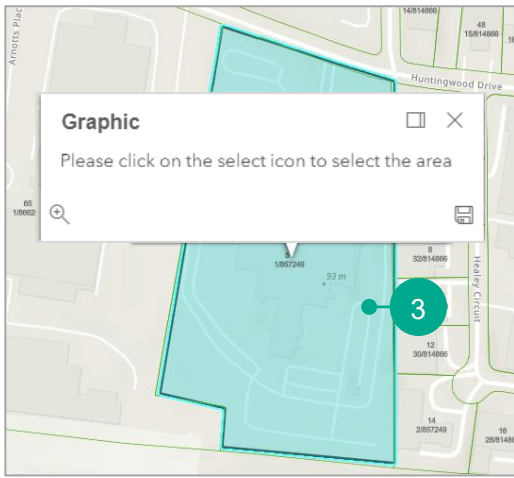
1 Site Details

SELECT SITE USING POLYGON FUNCTION

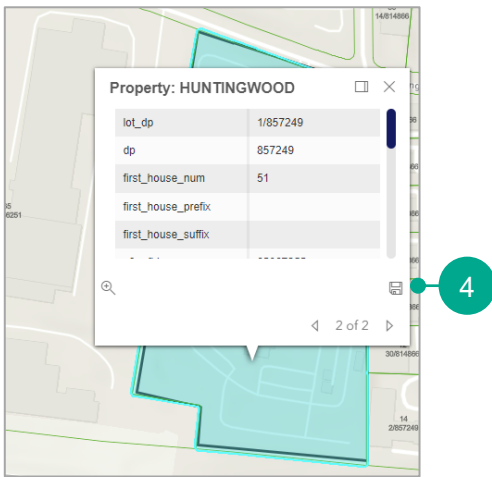


1. Click  draw polygon


2. Outline the shape by **clicking once at each point** until you traverse all the lots you would like to select, then **close** the polygon with a **double click**



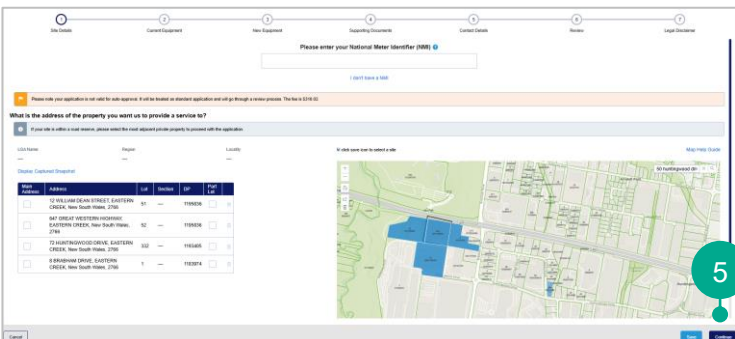
3. The selected area is highlighted. **Click once** to select this area.





The details display.

4. Click  to save the address (hover over text is "Select Asset").

Once the address is selected, the map colours the area blue and displays the address, Lot and DP number in the table on the left of the screen.



5. Click  to continue to the next screen **Current Equipment** 

Click the link to jump to the instructions

1 Site Details

ADDRESS IS NOT CORRECT

1. Click if the address is not correct

Is the address displayed correct? *

Value cannot be blank

1

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 431[redacted]15 below *

Can't find your address? [Click here](#)

These changes will be sent to market services and updated within the next 5 business days. Once updated, please revisit your connections portal to begin a new application.

If you have any queries, please do not hesitate to contact us:
 Customer Network Solutions
 Ph: 02 9853 7977
 E: cwadmin@endeavourenergy.com.au

2

When you click **No** to flag the address is not correct, the **Incorrect address** dialog box displays.

2. Start to enter the correct address

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

- 761 Mamre Road, Kemp's Creek NSW, Australia
- 761 Mamre Road, Alecdown NSW, Australia
- 761 Mamie Boulevard, Fraser Rise VIC, Australia
- 761 Mammoth Court, Ballajura WA, Australia

Can't find your address? [Click here](#)

These changes will be sent to market services and updated within the next 5 business days. Once updated, please revisit your connections portal to begin a new application.

If you have any queries, please do not hesitate to contact us:
 Customer Network Solutions
 Ph: 02 9853 7977
 E: cwadmin@endeavourenergy.com.au

3

3. Select the address from the list of matching addresses

OR

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

OR

Can't find your address? [Click here](#)

Street Number	Street Name *	Suburb *	Post Code *

State *

These changes will be sent to market services and updated within the next 5 business days. Once updated, please revisit your connections portal to begin a new application.

If you have any queries, please do not hesitate to contact us:
 Customer Network Solutions
 Ph: 02 9853 7977
 E: cwadmin@endeavourenergy.com.au

3

3. If the correct address is not listed, click [Can't find your address? Click here](#) and enter the address manually

4. Click

You will receive an email confirming your address correction request.

Our Market Services team will update the address for the NMI.

Connect supply or move assets

CONNECT A GENERATOR



2 Current Equipment

A red asterisk * denotes a mandatory field

When you have entered the Site Details, the next screen is **Current Equipment**

Please select available phases at the site*

Single Phase
 Three Phase
 1

1. Select whether there is a **Single Phase** or **Three Phase** at the site*

After selecting the phase at the site, our records will show that there is either:

- no existing equipment currently on site
- there is existing equipment on site

If our records are incorrect - show no existing equipment, but you have equipment on site	Follow the steps to + Add Existing Connection below
If our records are incorrect - show an incorrect quantity or manufacturer, or equipment which is not on site	Follow the steps to Edit click here To Remove Existing Connection , click Continue and follow decommission equipment steps here
If our records are correct	Click Continue to continue to the New Equipment screen and choose the steps to follow here
If our records are correct and you are replacing the current inverter as part of this generator application	Click Continue to continue to the New Equipment screen and follow the replace steps here

+ Add Existing Connection 2

2. If our records are **incorrect** and you have an existing connection at the site, click **Add Existing Connection**

3. Select your connection information (**Type**, **Manufacturer**, **Model**), from the drop-down list

Edit the **quantity**, if relevant

Additional fields may display as you select responses

Select to delete your inputs at any time

3

Type*	Manufacturer*	Model*	Quantity*	Capacity*
AC Connection	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="1"/>	<input type="text" value=""/>

4. If relevant, select the **device information** from the menu and **edit the quantity** if greater than 1

4

Device	Battery	<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="1"/>	<input type="text" value=""/>
--------	---------	-------------------------------------	-------------------------------------	--------------------------------	-------------------------------

+ Add Existing Device

5. If relevant, **Add** further Existing Device information

Click **Continue** when you have completed all required details

2 Current Equipment (*continued*)

Follow these steps **if our records are incorrect** and you need to **Edit**

Note: You will be able to remove and decommission equipment in the next step “New Equipment”

To Edit Current Equipment (Connections and/or Devices):

Current Equipment

Our records show that the following equipment is currently on site. Please ensure the information provided on this page is correct before proceeding. Click on edit, otherwise press continue.

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Inverter	Sungrow Power Supply Co Ltd	SH5 0RS (AS4777-2 2020)	1	5.00kVA	
Device	Solar PV	Shanghai JA Solar Technology Co Ltd	JAM60S20-390/MR/1000V / 0.39kW	20	7.80kW	
Device	Storage	Sungrow	SBR096	1	5.76kW	

1. Click the pen icon to **edit existing equipment** (existing connection or device)



i Click the symbol to reset changes made to the record

2. Edit connection and/or device fields, where relevant (Type, Manufacturer, Model, Quantity)

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Select	Select	Select	1	5.00kVA	
Device	Select	Shanghai JA Solar Technolo	JAM60S20-390/MR/1C	20	7.80kW	



3. Click the icon to save the edits

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Select	Select	Select	1	5.00kVA	
Device	Select	Jinko Solar Co Ltd	JKM390N-6RL3-B / 0.:	17	6.63kW	



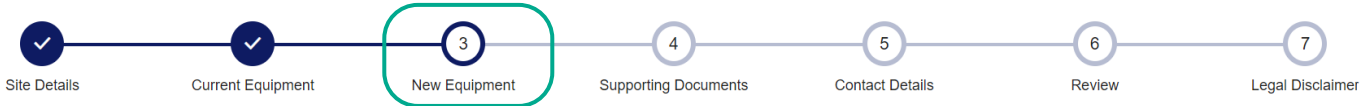
Continue



4. Click **Continue**

CONNECT A GENERATOR *continued*

3 New Equipment



When you have confirmed current equipment at the site, the next screen is **New Equipment**

To **replace the current inverter**, click [here](#) to follow the steps on the [next page](#)

To **add a new connection**, click [here](#) to follow the steps

To **decommission equipment** at the site (connection(s) or device(s), follow the **steps below**

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	PV Inverter	Sungrow Power Supply Co Ltd	SG5.0RT (AS4777-2 2020)	1	5.00kVA	
Device	PV Panel	LG Electronics Inc	LG400N3K-V6 / 0.4kW	12	4.80kW	

1. Click on the connection and/or device

Note: Clicking **uninstall** suggests the relevant equipment will be decommissioned as part of this new connection proposal

2. The relevant line(s) will appear greyed out and an **Uninstalled** icon will appear

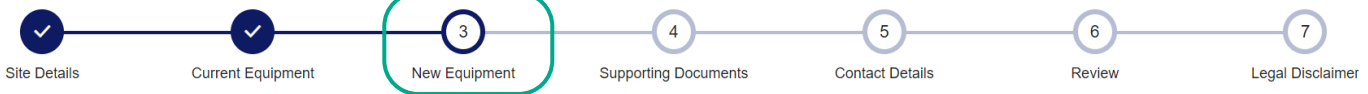
Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	PV Inverter	Sungrow Power Supply Co Ltd	SG5.0RT (AS4777-2 2020)	1	5.00kVA	
Device	PV Panel	LG Electronics Inc	LG400N3K-V6 / 0.4kW	12	4.80kW	Uninstalled

Note: Undo edits by clicking the icon

To **add a new connection**, click [here](#) to follow the steps

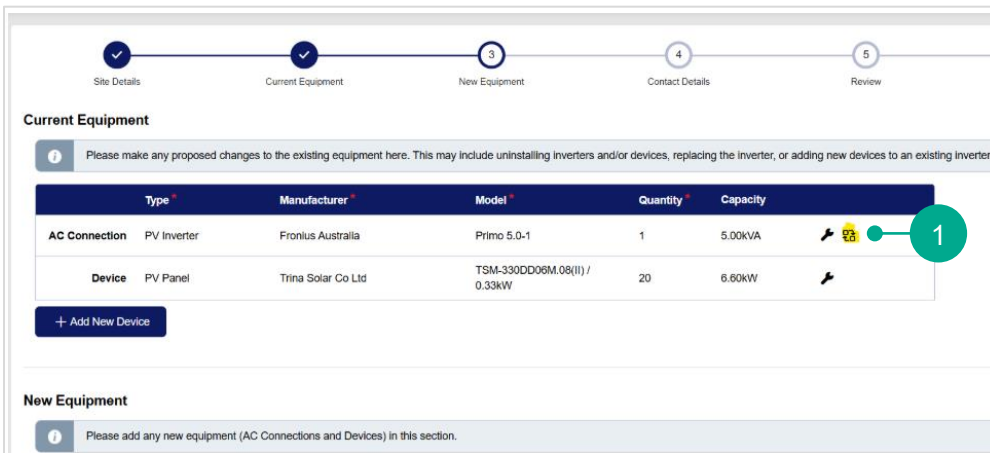
CONNECT A GENERATOR *continued*

3 New Equipment

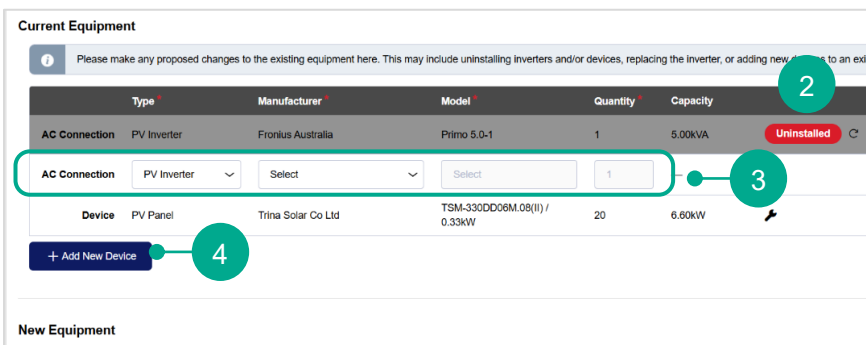


When you have confirmed current equipment at the site, the next screen is **New Equipment**

To **replace** the current inverter, follow the steps below



1. Click the **Replace** icon on the connection



2. The Connection will appear greyed out and an **Uninstalled** icon will appear

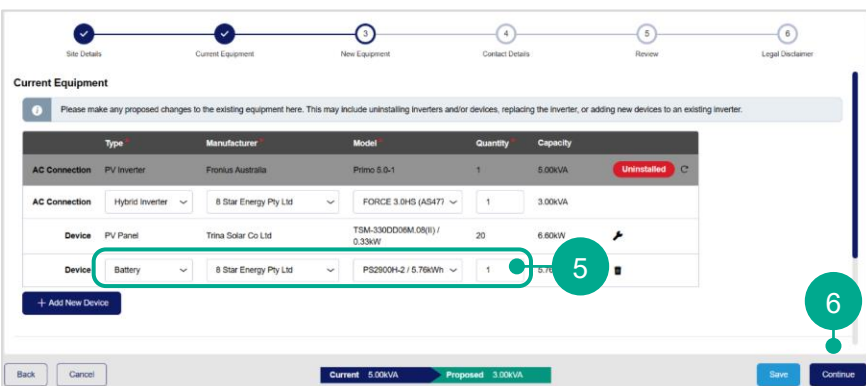
3. Select your connection information (**Type, Manufacturer, Model**), from the drop-down list.

Edit the **Quantity**, if relevant

4. To add another device to this connection, click **+Add New Device**, if relevant

5. If you are adding another device, select your device information (**Type, Manufacturer, Model**), from the drop-down list.

Edit the **Quantity**, if relevant



6. Click **Continue** when you have completed all required details

CONNECT A GENERATOR *continued*



3 New Equipment *continued*

To add a new connection, follow the steps below

New Equipment

Please add any new equipment (AC Connections and Devices) in this section.

+ Add New Connection 1

Type	Manufacturer	Model	Quantity	Capacity*
AC Connection	PV Inverter	Enphase Energy Australia P	Select	1
Device	PV Panel	Select	Select	1

2 3

+ Add New Device 4

+ Add New Connection 5

i A red asterisk * denotes a mandatory field

1. Click **+ Add New Connection**
2. Select your connection information (**Type, Manufacturer, Model**), from the drop-down list
3. Edit the **quantity**, if relevant
4. To add another device to this connection, click **+Add New Device**, if relevant
5. To add another device to this proposal, click **+Add New Connection**, if relevant

After new connection information has been added, you are prompted to confirm if this is a Solshare application, if relevant.

You will be advised whether your proposal can be automatically approved based on your responses to the connection size and SolShare questions. Applications that are automatically approved will not require an upfront payment. Applications that are not auto-approved will attract applicable fees, which must be paid before the application can be submitted. The auto-approval criteria are available on our website - [Connect supply or relocate assets | Endeavour Energy](#)

If you are installing bi-directional Electric Vehicle (EV) chargers for Vehicle-to-Grid (V2G) or Vehicle-to-Home (V2H) use, please select an approved inverter from one of the following options:

- Hybrid inverter, with Electric Vehicle selected as the device, or
- EV V2G inverter.

Is it a Solshare application? 6 Yes No

Please enter additional SolShare NMIs (where applicable) 6

S.No	NMI	Status	Site Address
1	43-35	Valid	41 CRES, FAULCONBRIDGE NSW 2776

Add NMI

6. Is it a Solshare application – select Yes or No

If you select:

- **Yes**, you are prompted to enter the additional NMIs. Click **Add NMI** and enter the NMI. Repeat for each additional NMI

OR

Is it a Solshare application? 6 Yes No

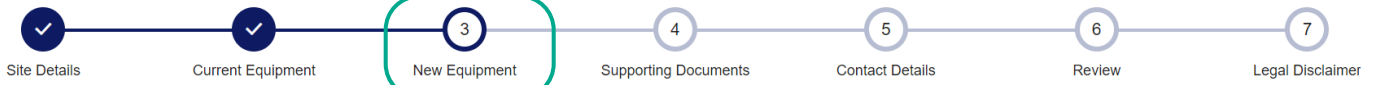
OR

- **No**, no further prompt is displayed. Continue to the next question

Please note your application is not valid for auto-approval. Your application will go through a review process and an application fee of \$310.02 will be charged. To proceed, please respond to below questions.

(instructions are continued on the [next page](#))

CONNECT A GENERATOR *continued*



3 New Equipment *continued*

The next questions differ depending on your response to each question.

These questions are for standard applications that are not auto-approved. Refer to the table below:

Will you be charging your battery or EV from the grid – select **Yes** or **No**

This question and the next set of follow-up questions are only displayed if a Battery or Electric Vehicle device is included in the current or new equipment table.

If you select **Yes**, the next question is:

Do you already have an approved PTC for the extra battery charging load needed to support the site’s new total load – select **Yes** or **No**

If you select **No**:

A message advises that your Single Line Diagram must show the battery will not draw power from the grid for charging

If you select **Yes**, the next question is:

Provide Endeavour Energy reference number for the associated load application – enter the reference number

Provide Endeavour Energy asset number supplying to your electrical installation (Point of common coupling) – enter the asset number

Is there an associated load application or technical enquiry with your generator application – select **Yes** or **No**


If you select **Yes**, the next question is:

Please provide the Endeavour Energy reference number for the associated application – enter the reference number

When do you intend to commission your generator – enter a date or select from the calendar

Please provide any further details regarding your application – this is free text field to enter any additional details for your application

8. Click  when you have completed all required details

The next step in the application is [either Supporting Documents](#)  or [Contact Details](#) 

CONNECT A GENERATOR *continued*



Mandatory and optional documents for this application type

Supporting documents for a Generator application

Single line diagram (must include existing and new equipment)*	Mandatory	
Voltage Measurement and calculations	Mandatory	
Location/Sketch Diagram (showing connection point)	Mandatory	
Non-Inverter Generation Systems details	Optional	
Single Phase to earth fault level contribution details	Optional	
PDI 5000 Part-A Checklist	Mandatory	For total proposed inverter capacity > 200kVA and < 1.5MVA
PDI 5000 Part-B Checklist	Mandatory	For total proposed inverter capacity >=1.5 MVA and < 5MVA
Protection Schematics	Mandatory	For total proposed inverter capacity > 200kVA
Embedded Network Retailer/Management Authority Approval Letter	Mandatory	This is when NMI is embedded network
SolShare Building Owner/Operator Letter	Mandatory	Only for Solshare applications
Solshare Letter of authority by participating account holders	Mandatory	Only for Solshare applications
Solshare device Test Results	Optional	Only for Solshare applications



4 Supporting Documents

When you have completed Application Details, the next step is **Supporting Documents**

A red asterisk * denotes a mandatory attachment or field

1

Please provide supporting documents

No attachments

Please attach the minimum required documents(*) from the below checklist for assessment

Single line diagram* Location/Sketch Diagr

Voltage Measurement and calculations* Single Phase to earth fault level contribution details

Non-Inverter Generation Systems details

Reason for Required Documents Unavailable*

Remaining: 256 characters

1. Click



2

Upload Documents

Drag and drop files here

or

Requirements:

1. File size should not be more 25 MB per attachment
2. Allowable/Acceptable file types - PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

2. To upload the documents:

- Drag and drop documents into the box

OR

- Click **Select files** to select the files from your drive.

The files are listed. Repeat step 2 if you have more files to attach.

3

Upload Documents

Drag and drop files here

or

Name*	File	Category
Unanderra - Eave replacem	Unanderra - Eave replacement.jpg	Application Documents
Site Sketch - Unanderra	Site Sketch - Unanderra.pdf	Application Documents

Requirements:

1. File size should not be more 25 MB per attachment
2. Allowable/Acceptable file types - PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

3. Click



when you have uploaded all relevant documents.

Home Saved applications Payments My cart Contact us Project Number

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Please provide supporting documents

Please attach the minimum required documents(*) from the below checklist for assessment

Site Plan* AS3000 Maximum Demand Calculations* Development Agreement (DA) or Complying Development Certificate (CDC)

4 **5**

4. **Select the checkbox** for each document type you have attached.

5. Click



when you have completed all required details.

The next step in the application is **Contact Details**



No attachments

Please attach the minimum required documents(*) from the below checklist for assessment

Site Plan or Sketch or Photos*

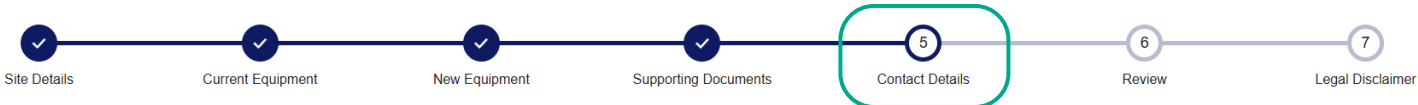
Reason for Required Documents Unavailable*

Remaining: 214 characters

i No documents to attach?

If you do not upload and attach the documents, you must populate the reason for not uploading the required documents.

Note: only standard applications require supporting documents



4 Contact Details

When you have attached the Supporting Documents, the next step is **Contact Details**

Applicant details

Your **Contact Name, Company Name, Contact Number, Email and Address** are prepopulated from your Customer Portal user profile

- 1. **Contact Number** – change, if required
- 2. **Address** – this can also be changed, if required

A red asterisk * denotes a mandatory field

Site Contact / Developer/ Property Owner details

3. If the **Site Contact or Developer or Property Owner details are the same** as the applicant details, select the **Same as Applicant** checkbox.

If the details **are not the same** as the Applicant details, you will need to manually enter the contact information.

(instructions are continued on the [next page](#))

i If your application type prompts you to enter a site contact, they will receive an email when you submit your application (the email advises that they have been nominated as a site contact for this project).

4 Contact Details *continued*

ASP details

4. Is there an Accredited Service Provider... - if prompted, select the relevant response:

- If there is no ASP - select **NO** and go to step 5 below

OR

- If there is an ASP or ASPs, select **YES**

Select the checkbox for the relevant type or types:

- **ASP1 – Construction**
- **ASP2 – Connection**
- **ASP3 - Design**

Enter the details for the ASP or ASPs

5. Click **Continue** when you have completed all required details

Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications** (top of the screen)

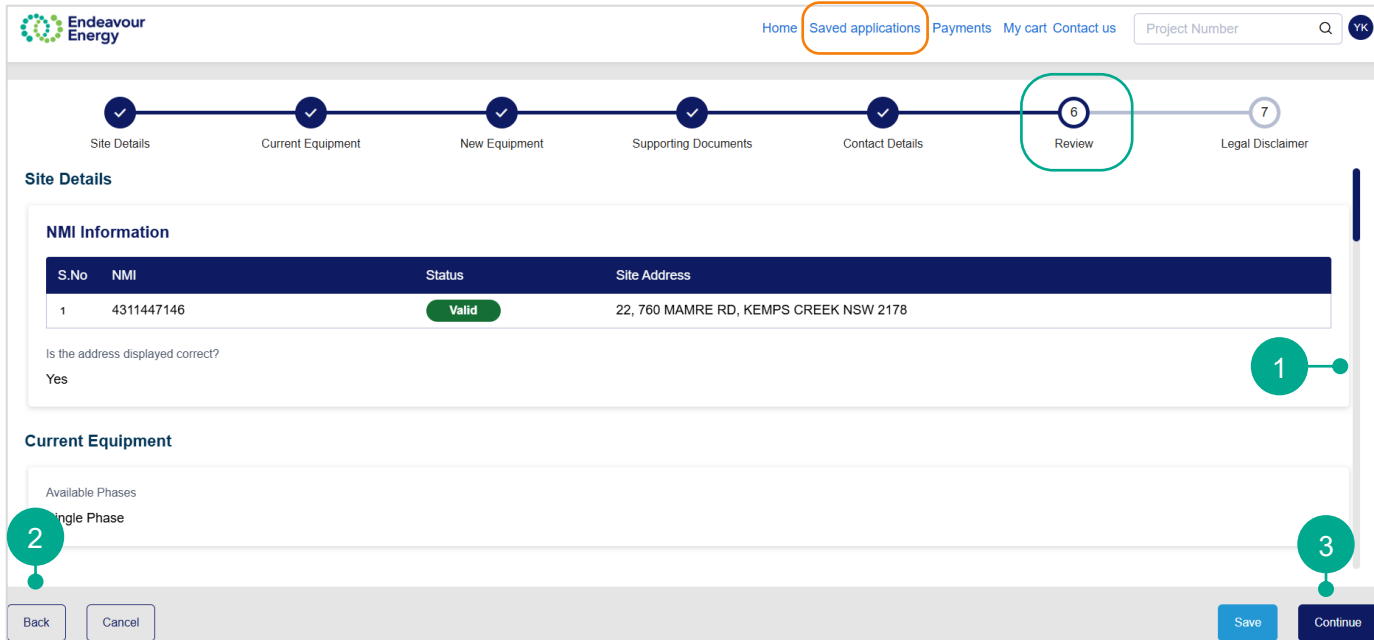
The next step in the application is Review

5 Review

When you have reviewed or entered the Contact Details, the next screen is **Review**

1. **Scroll down** the page to review all the information you have entered and check the details are correct

Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications**




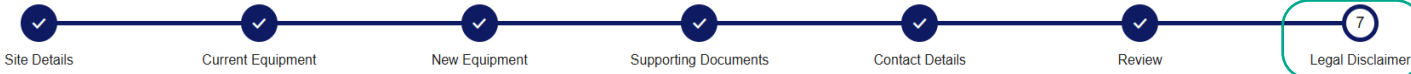
2. If you need to make any changes, **click**  to go back to each previous screen

Alternatively, click on the step at the top of the page to jump to that page e.g.  Site Details

Make the required changes and click  to save the changes and move through each page

3. When you have reviewed the information, **click** 

The next step in the application is **either** [Legal Disclaimer](#)  **or** [Payment Lodgement](#) 



6 Legal Disclaimer

When you have reviewed the application, the next screen is **Legal Disclaimer**

Legal Disclaimer

By submitting this application, as the Applicant you agree to the following:

1. I have read and understood the terms of Endeavour Energy's Model Standard Offers as published on our website (www.endeavourenergy.com.au).
2. I am requesting an expedited connection as per the terms contained within the applicable Model Standing Offer on the basis that I am:
 - a) the owner of the premises for which the expedited connection is requested or
 - b) a person who is expressly authorised to make the request by or on behalf of the owner of that premises.
3. If Endeavour Energy is satisfied that the service requested by me falls within the terms of Endeavour Energy's Model Standing Offers, then I will have taken to have accepted a connection offer by Endeavour Energy on the terms of the relevant Model Standing Offer on the date that Endeavour Energy receives this application.
4. I consent to the release of my contact details to other customers with similar works in progress nearby to facilitate co-operation in design and construction activities.

1. I request that all correspondence relating to my application will be sent to my nominated email address.

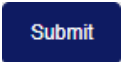
If you need to discuss any of the above points, please contact us at **Customer Network Solutions** on 02 9853 7977 or email cwadmin@endeavourenergy.com.au.

Applicant Acceptance of the above agreement.

Buttons: Back, Cancel, Delete Application, Save, Submit


Read the Legal Disclaimer

1. If you want to proceed with the application, **select** the Applicant Acceptance of the above agreement checkbox

2. **Click**  to proceed

For **standard applications**, the next step in the application is [Payment Lodgement](#)

For **basic applications**, the application will be automatically approved, and you do not need to do anything further

For both scenarios, continue to the *next page* 

Note: If you do not want to proceed with the application, click **Delete Application**

Note: If you click **Save > Save and close** on this page, you can access your application via the Saved applications link at the top of the screen.

Thank you for your application submission

OR

Payment Lodgement

When you have read and accepted the Legal Disclaimer, the next screen is either:

- **Thank you for your application submission** – if you're submitting a basic application, there is no fee, so **no payment required**

OR

- **Payment Lodgement** – if you're submitting a standard application, there is a fee, so **payment is required**

Thank you for your application submission

Thank you for your application submission.

The application will now progress to assessment unless all required documents have not been received. We will send you an email confirming your Endeavour Energy reference number and provide you with a copy of your submitted application form for your reference.

To follow the progress of your submitted application/connection project, please visit the Endeavour Energy Connections Portal.

For any enquiries, please don't hesitate to contact us.


Customer Network Solutions
P: 02 9853 7977
E: cwadmin@endeavourenergy.com.au

Thank you for your application submission.

Permission to Connect letter will be issued to you and the nominated Retail customer/Property owner via email. You can also access it from our Connections Portal under Project dashboard.

For any enquiries, please don't hesitate to contact us.

Customer Network Solutions
P: 02 9853 7977
E: cwadmin@endeavourenergy.com.au

1. Click  You are returned to the Connections Portal Home page.

OR

OR

Payment Lodgement

Home Saved applications Payments My cart Contact us Project Number

Payment Lodgement

Thank you for your Application Submission.
To progress your application to assessment, please complete your payment for Standard Connection Offer.
Once payment is completed, we will assess your application and we will provide you with an appropriate response which will address your requirements.

Once you proceed to payment, the details of your saved application will no longer be editable.

Endeavour Energy will not call you directly or ask for your bank account details.


Total amount to be paid \$


Site Details Application Details Supporting Documents Contact Details

Edit Application Proceed To Payment

1

Cancel Delete Application

1. Click 

(instructions are continued on the next page) 

Note: This is the last step where you are still able to edit your application. Once you click **Proceed to Payment** you can no longer make any changes to your application.

Review Cart

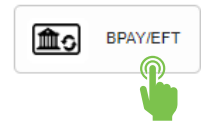
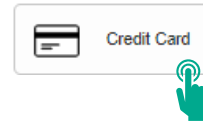
Click > to expand the row if you want to display additional details

2. Click

Confirm & Make Payment

Payment Details

Next steps - differ depending on the payment method you want to select



i The next pages in this guide include a summary of the steps to pay via credit card, BPAY or EFT when you lodge your application.

For instructions on combining payments, nominating another billing party and paying at a later date, refer to the **Make a Payment user guide** or **how to video** on our **Portal Support** page

HOW TO PAY BY CREDIT CARD

Payment Details

3. Click



Only the account holder of the Connections Portal account can pay via credit card.

Note the Participant email address on this screen. All payment notifications are sent to the email address that the project fee has been issued to.

4. Click



Thank you for choosing Credit Card as your payment option

5. Click



Non Refundable Fee

6. Click



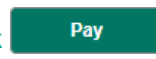
if you are happy to continue

Payment Details

7. Select the Card Type, enter your Card Number, select the Expiry Month, Expiry Year and enter the CVN.

Note: If you click Cancel at this step, the application will be available under Payments > Pending Payments on the Home page.

8. Click



to complete the payment

Thank you for your payment

9. Click

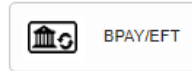


You are returned to the Connections Portal Home page. Your application is listed in the My Projects section (it may take a few minutes for it to be listed).

HOW TO PAY BY BPAY / EFT

Payment Details

1. Click



2. **Bill To Details (Invoice)** – your details default. If another party is going to pay the application fee via BPAY or EFT, enter their details. Ensure the email address is accurate

3. Click



Note: If you **Save** at this step, the application will be available under **Payments > Pending Payments** on the Home page.

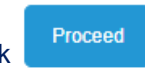
BPAY Payment Details

4. Click



Non Refundable Fee

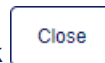
5. Click



if you are happy to continue

We have confirmed BPAY as your payment option – Thank you!

6. Click



An email will be sent to the nominated **billing party** with the BPAY and EFT details to use for the payment.

You are returned to the Connections Portal Home page. Your application is **not listed** in the **My Projects** section as the fee has not yet been paid.

Email Notifications and Tax Invoices

The billing party receives the BPAY Payment Pending email notification. The tax invoice is attached.

Important!

When you are making the BPAY or EFT payment, please quote the **Reference Number** displayed in the Payment Options in the tax invoice. **The reference number only applies to this application.** A different BPAY and EFT reference number is generated for other applications / fee payments.