

Connections Portal User Guide

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Connections Portal

What is our Connections Portal?

Our Connections Portal is a self-serve system implemented for our customers to manage their own application lodgements and payments.

Payments and Tax Invoices

It is important to note that Endeavour Energy staff do not have access in the Connections Portal to make payments or issue tax invoices on behalf of customers.

About This Guide

Connections Portal User Guide

This user guide provides instructions on how to register on our Connections Portal, how to log in and how to reset your password.

The guide includes information on how to lodge an application on our Connections portal for:

- New Connection / Increase Load:
 - Additional Load to an existing connection
 - New Permanent Connection
 - Temporary Builder Supply
 - Upgrade an existing service to 3 phase.
- Subdivision
- Generator
- Unmetered Supply / Special Small Service
- Public Lighting Assets
- Relocate / Remove Assets
- Embedded Network
- Preliminary Enquiry.

The Payment Lodgement information includes details on paying via credit card, BPAY or EFT and how to combine in to one invoice.

Note: Our Connections Portal User Guide for Construction Works Services contains detailed steps for Construction Works related requests such as *Tiger Tails, Overheight Load, Network Mains Outage (not related to a contestable project), Excavation near EE assets or Asset Support, Substation or LV access, Substation visual inspection, Substation rating or loading enquiry and Connections related Technical or preliminary enquiry*.

Accessing Connections Portal

Link for Connections Portal:

1. [Click here](#) to access the **Connect online** page on our website.
2. **Scroll down** the page and click the link to launch our Connections Portal and access the log in page.



The steps to log in are detailed below for a [new user](#) and for an [existing user](#).

Note: If you are an ASP and already have access to the Endeavour Energy **ESRI** Portal (ArcGIS), you can use your same credentials to log in to our Connections Portal. But, if you only have an account on the Connections Portal, you still need to request access to the ESRI portal separately, as we must add additional ESRI authorisation to your profile.

New user (to complete self-registration)

Complete the following steps if you are a new user and have not previously registered on the Connections Portal:

1. Click **Sign up now**.



User Details
Please provide the following details.

Email Address * Send verification code

New Password * **Confirm New Password ***

Customer Type * **First Name ***

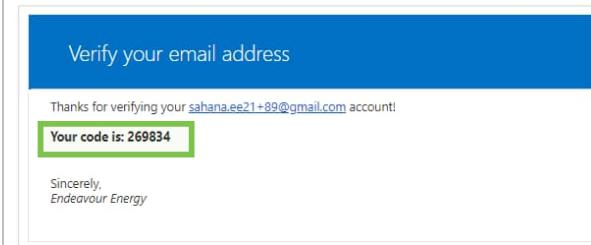
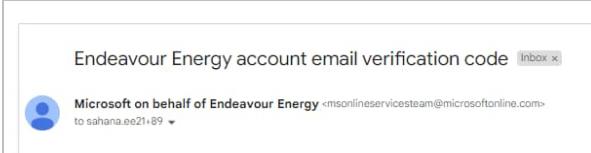
Last Name * **Contact Number ***

I'm not a robot  reCAPTCHA
Privacy - Terms

Create

2. Enter your **Email Address** and click **Send verification code**.

Do not close this login screen, as you will need to come back to it once you have your verification code.



3. You will receive an email with your verification code.



User Details
Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address * Send new code

Verification Code * Verify code

New Password * **Confirm New Password ***

Customer Type * **First Name ***

Last Name * **Contact Number ***

I'm not a robot  reCAPTCHA
Privacy - Terms

Create

4. Enter the **Verification Code** (as per the email) and click **Verify code**.

Endeavour Energy

User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address *

New Password * Confirm New Password *

Customer Type *

First Name *

Last Name *

Contact Number *

I'm not a robot

reCAPTCHA

Privacy • Terms

Create

5. Continue to complete the following:
 - **New Password** - enter the password you want to set.
 - **Confirm New Password** – repeat the password.

The remaining fields to complete change depending on the **Customer Type** you select.

Customer Type *

Select

ASP
Individual / Retail Customer
Developer
Electrical Consultant
Retailer

Customer Type – Individual / Retail Customer

Endeavour Energy

User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address *

New Password * Confirm New Password *

Customer Type *

Individual / Retail Customer

First Name *

Last Name *

Contact Number *

I'm not a robot

reCAPTCHA

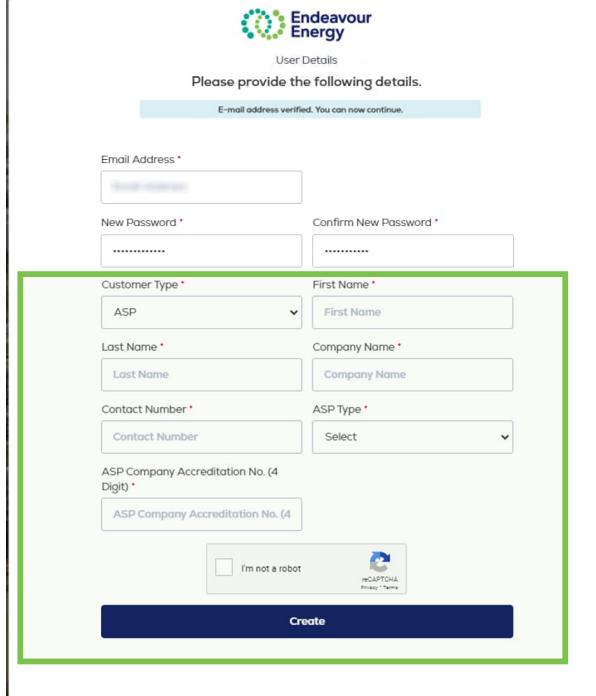
Privacy • Terms

Create

6. For Customer Type – **Individual or Retail Customer**, complete the following:
 - **First Name** – enter your first name.
 - **Last Name** – enter your surname.
 - **Contact Number** – enter your mobile number.
7. Select **I'm not a robot**.
8. Click **Create**.

Go to [step 9 \(Multi-factor authentication\)](#)

Customer Type – **ASP (Accredited Service Provider)**



6. For Customer Type – **ASP** (Accredited Service Provider) complete the following:

- **First Name** – enter your first name.
- **Last Name** – enter your surname.
- **Company Name** – enter your company name.
- **Contact Number** – enter your mobile number.

- **ASP Type** - select from the drop-down list



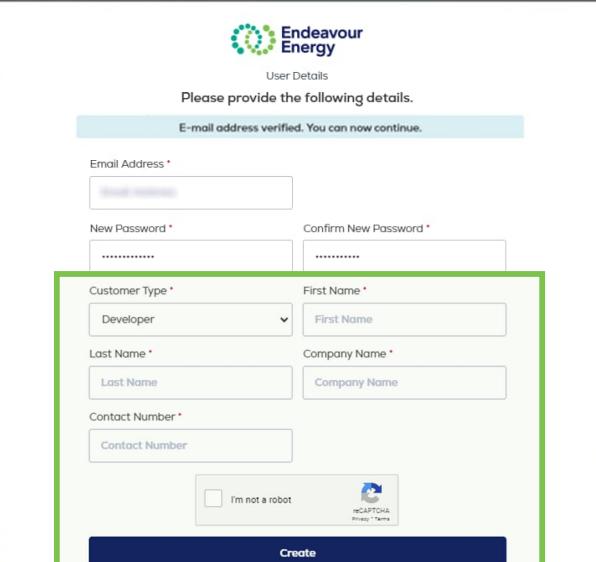
- **ASP Company Accreditation No** – enter your accreditation ID (4 digits).

7. Select **I'm not a robot**.

8. Click **Create**.

Go to [step 9 \(Multi-factor authentication\)](#)

Customer Type – **Developer, Electrical Consultant, Retailer**



6. For Customer Type – **Developer, Electrical Consultant or Retailer**, complete the following:

- **First Name** – enter your first name.
- **Last Name** – enter your surname.
- **Company Name** - enter your company name.
- **Contact Number** – enter your mobile number.

7. Select **I'm not a robot**.

8. Click **Create**.

Endeavour Energy

Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Australia (+61)

Phone Number

0410 [REDACTED]

Send Code

Call Me

You are then prompted to complete Multi-factor authentication.

9. **Phone Number** - enter the same mobile number that you used on the registration step.

10. Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS.

Call Me – to complete authentication via a call (the *call will be from Microsoft – when you hear the prompt to hit the pound key - press #. The call will end, and you will be logged in to the Connections Portal*).

Endeavour Energy

Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

+610410 [REDACTED]

Enter your verification code below, or send a new code

580079

Verify Code

11. If you have selected Send Code – enter the **verification code** you received via SMS and click **Verify Code**.

Note: The Verify Code button is not active until you have entered the six digit verification code.

It may take a **few seconds for the screen to refresh**. You will then be logged in to the Connections Portal and your [Home](#) page displays.

Subject: Registration Successful

Dear [REDACTED],

Thank you for completing your registration with Customer Network Solutions.

This email serves as a confirmation that your account is activated.

Login to portal with your registered e-mail address [Link to the portal](#)

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

With Thanks,
Customer Network Solutions

P: 133 718 (Working hours 9am to 4pm)
02 9853 7977 (outside normal hours)

E: cwadmin@endeavourenergy.com.au
51 Huntingwood Drive Huntingwood NSW 2148

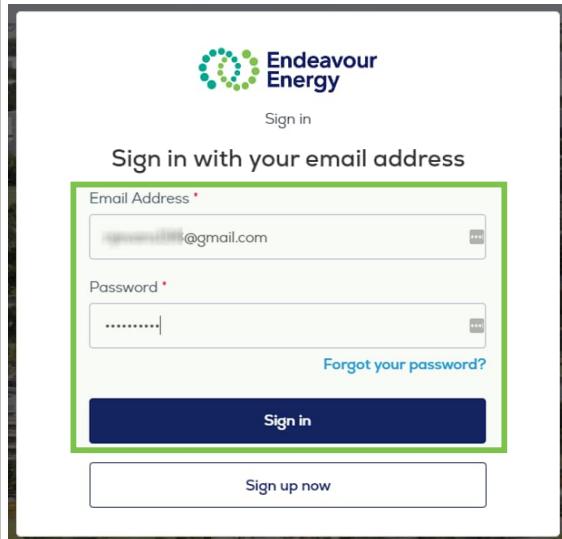
endeavourenergy.com.au

Endeavour Energy respectfully acknowledges the Traditional Custodians on whose lands we live, work, and operate and their Elders past, present and emerging.

Endeavour Energy | POWER together

Note: You will also receive an email (**Registration Successful**) confirming that your account is activated.

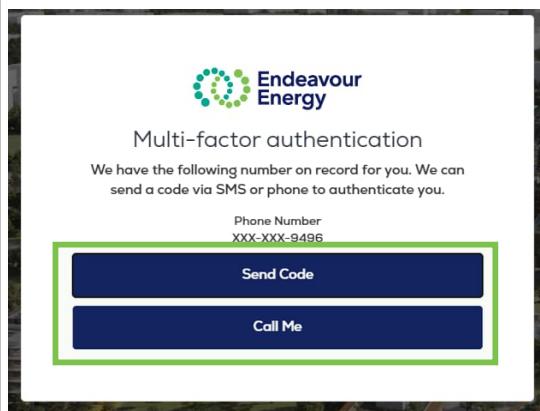
Existing User



The image shows the Endeavour Energy sign-in page. It features the Endeavour Energy logo at the top left. Below it, the text "Sign in" and "Sign in with your email address" are displayed. A green box highlights the "Email Address" and "Password" input fields. The "Email Address" field contains "test@gmail.com" and the "Password" field contains "password123". Below these fields is a "Forgot your password?" link. A large blue "Sign in" button is at the bottom of the form. Below the form is a "Sign up now" button.

Complete the following steps if you have already registered on the Connections Portal and have set up your user ID and password:

1. Enter your **Email Address** and **Password**
2. Click **Sign In**



The image shows the multi-factor authentication page. It features the Endeavour Energy logo at the top left. The text "Multi-factor authentication" is centered. Below it, a message states: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." A green box highlights the "Phone Number" field, which contains "XXX-XXX-9496". Below the field are two blue buttons: "Send Code" and "Call Me".

3. Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS

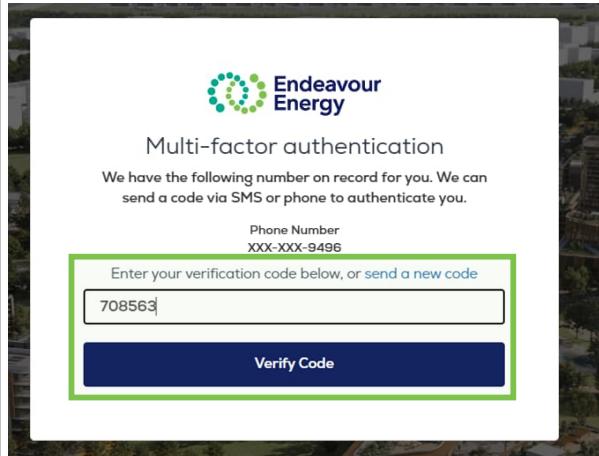
OR

Call Me – to complete authentication via a call (the *call will be from Microsoft – when you hear the prompt to hit the pound key - press #*)

4. If you have selected Send Code – enter the **verification code** you received via SMS (*from msverify*) and click **Verify Code**.

Note: The Verify Code button is not active until you have entered the six digit verification code.

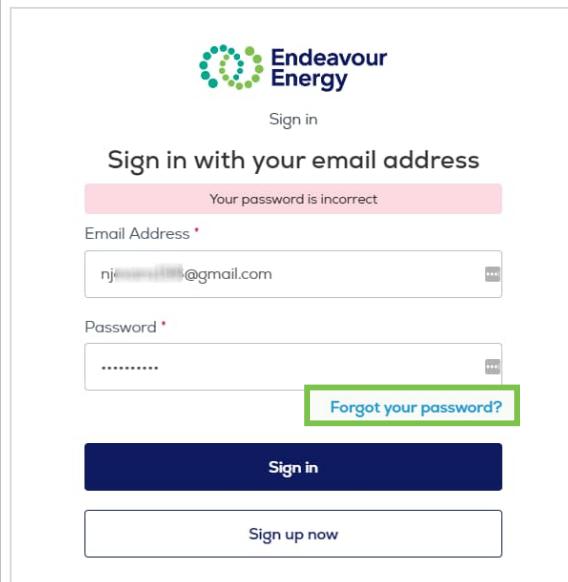
It may take a **few seconds for the screen to refresh**. You will then be logged in to the Connections Portal and your [Home](#) page displays.



The image shows the verify code page. It features the Endeavour Energy logo at the top left. The text "Multi-factor authentication" is centered. Below it, a message states: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." A green box highlights the "Phone Number" field, which contains "XXX-XXX-9496". Below the field is a text input box with the placeholder "Enter your verification code below, or [send a new code](#)". The input box contains "708563". Below the input box is a blue "Verify Code" button.



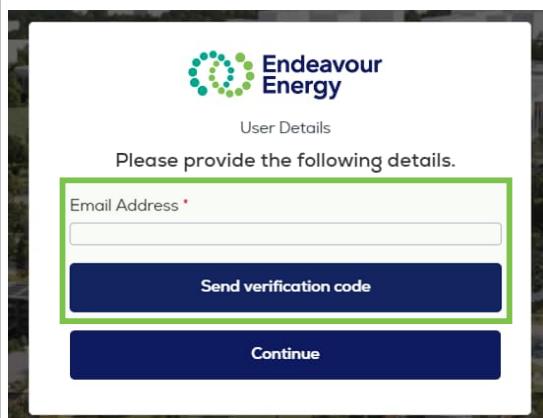
Forgot Password or Reset Password



The screenshot shows the Endeavour Energy login page. At the top is the Endeavour Energy logo. Below it is a 'Sign in' button and a 'Sign in with your email address' section. A pink error message box says 'Your password is incorrect'. Below this are fields for 'Email Address *' (containing 'nj...@gmail.com') and 'Password *' (containing '*****'). To the right of the password field is a green 'Forgot your password?' link. Below these are 'Sign in' and 'Sign up now' buttons.

Complete the following steps if you have forgotten your password or if you want to reset your password for the Connections Portal:

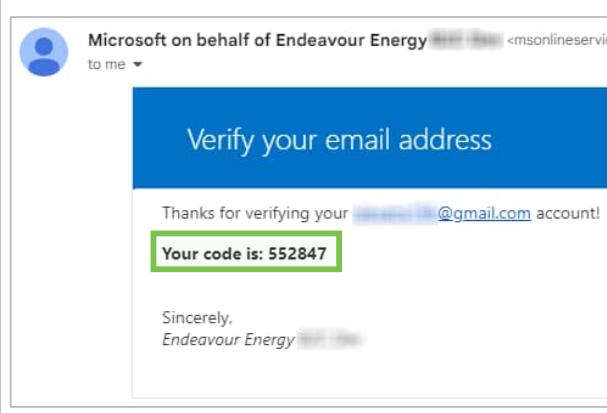
1. Click **Forgot your password?**



The screenshot shows the 'User Details' step of the password reset process. It asks for 'Please provide the following details.' and has a 'User Details' section with an 'Email Address *' field and a 'Send verification code' button. Both are highlighted with a green box. Below this is a 'Continue' button.

2. Enter your **Email Address** and click **Send verification code**.

Do not close this login screen, as you will need to come back to it once you have your verification code.



The screenshot shows an email from Microsoft on behalf of Endeavour Energy. The subject is 'Verify your email address'. It says 'Thanks for verifying your nj...@gmail.com account!' and 'Your code is: 552847'. Below this is a note: 'Sincerely, Endeavour Energy'.

3. You will receive an email with your verification code.

Endeavour Energy

User Details

Please provide the following details.

Verification code has been sent to your inbox.
Please copy it to the input box below.

Email Address *

nj...@gmail.com

Verification Code *

552847

Verify code

Send new code

Continue

It may take a few seconds for the dialog box to update.

4. Enter the **Verification Code** (as per the email) and click **Verify code**.

Endeavour Energy

User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address *

nj...@gmail.com

Continue

Please wait while we process your information.

A system message confirms your email address has been verified.

5. Click **Continue**.

Endeavour Energy

Multi-factor authentication

We have the following number on record for you.
We can send a code via SMS or phone to authenticate you.

Phone Number
XXX-XXX-9496

Send Code

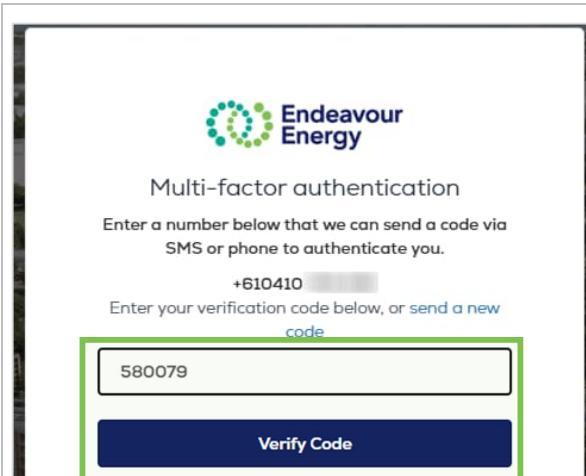
Call Me

You are then prompted to complete Multi-factor authentication.

6. Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS

Call Me – to complete authentication via a phone call prompt (the *call will be from Microsoft* – when you hear the prompt to hit the pound key - press #).



Endeavour Energy

Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

+610410 [REDACTED]

Enter your verification code below, or send a new code

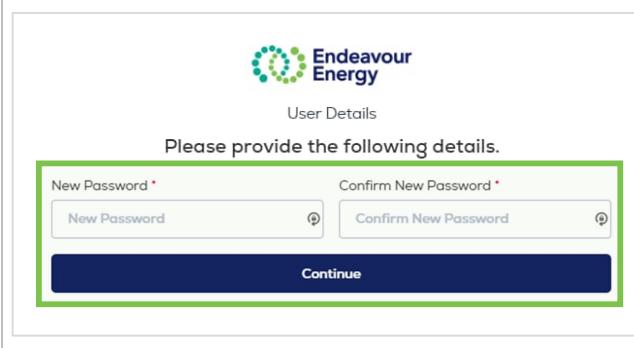
580079

Verify Code

A screenshot of the Endeavour Energy multi-factor authentication page. It shows a green box highlighting the 'Verify Code' button, which is the target for step 7.

7. If you have selected Send Code – enter the **verification code** you received via SMS and click **Verify Code**.

Note: The Verify Code button is not active until you have entered the six digit verification code.



Endeavour Energy

User Details

Please provide the following details.

New Password * Confirm New Password *

New Password Confirm New Password

Continue

A screenshot of the Endeavour Energy User Details page. It shows a green box highlighting the 'Continue' button, which is the target for step 9.

8. Enter the password you want to set in **New Password** and repeat in **Confirm New Password**.

9. Click **Continue**.

Home page

What service do you require?

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
ENL5356	10 DARCY STREET	PARRAMATTA	Application Acknowledged	29 February, 2024	Zeeshan Mehfroz
ENL5317	191 FIVE ISLANDS ROAD	UNANDERRA	Application Acknowledged	28 February, 2024	Trent Munn
NRL16292	72 HUNTINGWOOD DRIVE	EASTERN CREEK	Application Acknowledged	07 August, 2023	Zeeshan Mehfroz
NRL16291	43 HOLBECHE ROAD	ARNDELL PARK	Application Acknowledged	07 August, 2023	Zeeshan Mehfroz

1

What service do you require?

The Application tiles are displayed here. You can click on any of the service icons to apply for a specific service. Hover over text provides a description of each application (service) type.

2

My Projects

Any project associated with your user email address will be displayed here. You can use the various filters to list specific projects.

3

Home – to return to this page when you are in any other screen in the Connections Portal.

Saved applications – all applications that you have started but not proceeded to payment (i.e. you have saved or cancelled between steps 1 Site Details to 6 Legal Disclaimer - before reaching the Payment Lodgement screen).

Payments:

- Payments Pending** – applications where you have moved past the Payment Lodgement screen by clicking the Proceed to Payment button but have not yet completed the payment. Also, project fees that have been issued that you have not yet successfully paid.
- Payment History** – all completed payments.

My cart – application fees and project fees that you have added to your cart (when you are lodging a new application, it is automatically added to your cart).

Hint and Tip – Save your Address in your Profile



You can save your contact details against your profile. These details will then default for your applications.

User Edit profile

Contact Name Nicola Cc	Applicant Type Individual / Retail Customer	Email nicolac@gmail.com	Company Name NA
Contact Number 0410	BP ID 10004754		
Address * <input type="text"/> <small>Can't find your address? Click here</small>			
Street Number	Street Name *	Suburb *	Post Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
State *		<input type="text"/>	
<input type="button" value="Cancel"/>		<input type="button" value="Submit"/>	

1. Click your **initials** on the top left of the screen and select **Edit Profile**

2. Start to type your address in the **Address** field and select from the search results.

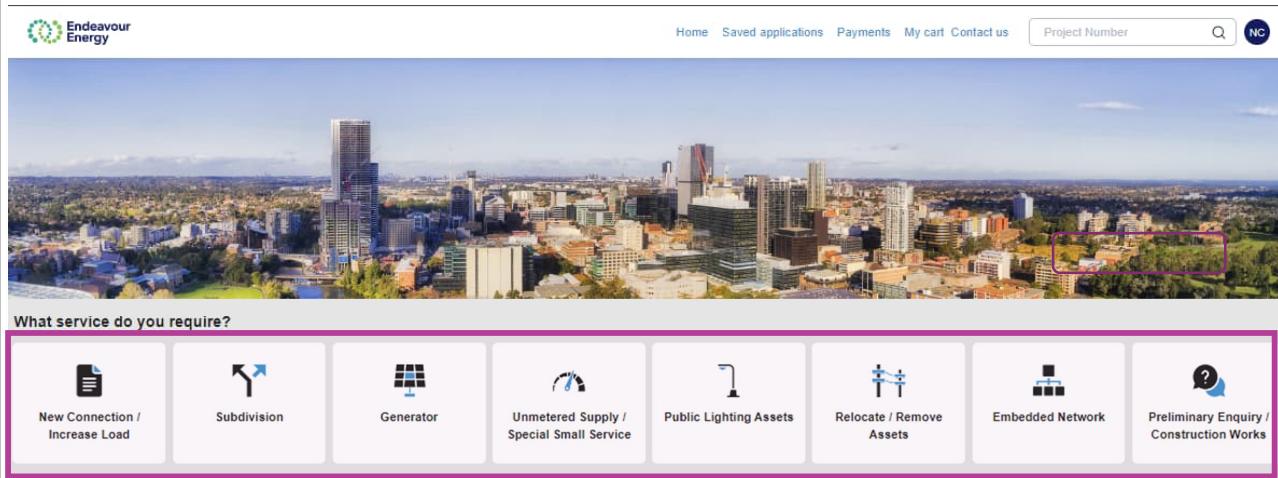
Address
8 parra
8 Parramatta Square, Parramatta NSW, Australia
8 Parramatta Road, Strathfield NSW, Australia
8 Parramatta Road, Underwood QLD, Australia
8 Parraween Street, Cremorne NSW, Australia
8 Parramatta Street, Parramatta Park QLD, Australia

Note: if the address is not found, click [Can't find your address? Click here](#) and manually complete the address fields (*Street Name, Suburb, Post Code, State* are all mandatory fields).

3. Click

Repeat these steps if you need to change your address.

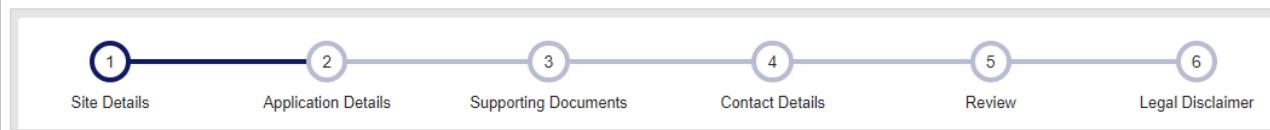
Lodge Application



What service do you require?

- New Connection / Increase Load
- Subdivision
- Generator
- Unmetered Supply / Special Small Service
- Public Lighting Assets
- Relocate / Remove Assets
- Embedded Network
- Preliminary Enquiry / Construction Works

1. To lodge an application, click the relevant icon to **select the service**
2. You are then guided through the required steps to lodge the application (*Steps 1 – 6 and Payment Lodge*)

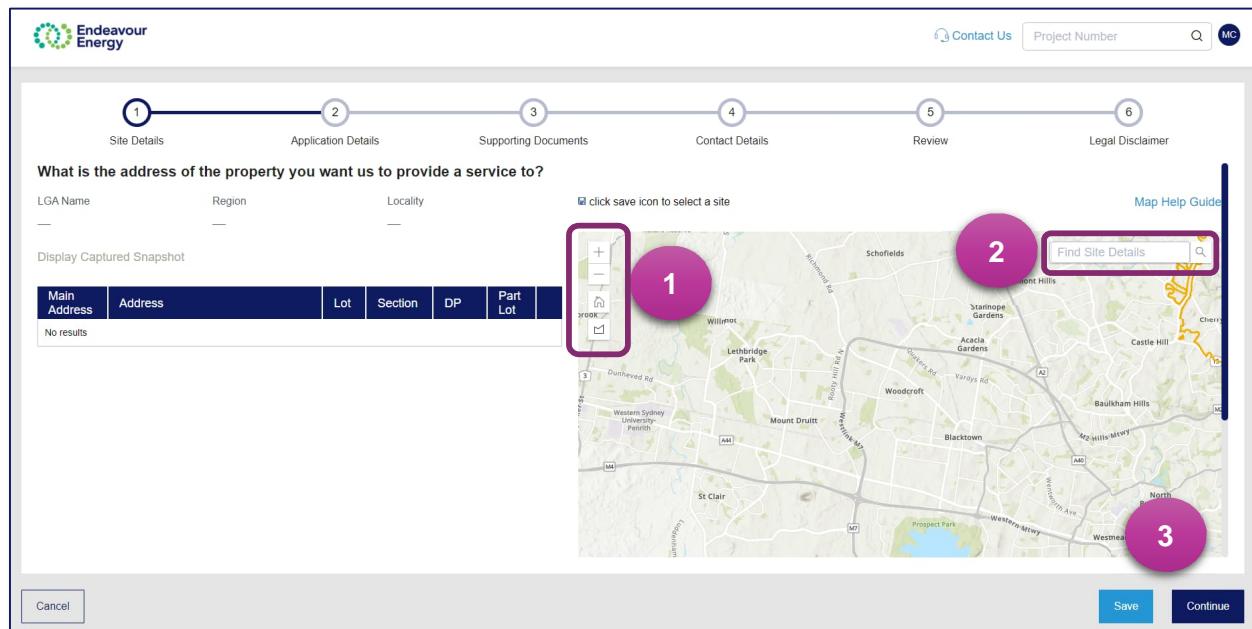


This user guide provides instructions for each application type and each of these steps.

For detailed information on Construction Works applications, please refer to our Connections Portal User Guide for Construction Works Services which can be accessed via our [Connect online](#) page.

1 – Site Details

The first step (for all application types) is to enter or search for the site address or site addresses.



1 Site Details 2 Application Details 3 Supporting Documents 4 Contact Details 5 Review 6 Legal Disclaimer

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

LGA Name Region Locality

Display Captured Snapshot

Main Address Address Lot Section DP Part Lot

No results

1 click save icon to select a site

Map Help Guide

Find Site Details

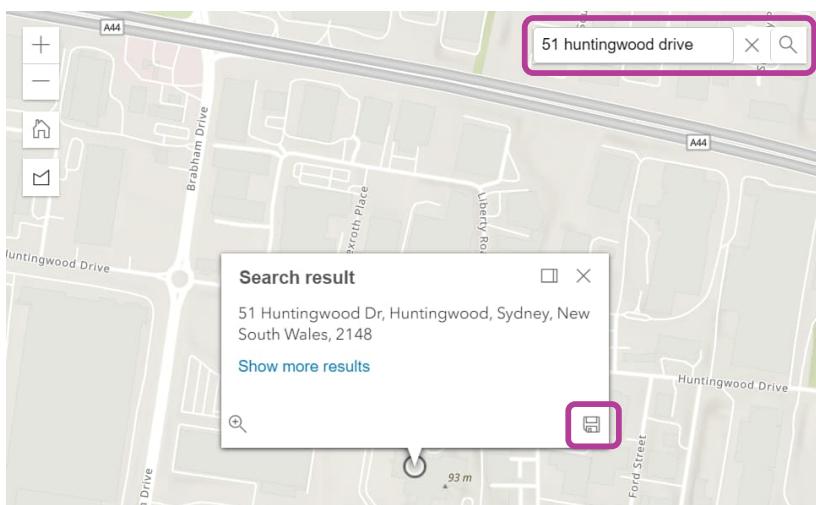
Cancel Save Continue

All addresses must be searched for **using the Map**.

If the system does not pick up the exact address on the map, select the closest address to the address you are searching for.

1	Use the map buttons to zoom in/out , return to the home location and toggle the Polygon feature on/off.
2	Enter the address to search for the site address . This section of the user guide provides instructions for the following: Find Site Details by Address Site Address not in Endeavour Energy Supply Area Multiple Addresses Manually Update Address Select Site using Polygon Function
3	You can either save your progress to return to it later (<i>using the Saved applications link on the Home page</i>) or continue now.

Find Site Details by Address



- Enter the address into the Find Site Details search bar and click the search button (magnifying glass).

The address is displayed on the map.

You can select [Show more results](#) if the search result is not the address required.

- Once you find the correct address, click the **Save** icon at the bottom right-hand corner of the dialog box.

Main Address	Address	Lot	Section	DP	Part Lot
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1	—	857249	<input type="checkbox"/>

Once the address is selected, the map will colour the property blue and display the address, lot number and DP.

- If this is the main address, select the **Main Address** checkbox. (LGA Name, Region and Locality then auto-populate based on the address).

Note: When you *only enter one address, it will be automatically set as the main address when you click Continue.*

Main Address	Address	Lot	Section	DP	Part Lot
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1	—	857249	<input type="checkbox"/>

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

- When you have selected the site address, click **Continue** (bottom right of screen) to continue to the next section 2 – Application Details.

Site Address not in Endeavour Energy Supply Area

Note: 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.

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

LGA Name	Region	Locality	<input type="checkbox"/> click save icon to select a site	Map Help Guide										
Display Captured Snapshot														
<table border="1"> <thead> <tr> <th>Main Address</th> <th>Address</th> <th>Lot</th> <th>Section</th> <th>DP</th> <th>Part Lot</th> </tr> </thead> <tbody> <tr> <td colspan="6">No results</td> </tr> </tbody> </table>		Main Address	Address	Lot	Section	DP	Part Lot	No results						
Main Address	Address	Lot	Section	DP	Part Lot									
No results														

If you are still having issues with the site address, please email cwadmin@endeavourenergy.com.au.

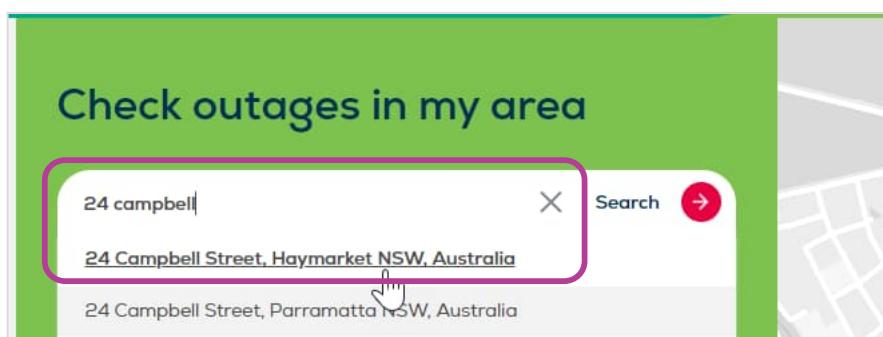
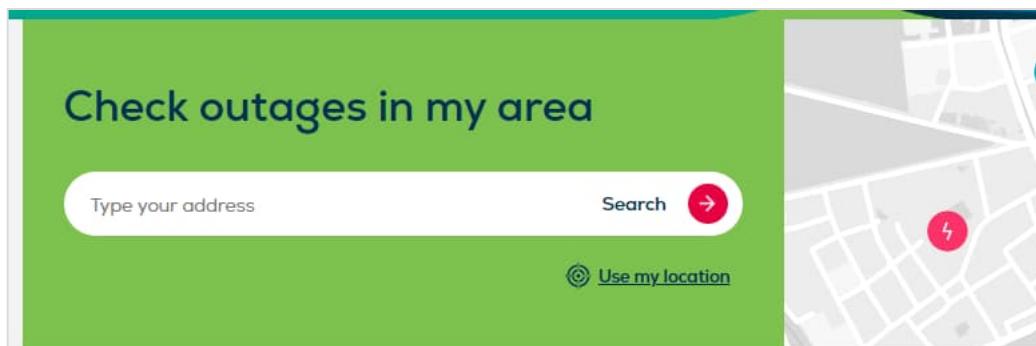
Note the difference in the map detail (green outlines) for an area that is covered by Endeavour Energy

A detailed map of a residential area in Bardia, Victoria, showing streets, property boundaries, and house numbers. The map includes labels for General Boulevard, Campbelltown Road, and Mount St Oval. A specific address, 63 arthur allen drive, is highlighted with a red circle. The map also shows the M31 motorway and various property lots with green hatching.

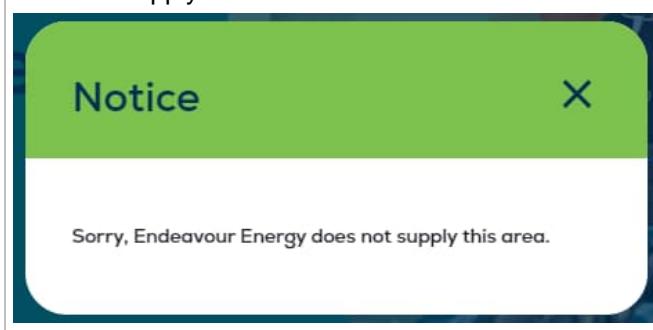


Hint and Tip!

Another option to check if an address is covered by Endeavour Energy is to enter the address in the Outage Map on our [website](#)



When you select the address from the search results, a Notice dialog box displays if Endeavour Energy does not supply the area.



Multiple Addresses

If needed, you can repeat these steps and search for additional addresses.

You can list multiple addresses, however at least one address should be marked as the **Main Address**.

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

Main Address	Address	Lot	Section	DP	Part Lot
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1		857249	<input type="checkbox"/>
<input type="checkbox"/>	65 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1		866251	<input type="checkbox"/>
<input type="checkbox"/>	2 HEALEY CIRCUIT, HUNTINGWOOD, New South Wales, 2148	35		814866	<input type="checkbox"/>

Manually Update Address

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

Main Address	Address	Lot	Section	DP	Part Lot
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1		857249	<input type="checkbox"/>

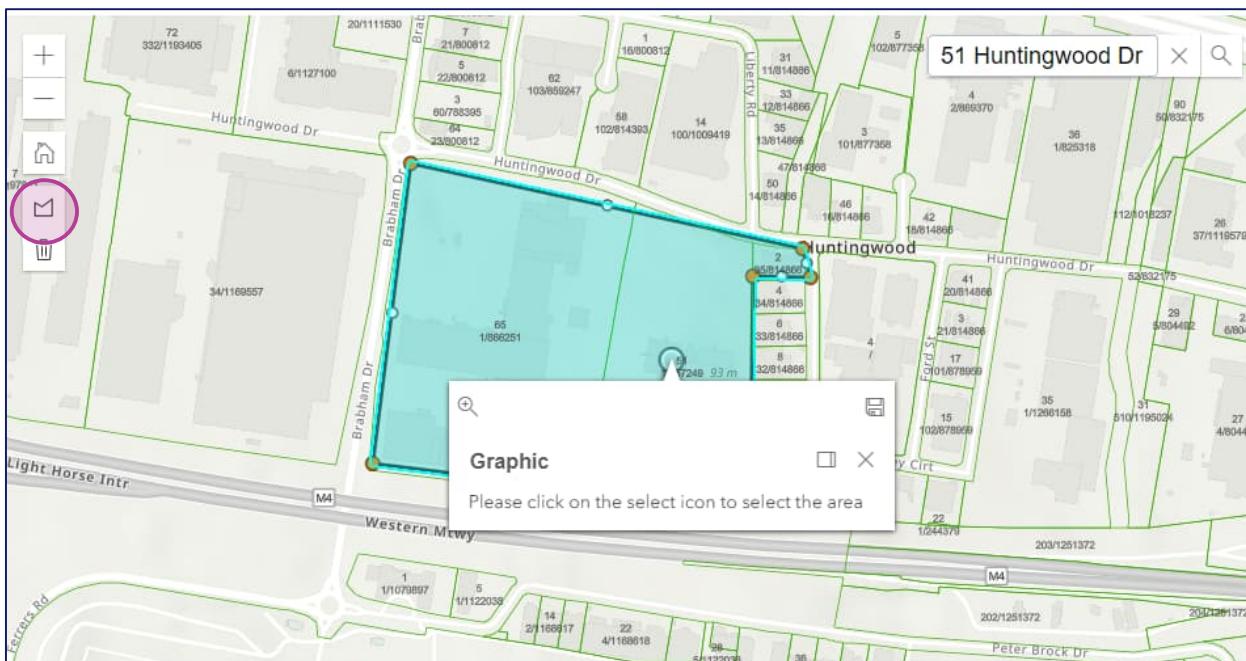
If you need to edit the address for any reason:

1. Click the **Address** and a pop-up window will display
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.
4. When you have selected the site address, click **Continue** (bottom right of screen) to continue to the next section 2 – Application Details.

Select Site using Polygon Function

You can also select the site with the polygon feature:

1. Select the polygon icon 
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. Click **Save** icon 



- If you make a mistake and want to start again, select the **delete/rubbish bin** icon
- If you would like to return to the default map view, select the **home** icon.

Continue

When you have selected the site address, click **Continue** (bottom right of screen) to continue to the next section 2 – Application Details.

2 – Application Details

When lodging a new application, the next step (for all application types) is **Application Details**.

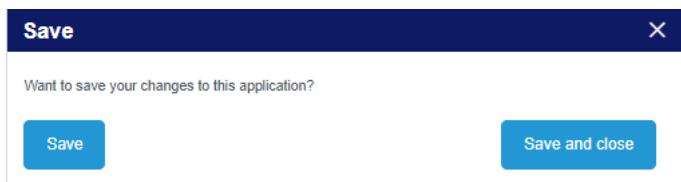
This guide details the information required for each application type.

Hint and Tip - Save Application as Draft

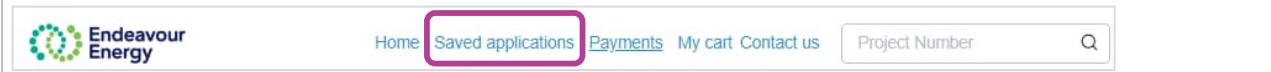


Tip! You can save an application (as a draft) at any step:

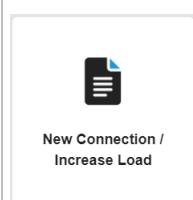
1. Click **Save**
2. The **Save** dialog box displays:



3. Select **Save and close**
4. The application is saved as a draft and the Connections Portal Home page displays.
5. You can then access the saved application from the **Saved applications** link on the Home page (top right of the screen).



2 – Application Details - New Connection / Increase Load



For a **New Connection / Increased Load** application, you are prompted to select the type of connection:

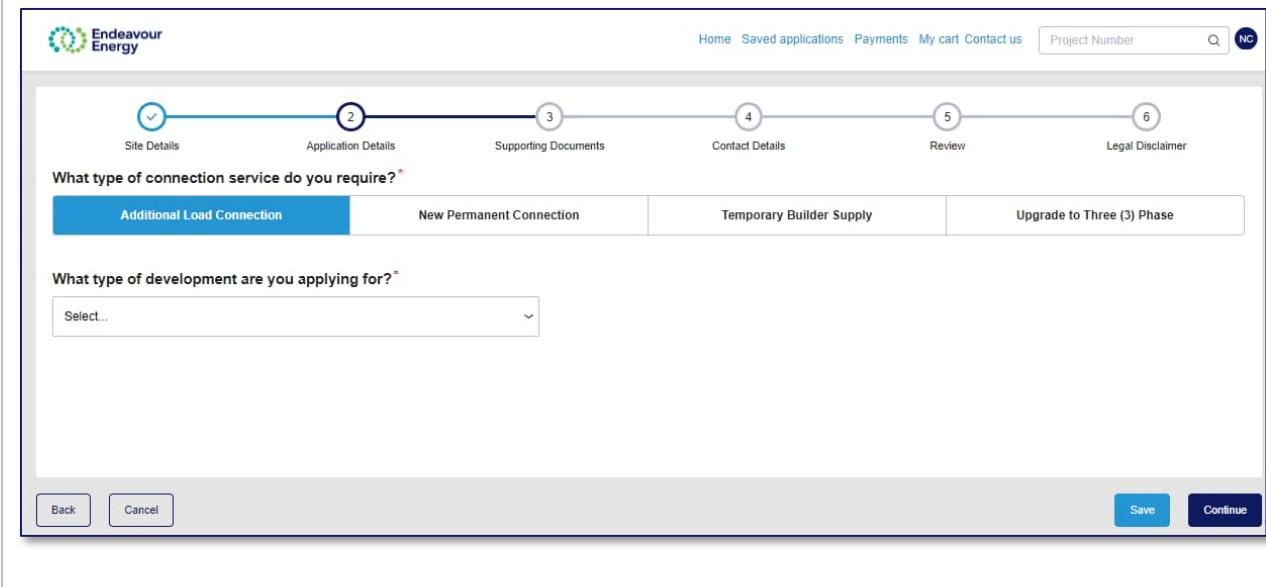
- [Additional Load Connection](#)
- [New Permanent Connection](#)
- [Temporary Builder Supply](#)
- [Upgrade to Three \(3\) Phase.](#)



The screenshot shows a horizontal navigation bar with six steps: Site Details (checked), Application Details (step 2), Supporting Documents (step 3), Contact Details (step 4), Review (step 5), and Legal Disclaimer (step 6). Below the bar is a question: "What type of connection service do you require? *". A horizontal button bar contains four options: "Additional Load Connection" (selected), "New Permanent Connection", "Temporary Builder Supply", and "Upgrade to Three (3) Phase".

Additional Load Connection

1. Select the *Additional Load Connection* tab.



The screenshot shows the "Additional Load Connection" tab selected. The navigation bar now has "Additional Load Connection" checked. The question "What type of connection service do you require? *" is followed by the same four options: "Additional Load Connection" (selected), "New Permanent Connection", "Temporary Builder Supply", and "Upgrade to Three (3) Phase". Below this is a question "What type of development are you applying for? *". A dropdown menu is open with the placeholder "Select...". At the bottom are "Back" and "Cancel" buttons on the left, and "Save" and "Continue" buttons on the right.

	Phase A	Phase B	Phase C
Existing Load	1234 Amps		
Removed Load	1234 Amps		
New Load	1234 Amps		
Total	—		

- From the drop down, select the **type of development** you are applying for. Only 1 value can be selected from the drop-down list.
- Select the **load details** as Single Phase or Three Phase:
 - If **Single phase** is selected, only Phase A is displayed.
 - If **Three Phase** is selected, the values in Phase A are applicable to Phase B & C.

Note: Additional fields display as you complete or select the relevant options in a field.

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		

[+ Add NMI](#)

Reason for NMI unavailability*

- Click **+Add NMI** and enter the NMI associated with the site(s).
- Click outside the field and the NMI is validated.

For further information on entering the NMI, go to [Application Details - National Meter Identifier \(NMI\)](#)

When do you need your connection by?*

17/11/2022

Please provide any further details regarding your application*

Remaining: 3000 characters

- Enter or select the date you **need your connection by**.
- When you have entered the date (*and clicked outside the field*), the text box for **further details** displays. Any further details on the application must be provided here.

- Click **Continue**
- The next step in the application is [3 – Supporting Documents](#)

New Permanent Connection

1. Select the *New Permanent Connection* tab.

What type of connection service do you require? *

Additional Load Connection **New Permanent Connection** Temporary Builder Supply Upgrade to Three (3) Phase

What type of development are you applying for? *

Residential: Individual dwellings

Please provide your load details

Select Phase * **Single Phase** Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps	0 Amps	0 Amps

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

Back Cancel Save Continue

2. From the drop down, select the **type of development** you are applying for. Only 1 value can be selected from the drop-down list.
3. Select the **load details** as Single Phase or Three Phase
 - a. If Single phase is selected, only Phase A is displayed.
 - b. If Three Phase is selected, the values in Phase A are applicable to Phase B & C.
4. Click **+Add NMI** and enter the NMI associated with the site(s). Click outside the field and the NMI is validated. For further information on this section, go to [Application Details - National Meter Identifier \(NMI\)](#)
5. Enter or select the date you **need your connection by**.

When you have entered the date (and clicked outside the field), the text box (for **further details**) displays. Any further details on the application must be provided here.

6. Click **Continue**

The next step in the application is [3 – Supporting Documents](#)

Temporary Builder Supply

1. Select the *Temporary Builder Supply* tab.

What type of connection service do you require? *

Additional Load Connection	New Permanent Connection	Temporary Builder Supply	Upgrade to Three (3) Phase
----------------------------	--------------------------	---------------------------------	----------------------------

Estimated decommission date for your temporary builder supply*
20/12/2024

Please provide your load details

Select Phase* Single Phase Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps		

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

Back Cancel Save Continue

Estimated decommission date for your temporary builder supply*
23/11/2022

Please provide your load details

Select Phase* Single Phase Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps		

Please enter your National Meter Identifier (NMI) associated with your site/s

NMI	Status	Comments *
No items		

+ Add NMI

Back

2. Enter the **decommission date** for the temporary builder supply or select the date from the calendar.
3. Select the **load details** as Single Phase or Three Phase.
 - If **Single phase** is selected, only Phase A is displayed.
 - If **Three Phase** is selected, the values in Phase A are applicable to Phase B & C.
4. Click **+Add NMI** and enter the NMI associated with the site. Click outside the field and the NMI is validated.

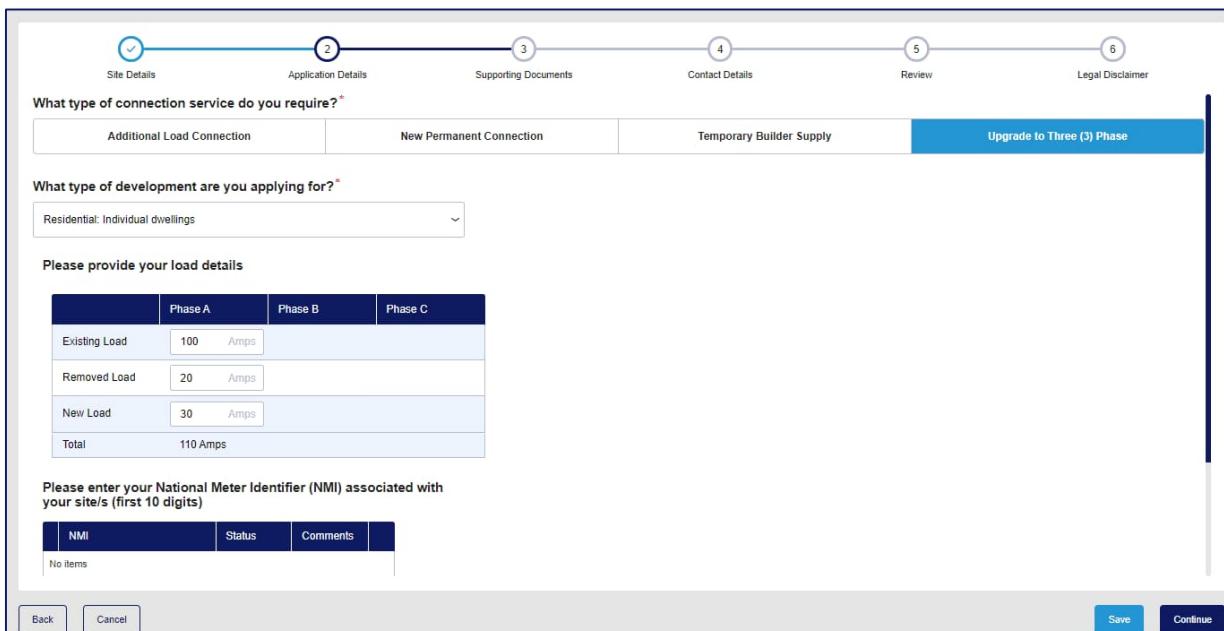
For further information on the NMI section, go to [Application Details - National Meter Identifier \(NMI\)](#)

5. Enter or select the date you **need your connection by**. When you have entered the date (and clicked outside the field), the text box for **further details** displays. Any further details on the application must be provided here.
6. Click **Continue** (bottom right of screen).

The next step in the application is [3 – Supporting Documents](#)

Upgrade to Three (3) Phase

1. Select the *Upgrade to Three (3) Phase* tab.



What type of connection service do you require? *

Additional Load Connection	New Permanent Connection	Temporary Builder Supply	Upgrade to Three (3) Phase
----------------------------	--------------------------	--------------------------	----------------------------

What type of development are you applying for? *

Residential: Individual dwellings

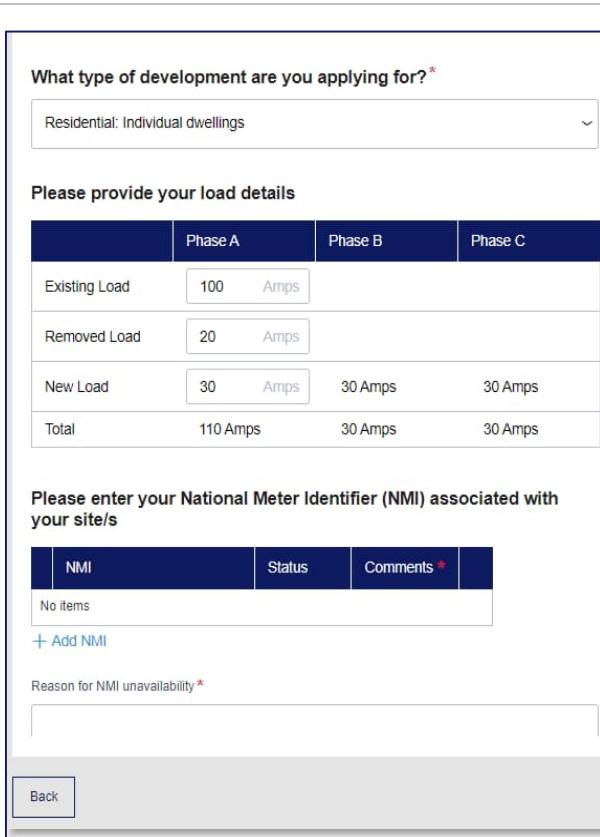
Please provide your load details

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps		

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		

Back Cancel Save Continue



What type of development are you applying for? *

Residential: Individual dwellings

Please provide your load details

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps	30 Amps	30 Amps
Total	110 Amps	30 Amps	30 Amps

Please enter your National Meter Identifier (NMI) associated with your site/s

NMI	Status	Comments *
No items		

+ Add NMI

Reason for NMI unavailability *

Back

2. Select the **type of development** you are applying for.
Note: Only 1 value can be selected from the drop-down list.
3. Provide the **new load** to upgrade the connection to three phase.
4. Click **+Add NMI** and enter the NMI associated with the site. Click outside the field and the NMI is validated.

For further information on this section, go to [Application Details - National Meter Identifier \(NMI\)](#)

5. Enter or select the date you **need your connection by**.

When you have entered the date (and clicked outside the field), the text box (for **further details**) displays. Any further details on the application must be provided here.

6. Click **Continue**

The next step in the application is [3 – Supporting Documents](#)

Note: If the type of development is **Residential: Multi Units – Strata Developments** you are prompted to confirm if you only require a Compliance Certificate letter from us.

What type of development are you applying for?*

Residential: Multi Units - Strata Developments



Do you have a suitable connection for your Strata Development and only require a Compliance Certificate letter from us?*

Yes

No

2 – Application Details – Subdivision



Subdivision

When you have completed [1 – Site Details](#), the next step for a **Subdivision** application is 2 – Application Details.

Note: If you select **Strata Development**, you will be advised that this requires a **New Connection Load Application**.



How would you best describe your subdivision?

Strata Development

This requires a **New Connection Load Application**. You will be redirected to our main page, then select 'New Connection / Increase Load' Service. Would you like to proceed?

[Proceed](#)

1. For all other subdivision options (Torrens, Community, Stratum), select the **intended use of the development**.



How would you best describe your subdivision?

Torrens

What is the intended use of development?*

Residential

Note: The blue question mark icon displays hover over help text which provides guidance for a question.

Do you have a suitable connection for your Subdivision and only require a Notification of Arrangement letter from us?

[Yes](#)

[No](#)

Subject to technical assessment, Contestable Works may be required to make suitable electricity supply arrangements for the subdivision. The cost of Contestable Works is the Developer's responsibility.

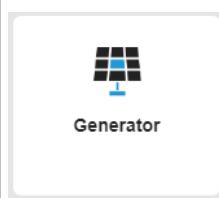
2. All fields are mandatory to proceed.

3. Note the following validations on this step:

- The fields on the left hand side of the page will accept entries entered as a **range** e.g. "1-100"
- The fields on the right hand side of the page will accept **single entries** such as "5", "25" or "100"
- If **Single Dwelling Lots** is populated, then **Quantity of Single Dwelling Lots (on the right)** is mandatory
- If **Multiple Dwelling Lots** is populated, then **Quantity of Multiple Dwelling Lots (on the right)** is mandatory.

The next step is 3 – Supporting Documents

2 – Application Details – Generator



Generator

When you have completed [1 – Site Details](#), the next step for a **Generator** application is 2 – Application Details.

A screenshot of the 'Application Details' step in the generator application process. The form includes fields for generator type, change over details, associated load application, and Endeavour Energy reference number. A navigation bar at the top shows steps 1 through 6.

1. Select the **type of generator** you are connecting from the drop down list (Combined Solar + Battery, Solar, Wind, Battery).

Specific questions display depending on the type of generator you select.

A screenshot of a sub-form for 'Associated Load application or technical enquiry'. It includes a question, a 'Yes' button, and a 'No' button. Below it is a field for the Endeavour Energy reference number.

Associated Load application or technical enquiry - If you select **Yes**, you must include the **Endeavour Energy reference number** to proceed with the application.

What type of generator are you connecting? *

Combined Solar + Battery

Please provide details of your generator system

	Generator Capacity	Inverter Rating
Existing kW	111	100
New kW	100	100
Removed kW	19	100
Total	192	100

Inverter Details

Select phase * Single phase Three phase

Manufacturer Name *

Test

CEC Certificate Number *

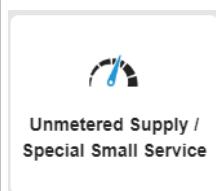
EE1234566

2. Enter the **Generator Capacity and Inverter Rating** details for:
 - Existing
 - New
 - Removed.
3. **Phase** - select Single or Three Phase.
4. Enter the **Manufacturer Name**.
5. Enter the **CEC Certificate Number**. This field accepts alphanumeric entries.

6. Click **Continue**

The next step is [3 – Supporting Documents](#)

2 – Application Details – Unmetered Supply / Special Small Service



When you have completed [1 – Site Details](#), the next step for an **Unmetered Supply / Special Small Service** application is **2 – Application Details**.

1. Select **New unmetered connection** or **Alter an existing connection** tab.
2. Select the **type of device** you are connecting from the drop-down list.

As you complete each field, step off the field for validation (i.e. *click outside the field*)

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

	NMI	Status	Comments
1	4310258963	Valid	

[+ Add NMI](#)

Please specify the customer asset identifier or number*

Please provide some installation details

Maximum demand*

 Amps

Duty cycle*

Sunset to sunrise

Daily energy consumption
27.60 kWh/day

When do you need your connection by?*

31/07/2024

Please provide any further details regarding your application*

Unmetered Supply National Meter Identifier (NMI) Validation

3. Click [+ Add NMI](#) and enter a valid NMI. or provide a reason for NMI unavailability.
4. Enter the **Customer Asset Identifier or Number**.
5. Enter the **Maximum demand** in Amps. Maximum demand allowed is not more than 10 Amps.
6. Select the **Duty cycle** from the drop-down list.
- The **Daily Energy consumption** is auto calculated.
7. Select the **date** by when you need the connection and provide **further details** on the application.
8. Click The next step is [3 – Supporting Documents](#)

2 – Application Details – Public Lighting Assets



Public Lighting Assets

Please provide a description of the public lighting works*

Need the public lighting works for an event

Remaining: 2967 characters

Please provide details of the public lighting customer

Company Name*

ABV

Contact Person Name*

Sahana

Contact Number*

0435262428

Contact Email Address*

sahana.prakash@gmail.com

When do you need your connection by?*

24/11/2022

1. Please provide a **description of the public lighting works**. This field accepts 3000 characters.
Note: When you have entered the description, **click outside the description text box** (as this validates the entry and the additional required fields will then display).
2. **All fields** in this section **are mandatory** – enter the **Company Name**, **Contact Person Name**, **Contact Number** and **Contact Email Address**.
3. Select the **date** by when you need the connection.
4. Click **Continue**.

The next step is [3 – Supporting Documents](#)

2 – Application Details – Relocate / Remove Assets



Relocate / Remove Assets

Site Details Application Details Supporting Documents Contact Details Review

Please provide a description of the relocation or removal works*
Need the connection to be relocated
Remaining: 2964 characters

Is there an associated load application with your relocation application?*
Yes No

Please provide the Endeavour Energy reference number for the associated application*
EEE12345

When do you need your relocation works by*
24/11/2022

All fields are mandatory.

1. Enter a **description of the relocation/removal works**. The field accepts 3000 characters.

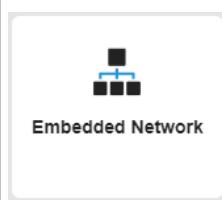
Step off the field for validation (i.e. *click outside the field*) – additional fields then display.

2. Enter the **Endeavour Energy reference number**. The format for this number is 3 letters followed by 4 or 5 digits (e.g., EEE12344)
3. Enter the **date you need your relocation works by** or select the date from the calendar.

4. Click

The next step is 3 – Supporting Documents

2 – Application Details – Embedded Network



Embedded Network

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.	<input type="button" value="Yes"/>	<input type="button" value="No"/>
---	------------------------------------	-----------------------------------

1. **Is your application relate to a new connection or upgrade of a "generator" – select Yes or No.**

Note: If you select Yes, you will be prompted to return to our Home page to select Generator and submit a Generator application.

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.	<input type="button" value="Yes"/>	<input type="button" value="No"/>
---	------------------------------------	-----------------------------------

This will require a Generator Application. You will be redirected to our main page, then select 'Generator' service. Would you like to proceed?

Site Details 2 Application Details 3 Supporting Documents

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Please provide a description of your embedded network request*		
Need the connection		
Remaining: 2081 characters		
Please enter your Parent - National Meter Identifier (NMI) associated with the site (first 10 digits).		
<input type="button" value="NMI"/>	<input type="button" value="Status"/>	<input type="button" value="Comments"/>
No items		
<input type="button" value="Add NMI"/>		
Reason for NMI unavailability*		
<input type="text"/>		

2. Enter **details of the embedded network request**. Step off the record for validation (i.e. click outside the field)
3. Click **+ Add NMI** and **enter** a valid **NMI** or, if you do not have a NMI, provide a reason for NMI unavailability.

For assistance with National Meter Identification (NMI) validation, click [here](#)

Is there an associated load application with your embedded network application?*	<input type="button" value="Yes"/>	<input type="button" value="No"/>
--	------------------------------------	-----------------------------------

4. **Is there an associated load application with your embedded network application? - select Yes or No..**

Associated load application:

- If you select Yes you are prompted to enter your Endeavour Energy Reference Number. The format of this reference number is 3 letters followed by 4 or 5 digits (e.g. EEE12344).

Is there an associated load application with your embedded network application?*	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Please provide the Endeavour Energy reference number for the associated application *		
<input type="text"/>		

Please provide the Endeavour Energy reference number for the associated application*

Please provide details of the nominated Embedded Network Manager (ENM)

Company Name*

Contact Person Name*

Contact Number*

Email*

When do you need the Embedded Network registration by?*

5. Complete the following fields for the details of the Embedded Network Manager:

Company Name
Contact Person Name
Contact Number
Email

6. Enter or select the date by which you need the Embedded Network registration.

Is there an associated load application with your embedded network application?* Yes No

Please provide the Endeavour Energy reference number for the associated application*

Please provide details of the nominated Embedded Network Manager (ENM)

Company Name*

Contact Person Name*

Contact Number*

Email*

When do you need the Embedded Network registration by?*

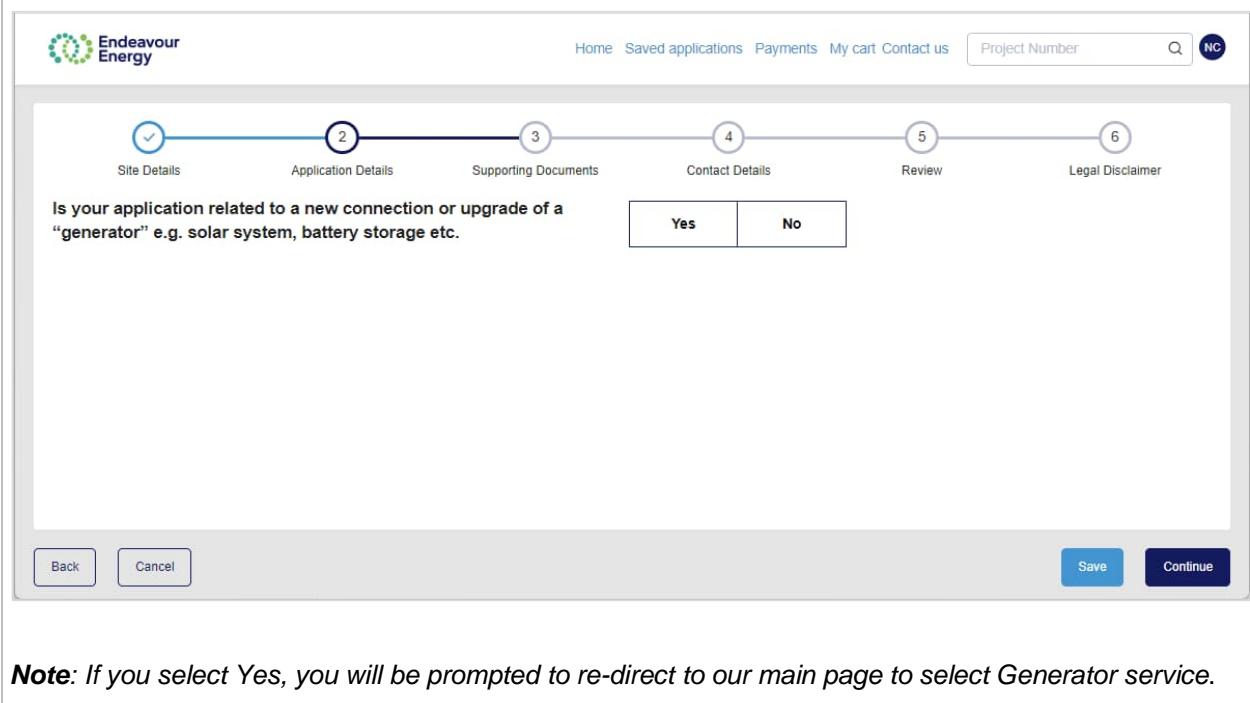
5. Click Continue.

The next step is 3 – Supporting Documents

2 – Application Details – Preliminary Enquiry / Construction Works



For **Preliminary Enquiry / Construction Works**, you are prompted to confirm if the application relates to a new connection or upgrade of a “generator”.

A screenshot of the Endeavour Energy application flow interface. The top navigation bar includes the Endeavour Energy logo, a search bar with a project number field and a magnifying glass icon, and links for Home, Saved applications, Payments, My cart, Contact us, and a user icon. Below the navigation is a horizontal progress bar with six numbered steps: 1 (Site Details, checked), 2 (Application Details), 3 (Supporting Documents), 4 (Contact Details), 5 (Review), and 6 (Legal Disclaimer). Step 2 is currently active. A note below the progress bar asks, "Is your application related to a new connection or upgrade of a 'generator' e.g. solar system, battery storage etc." with "Yes" and "No" buttons. At the bottom are "Back" and "Cancel" buttons on the left, and "Save" and "Continue" buttons on the right.

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.

Yes No

Back Cancel Save Continue

Note: If you select Yes, you will be prompted to re-direct to our main page to select Generator service.

Connections related Technical or Preliminary Enquiry



Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.

1. Click

Additional fields display as you complete each field. A red asterisk denotes a mandatory field.

Endeavour Energy

Home Saved applications Payments My cart Contact us

Site Details Application Details Supporting Documents Contact Details

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.

What type of service do you require?*

Connections related Technical or preliminary Enquiry

Please provide a detailed description of your request*

Our customer is seeking technical advice with regards to available network capacity to supply the proposed development and/or what high level contestable works will be required to supply this development. Refer attached for details of the proposed development.

Remaining: 2740 characters

Back Cancel

2. **What type of service** - select **Connections related Technical or Preliminary Enquiry** from the drop-down list.
3. Enter a **detailed description** of the technical or preliminary enquiry.

You can upload any supporting documentation including site photos, sketches, etc. as an attachment in the next section 3 – Supporting Documents.

Endeavour Energy

Home Saved applications Payments My cart Contact us Project Number NC

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Is your application related to a new connection or upgrade of a "generator" e.g. solar system, battery storage etc.

What type of service do you require?*

Connections related Technical or preliminary Enquiry

Please provide a detailed description of your request*

Our customer is seeking technical advice with regards to available network capacity to supply the proposed development and/or what high level contestable works will be required to supply this development. Refer attached for details of the proposed development.

Remaining: 2740 characters

Back Save Continue

4. Click

The next step is 3 – Supporting Documents

For detailed information on Construction Works applications, please refer to our **Connections Portal User Guide for Construction Works Services** which can be accessed via our [Connect online](#) page.

It contains detailed steps for Construction Works related requests such as Tiger Tails, Overheight Load, Network Mains Outage (not related to a contestable project), Excavation near EE assets or Asset Support, Substation or LV access, Substation visual inspection, Substation rating or loading enquiry.

Application Details - National Meter Identifier (NMI)

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		

[+ Add NMI](#)

Reason for NMI unavailability *

NMI Unavailable

If NMI is unavailable, you must provide a **reason for NMI unavailability**. It is a mandatory field to proceed with the application (if a valid NMI is not entered).

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		

[+ Add NMI](#)

	NMI	Status	Comments
1	4310777777	Valid	

NMI Available

1. **Click + Add NMI**
2. Enter a valid **NMI** in the field and step off the record /click the mouse outside of the table

The NMI is validated, and the status of NMI is displayed in the status field.

NMI Validation Errors – Please enter a valid input for NMI

Please enter a valid input for NMI

Please enter your National Meter Identifier (NMI) associated with your site/s

	NMI	Status	Comments
1	4311310327	Valid	
2	4111111111		

[+ Add NMI](#)

If you enter an NMI with invalid number of characters (less than 10) and step off the record, a red triangle is displayed.

An error message will also be displayed at the top of the page



NMI Validation Errors – Invalid NMI

Invalid NMI

Please enter your National Meter Identifier (NMI) associated with your site/s

	NMI	Status	Comments	
1	4311310327	Valid		
2	4111111111	Invalid NMI		

[+ Add NMI](#)

When you enter an invalid NMI (with correct number of characters) and step off the record, there is no error message, but the status of the NMI is populated as **Invalid NMI** under the **Status** column.

A text box is displayed for you to enter comments on the usage of Invalid NMI.

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

	NMI	Status	Comments	
1	4111111111	Invalid NMI		

[+ Add NMI](#)

3 – Supporting Documents

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Please provide supporting documents

Attach No attachments

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)

Reason for Required Documents Unavailable*

Remaining: 250 characters

Attach Documents

Site Details Application Details Supporting Documents

Please provide supporting documents

Attach No attachments

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)

Reason for Required Documents Unavailable*

Remaining: 250 characters

1. Click **Attach** to attach documents.

Upload Documents X

Drag and drop files here

or

Select file(s)

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

Cancel Attach

When you have clicked Attach, the **Upload Documents** dialog box displays.

2. **Drag and drop** documents into the box for uploading documents
OR
Select file(s) to select the files from your drive and upload the documents.

The **file extensions** allowed for the upload are pdf, doc, docx, xls, dwg, xlsx, jpeg, png.

The **file limit** is up to 25MB for each document.

Upload Documents

Drag and drop files here

or

Select file(s)

Name *	File	Category
Site Plan for 51 Huntingwo	Site Plan for 51 Huntingwo	Application Documents
Max Demand Calcs for 51	Max Demand Calcs for 51	Application Documents

Requirements:

1. File size should not be more 15 MB per attachment
2. Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

Attach

Uploaded documents are listed.

The **Category** of the documents will be **Application Documents**.

The name of the document can be edited and can be up to 59 characters.

You cannot upload two files with the same name.

The uploaded document can be deleted by clicking on the delete icon (trash can).

3. When you have uploaded all relevant files,

Attach
click

Site Details Application Details Supporting Documents Contact Details

Please provide supporting documents

Attach Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf 2m ago Site Plan for 51 Huntingwood Drive June 2024.pdf 2m ago

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. After the documents are uploaded, select the relevant check boxes.

To proceed with the application, **Site Plan** and **AS3000 Maximum Demand Calculations** must be checked.

Note: If the **mandatory checkboxes are not selected** and you try to proceed with the application, an error message will be displayed. The **Reason for Required Documents Unavailable** text box will also be highlighted.

Please correct flagged fields before submitting the form!

OK

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Please provide supporting documents

Attach Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf 1m ago Site Plan for 51 Huntingwood Drive June 2024.pdf 1m ago

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)

Reason for Required Documents Unavailable *

Value cannot be blank
Remaining: 250 characters

Note: If there are **no documents uploaded**, you will need to be populate the reason for not uploading the required documents. The text area can accept 250 characters.

Please provide supporting documents

Attach

No attachments

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)

Reason for Required Documents Unavailable*

Endeavour Energy

Home Saved applications Payments My cart Contact us Project Number

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

1 2 3 4 5 6

Please provide supporting documents

Attach Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf 1m ago Site Plan for 51 Huntingwood Drive June 2024.pdf 1m ago

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)

Back Cancel Save Continue

5. Click **Continue**

4 – Contact Details

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Please review applicant details

Contact Name Sahana Prakash	Company Name ASP12347	Contact Number* 0435262428	Email sahana.ee21+96@gmail.com
Address* 8/66 Acres Road, Kellyville NSW, Australia Can't find your address? Click here			
Street Number* 66	Street Name* Acres Road	Suburb* Kellyville	Post Code* 2155
State* NSW			

Applicant Contact Details

The Contact name, Company name, Contact number, Email and Address will prepopulate from your user profile.

Contact Us Project Number Q MC
Edit Profile Log off

Where this information has not been prepopulated, you will need to enter the information manually **or** update your profile to save your address so for your next application it will be included on the prepopulated information. Refer to [Hint and Tip – Save your Address in your Profile](#)

Applicant Address – Auto Search

Once you start typing the address into the address bar, a selection of addresses will appear in a drop-down list. You can either click on the suggested address or add the address manually.

Address*
8/66
Can't find your address? Click here

Street Number* 66	Street Name* Acres Road	Suburb* Kellyville	Post Code* 2155
State* NSW			

Developer Contact details

If the developer details are the same as the applicant details, check the box *Same as Applicant*. If the details are different, you will need to manually populate the fields.

Please provide Developer's detail's

The Developer is an individual or company on whose behalf the building or electrical work is being done. This may be the owner of the land for new or modified building works.

Same as Applicant

Contact Name *

Company Name *

Contact Number *

Email *

Address *

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

Street Number *

Street Name *

Suburb *

Post Code *

State *

Accredited Service Provider (ASP) Contact Details

Is there an Accredited Service Provider associated with this application? *

Yes

No

If there is an ASP associated with your application, click Yes. You are then prompted to enter the ASP details.

Is there an Accredited Service Provider associated with this application? *

Yes

No

ASP1 – Construction

Contact Name *

Company Name *

Contact Number *

Email *

ASP Accreditation number

ASP Accreditation number

Address *

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

Street Number *

Street Name *

Suburb *

Post Code *

State *

ASP2 – Connection

Contact Name *

Company Name *

Contact Number *

Email *

ASP Accreditation number *

Address *

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

Street Number *

Street Name *

Suburb *

Post Code *

State *

ASP3 – Design

Contact Name *

Company Name *

Contact Number *

Email *

ASP Accreditation number *

Address *

Street Number *

Street Name *

Suburb *

Post Code *

State *

If there is an Accredited Service Provider, select the ASP1, 2 and 3 check boxes as appropriate. Populate all the mandatory fields marked with *

Click **Continue**.

5 – Review

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Site Details

Street Number 51	Street Name HUNTINGWOOD DRIVE	Suburb HUNTINGWOOD	Postcode 2148
---------------------	----------------------------------	-----------------------	------------------

LOT, DP and Section Details

Main Address	Address	Lot	Section	DP	Part Lot
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1		857249	<input type="checkbox"/>



The **Review** page is a summary displaying all the fields/values populated in the previous pages.

1. **Scroll down** to check the details are correct.

[Continue](#)

2. If all details are correct, click [Continue](#) (the next step is [Legal Disclaimer](#)).

[Back](#)

If you need to change any details, click [Back](#) to go back to each previous page OR click the **section name**.

Site Details Application Details Supporting Documents Contact Details

6 – 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 and am doing so 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.
5. I accept 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 cwindmin@endeavourenergy.com.au

Applicant Acceptance of the above agreement

Back Cancel Delete Application Save Submit

1. Read the Legal Disclaimer.
2. If you want to proceed with the application, select the Applicant Acceptance of the above agreement checkbox.
3. Click **Submit** to proceed. The next step is [Payment Lodgement](#).

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.

Payment Lodgement

Note: The **Payment Lodgement** screen is the last step where you are still able to edit your application.

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

\$310.02

 Site Details  Application Details  Supporting Documents  Contact Details

 Edit Application

 Proceed To Payment

 Cancel

 Delete Application

1. Click  Proceed To Payment



Tip! If you are planning to lodge more applications and want to combine in one invoice click Proceed to Payment. On the next screen (shown below), click Confirm & Make Payment and then click Save on the next screen – the Payment Details screen. You can then add the payments to your cart using Add Additional Items or via Pending Payments.

Review Cart screen

Review Cart					
Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N103023	—	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	11 June 2024	Payment	\$310.02 
Total amount to be paid including GST					
 Add Additional Items  Clear Cart  Confirm & Make Payment					

The payment cart lists the application reference ID, status, created date and amount due.

Click  to expand the row if you want to display additional details (you can then press Enter to expand or collapse the row).

2. Click  Confirm & Make Payment

The next steps differ depending on the payment method you select. If you want to pay your application fee via:

- Credit card – go to [Payment via Credit Card](#)
- BPAY/ EFT – go to [Payment via BPAY or EFT](#)

Tax Invoices

For credit card payments, only the account holder of the Connections Portal account can pay via credit card.

The tax invoice is issued after the credit card payment and will have a payment due amount of zero (whereas for BPAY or EFT the tax invoice is issued prior to payment).

Payment via Credit Card

Payment Details screen

i *Tip!* If you click Save at this step, you can continue the steps later by selecting Payments > Pending Payments on the portal Home page.

Payment Details

Order ID	Site Address	Amount
> N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	310.02

Total amount to be paid
(Inc GST)
\$310.02

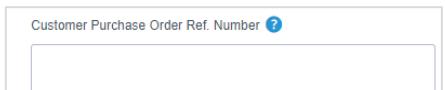
Payment Method

Credit Card BPAY/EFT

Bill To Details (Invoice)

First Name	Last Name	Company Name
Nicola		NA
Customer Purchase Order Ref. Number <small>?</small>	Participant email	Address
	nicola@gmail.com	8 Parramatta Square
Suburb	Post Code	
Parramatta	2150	

3. Select the **Payment Method** - click 

Note: When you have selected the payment method, the  field becomes active. This is an optional field if you want us to include your own Purchase Order number on the tax invoice. Leave blank if this is not applicable.

Note: Also 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 

Note: if you click **Save** or **Cancel** at this step, your application is saved and the payment is a **Pending Payment** (refer to [Pay Fees via Pending Payments Page](#)).

Thank you for choosing Credit Card as your payment option.

 When you click the **Pay** button you will be redirected to the ANZ Secure Gateway powered by CyberSource® to securely complete your online credit card payment.

Following successful payment, you will receive a receipt via email from CyberSource to confirm your payment.

Shortly after that, we will issue your tax invoice and email it to you for your records.

Please note, if any fee included within this payment is related to an application lodgement, the application will now progress to assessment unless all required documents have not been received.

[Back To Review](#)

 [Pay](#)

Click **Back To Review** if you want to select a different payment method.

 [Pay](#)

5. Click

Non Refundable Fee



You are about to proceed to make a payment. Any payments made as part of the application submission are non-refundable. Please ensure that:

1. The application has not already been submitted and paid. All submitted projects will be shown in your dashboard. It may take up to 24 hours for the payment to be reflected in the dashboard.
2. The type of application you are about to submit is correct. If you are unsure or need further information, please contact us at cwadmin@endeavourenergy.com.au or on 02 9853 7977.

[Cancel](#)

[Proceed](#)

Non Refundable Fee dialog box displays.

 [Proceed](#)

6. If you are happy to continue, click



Payment Details

Card Type *



Visa



Mastercard

* Required field

Card Number *

Expiry Month *

Month

Expiry Year *

Year

CVN *

This code is a three or four digit number printed on the back or front of credit cards.



[Cancel](#)

[Pay](#)

Your Order

Subtotal AUD 248.52

GST AUD 24.85

Total amount

AUD 273.37

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 screen



[Home](#) [Saved applications](#) [Payments](#) [My cart](#) [Contact us](#)

Project Number

NE

Thank you for your Payment.

Payment reference details are provided below.

Once this payment is fully processed we will notify you via email confirming details of the individual Endeavour Energy reference numbers associated with this payment and provide your Tax Invoice with details of fees paid.

Additionally, if any fee included within this payment related to a connection application lodgement, the application will now progress to assessment unless all required documents have not been received. The email referred to above will also provide a copy of the unsubmitted Application form(s) for your reference.

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



Date of Payment

25/07/23 5:30 PM

Payment Receipt No.

b3b2dee9-5151-49ca-8013-410857fdbbab

Amount Paid

\$273.37

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

Customer Network Solutions

P: 02 9853 7977

E: cwadmin@endeavourenergy.com.au

[Close](#)

Close

9. Click Close

You are returned to the Connections Portal Home page. Your application is listed in the **My Projects** section.



Email notifications and Tax Invoices

You will receive an email with your receipt for the credit card payment

Endeavour Energy Payment Reference Details: P-115003

Inbox x

support@cybersource.com to me ▾ 17:30 (5 minutes ago) ☆ ← ⋮

 Endeavour Energy

Receipt Date: 25-07-2023
Order Number: P-115003

Nicola Evans

Billing Information

Nicola Evans
Account number: 10007172
Invoice number: P-115003
AU


Payment Details	Order Total
Visa 3000000000001111	Subtotal AUD 248.52 GST AUD 24.85 Total amount AUD 273.37

Please keep a copy of this receipt for your records

You will receive an email confirming your credit card payment with the tax invoice attached

#001000148016 – Thank you for your Credit Card Payment ➤ [Inbox](#)

to me

Thank you for your payment of fees relating to the below listed standard connection service(s) - your Tax Invoice is attached for your records and provides further detail of all the individual fees included in the payment.

Reference	Description
S-126002	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales,

Please quote the relevant Endeavour Energy reference number in future communications with us.

If any fee included within this payment is related to a connection application lodgement, the application will now progress to assessment unless all required documents have not been received.

For a status update on your project(s) please [Click here](#) on the link.

Alternatively, you can navigate to our Connections Portal from the Endeavour Energy Home page using the following path: Home > Connections > Connect online > Standard Connections

If you have any enquiries, please do not hesitate to contact us.

With Thanks,
Customer Network Solutions
P 02 9853 7977
E cwadmin@endeavourenenergy.com.au

We have moved: Level 40-42, 8 Parramatta Square, 10 Darcy Street
Parramatta NSW 2150. Dharug Country

endeavourenenergy.com.au | [LinkedIn](#) [Facebook](#) [YouTube](#) [Twitter](#)

 **POWER together** 

 [PDF TaxInvoicePDF.pdf](#)

You will receive an email with your reference number for your application submission. A copy of the submitted application form is attached to the email.

[UCS0614] - Thank you for your Application Submission ➤ [Inbox](#)

to me

Thank you for your payment of fees relating to the below listed standard connection service – a copy of the submitted Application form is attached for your reference..

Reference	Description
UCS0614A1	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales,

Please quote the relevant Endeavour Energy reference number in future communications with us.

Your application will now progress to assessment unless all required documents have not been received.

For a status update on your project(s) please click on the link [Click here](#)
Alternatively, you can navigate to our Connections Portal from the Endeavour Energy Home page using the following path: Home > Connections > Connect online > Standard Connections

If you have any enquiries, please do not hesitate to contact us.

 [PDF S-126002_2023-0...](#)

Payment via BPAY or EFT

Payment Details screen

Payment Details

Order ID	Site Address	Amount	Total amount to be paid (Inc GST)
N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	310.02	\$310.02

Payment Method

Credit Card BPAY/EFT

Bill To Details (Invoice)

First Name *	Last Name *	Company Name
Nicola		NA
Customer Purchase Order Ref. Number <small>?</small>	Participant email *	Address *
	nicola@gmail.com	8 Parramatta Square
Suburb *	Post Code *	
Parramatta	2150	

3. Select the Payment Method - click 
4. **Bill To Details (Invoice)** – if another party is going to pay the application fee via BPAY or EFT, enter their details. Ensure the email address is accurate.

Note: When you have selected the payment method, the **Customer Purchase Order Reference Number** field becomes active (*this is an optional field if you want us to include your own Purchase Order number on the tax invoice*).

Customer Purchase Order Ref. Number ?

5. Click

Note: if you click Save or Cancel at this step, your application is saved, and the payment is a Pending Payment (refer to [Pay Fees via Pending Payments Page](#)).

i **Tip!** If you are planning to lodge more applications and want to combine in one payment, click Save on this screen. You can then add the payments to your cart using Add Additional Items or via Pending Payments

Payment Details screen

The screenshot shows the 'Payment Details' screen. On the left, a box titled 'BPAY Payment Details' contains a note that BPAY payments take up to 3 business days to process, and a link to change payment method. It also includes a note about tax invoices and application progress. On the right, a box titled 'Your Order' shows a summary table with Sub Total (\$281.84), GST (\$28.18), and Total Amount (\$310.02). At the bottom are 'Cancel', 'Back', 'Save', and a large 'Proceed' button.

6. Click **Proceed**

The screenshot shows a 'Non Refundable Fee' dialog box. It contains a note that payments made as part of application submission are non-refundable. It lists two points: 1. The application has not already been submitted and paid. 2. The type of application is correct. It includes contact information: cwadmin@endeavourenergy.com.au or 02 9853 7977. At the bottom are 'Cancel' and 'Proceed' buttons.

Non Refundable Fee dialog box displays.

7. If you are happy to continue, click **Proceed**.

The last screen advises **We have confirmed BPAY as your payment option**. An email will be sent to the nominated billing party with the BPAY and EFT details to use for the payment.

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

We will shortly email the billing party a Tax Invoice that will include BPAY payment details for the payment to be completed.

To make a BPAY payment you need to complete the payment process from your online banking account.

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

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

[Close](#)

[Close](#)

8. Click

Email Notifications

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. **This reference number only applies to this application**. A different BPAY and EFT reference number is generated for other applications / fee payments.

Payment Options



Biller Code:10004754
Reference Number:10003291423



Account Name:Endeavour Energy
BSB:012-003
Account Number:837 689 858
Reference Number:001000329142

001000944132 – BPAY Payment Pending Inbox

to me 2:05PM (1 hour ago)

Thank you for confirming BPAY as your payment method for payment of fees relating to the below listed standard services - your Tax Invoice is attached for you to initiate payment via your chosen financial institution and provides further detail of all the individual fees that you have selected for payment.

Reference	Description
N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148

Please quote the relevant Endeavour Energy reference number in any future communications.

If any fee included within this invoice relates to an application lodgment, the application will not progress to assessment until payment is received and all required documents provided. If any fee relates to an in-progress connection project, this may result in us pausing any further action on your project until payment is successfully completed.

For a status update on your project(s) please [Click here](#) on the link.

If you have any enquiries, please do not hesitate to contact us.

With Thanks,
Customer Network Solutions
P 02 9853 7977
E cwadmin@endeavourenergy.com.au

We have moved: Level 40-42, 8 Parramatta Square, 10 Darcy Street
Parramatta NSW 2150. Dharug Country

endeavourenergy.com.au In

Endeavour Energy | **POWER together**

TaxInvoicePDF.pdf
213 KB

Endeavour Energy
ABN 11 047 388 023
T 133 711
Level 40-42, 8 Parramatta Square
10 Darcy Street
Parramatta NSW 2150
PO Box 101, Seven Hills NSW 1730

TAX INVOICE

Invoice Number: 001000944132	Invoice Date: 11 Jun 2024 Due Date: 12 Jun 2024																																			
Billing To: Nicola Cdu C/o NA 8 Parramatta Square , Parramatta, NSW, 2150																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Reference</th> <th style="width: 40%;">Fee Description</th> <th style="width: 10%;">Quantity</th> <th style="width: 10%;">Price</th> <th style="width: 30%;">Total Amount</th> </tr> </thead> <tbody> <tr> <td>N-103023</td> <td>51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148 Standard Connection Offer</td> <td>1</td> <td>\$281.84</td> <td>\$281.84</td> </tr> <tr> <td colspan="2">Subtotal</td> <td></td> <td></td> <td>\$281.84</td> </tr> <tr> <td colspan="2">Total GST</td> <td></td> <td></td> <td>\$28.18</td> </tr> <tr> <td colspan="2">Total Amount (Including GST)</td> <td></td> <td></td> <td>\$310.02</td> </tr> <tr> <td colspan="2">Amount Paid</td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Balance Due</td> <td></td> <td></td> <td>\$310.02</td> </tr> </tbody> </table>		Reference	Fee Description	Quantity	Price	Total Amount	N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148 Standard Connection Offer	1	\$281.84	\$281.84	Subtotal				\$281.84	Total GST				\$28.18	Total Amount (Including GST)				\$310.02	Amount Paid				\$0.00	Balance Due				\$310.02
Reference	Fee Description	Quantity	Price	Total Amount																																
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Balance Due				\$310.02																																
Payment Options <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"> Biller Code:160952 Reference Number:10009441329</td> <td style="width: 25%; text-align: center;"> Account Name:Endeavour Energy BSB:012-003 Account Number:837 689 858 Reference Number:001000944132</td> </tr> </table>		Biller Code:160952 Reference Number:10009441329	Account Name:Endeavour Energy BSB:012-003 Account Number:837 689 858 Reference Number:001000944132																																	
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Enquiries For any enquiries relating to this invoice please contact Customer Network Solutions on 02 9853 7977 or email cwadmin@endeavourenergy.com.au																																				
 endeavourenergy.com.au																																				

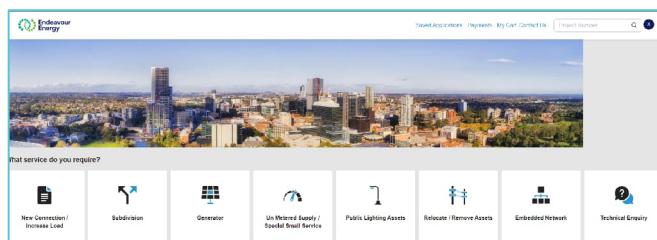
Pay Multiple Fees in One Payment

Lodge Application and Pay Other Fees

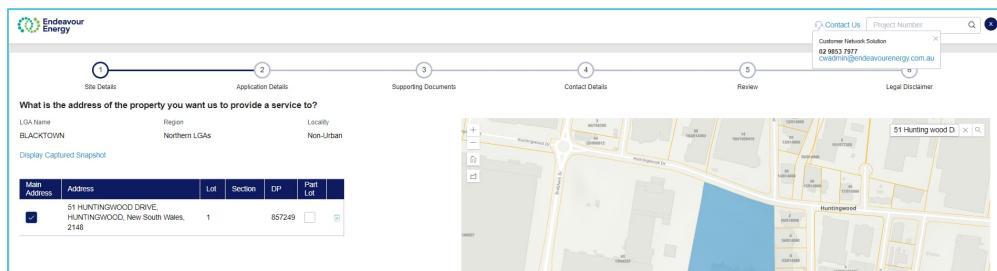
This section details the steps to use the Payment Cart function to pay for multiple items in one transaction.

This is useful if you are lodging an application and want to also pay fees for other applications / projects and combine these into one payment. The **Add Additional Items** option on the Payment Cart screen enables you to select other fees that you want to pay.

Note: You cannot pay different tax invoices in one payment. You can, however, bundle application fees and project fees in to one payment cart and generate one tax invoice (which means you can then make a single payment for that one invoice).



1. Click the icon to select the **Service** / application type.



2. Complete the required information for:

- **Site Details**
- **Application Details**
- **Supporting Documents**
- **Contact Details**.

Check all the details are correct on the **Review** page. Read the **Legal Disclaimer**, select the **Accept** checkbox and click **Submit**.

*Note: If you **save** on any of these pages (1-6), your application can be edited and completed via **Saved Applications***

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	\$310.02
<input checked="" type="checkbox"/> Site Details <input checked="" type="checkbox"/> Application Details <input checked="" type="checkbox"/> Supporting Documents <input checked="" type="checkbox"/> Contact Details	
Edit Application Proceed To Payment	

[Cancel](#) [Delete Application](#)

3. Payment Lodgement screen – click **Proceed to Payment**

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

*If you are planning to lodge more applications and want to combine in one payment, click **Proceed to Payment**.*

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N120005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02

Total amount to be paid including GST **\$310.02**

[Add Additional Items](#) [Clear Cart](#) [Confirm & Make Payment](#)

Review Cart screen

The payment cart lists the application reference ID, status, created date and amount due (*click > to expand the row if you want to display additional details*)

At this step, you can choose to add additional items to your Payment Cart

4. Complete one of the following:

- If you are planning to lodge more applications and want to combine in one payment, click **Confirm & Make Payment** and then click **Save** on the next screen – the **Payment Details** screen. You can then add the payments to your cart using Add Additional Items or via Pending Payments

OR

- If the applications are already in your Pending Payments, click [Add Additional Items](#)

Pending payment							Filter by 
Ref ID	Project ID	Site address	Issued date	Payment status	Amount due		
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02		
> S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37		
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02		
> N132002		43 HOLBECH ROAD, ARNELL PARK, NSW, 2148	17 July 2023	Pending	\$310.02		
> N129001		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	5 July 2023	In progress	\$310.02		

[Checkout](#)

Pending payment screen

This screen lists applications and projects with **Pending** or **In progress** payment status and you have the following options:

-  **Pending** payment already in your cart (*in this example, this is the application you are currently submitting*)
- **Download** – you can download a copy of the issued unpaid tax invoice for applications and/or project fees that you have chosen to pay via BPAY method and payment is still **In progress**

5. Click  for the application or project fee you want to include in your payment - the Add to Cart button then changes to a green tick (*click the green tick icon if you want to deselect an item*)
6. When you have selected all the pending payments you want to pay now, click **Checkout**

Review Cart					
Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N132002		43 HOLBECH ROAD, ARNELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02 
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02 

Total amount to be paid including GST **\$620.04**

[Add Additional Items](#)

[Clear Cart](#)

[Confirm & Make Payment](#)

Review Cart screen – the payment cart lists the application reference IDs or project IDs you have in your cart (*click > to expand a row if you want to display additional details*)

*Note that you can remove a payment from your cart (click the trash icon on the right) and can repeat step 4 to add additional items. Removing it from the cart **does not remove it from the portal**. It will be in Pending Payments for you to add to another cart at a later date.*

 **Confirm & Make Payment**

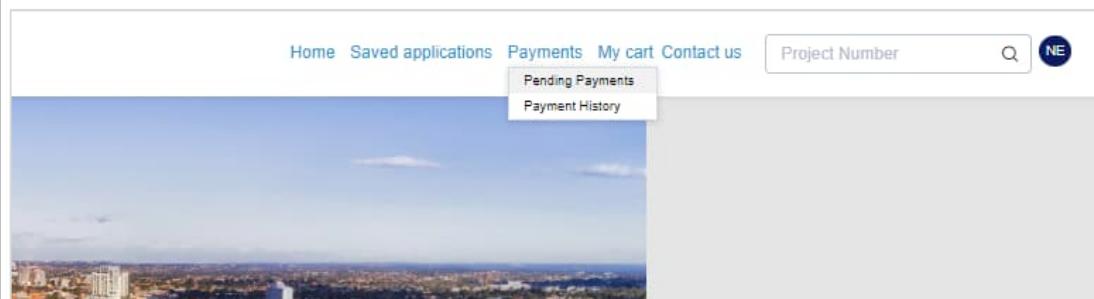
7. Click 

The next steps differ depending on the payment method you select.

- Credit card – go to [Payment via Credit Card](#)
- BPAY or EFT – go to [Payment via BPAY or EFT](#)

Pay Fees via Pending Payments Page

This section details the steps to use the Payments > Pending Payments function to pay for multiple items in one transaction.



1. Click **Payments > Pending Payments** to view all application and project fees / payments which are Pending or In progress.

A screenshot of the 'Pending payment' list on the Endeavour Energy website. The table includes columns for Ref ID, Project ID, Site address, Issued date, Payment status, and Amount due. Each row has an 'Add to Cart' button and a 'Download' button. A 'Filter by T' button is at the top right, and a 'Checkout' button is at the bottom right.

Payment status	Icon / Option	Explanation
Pending	Add to Cart	An application or project fee that you can add to your payment cart
In progress	Download	Download tax invoice for application fee or project payments you have nominated to pay via BPAY (you are also sent a copy of the tax invoice via email).

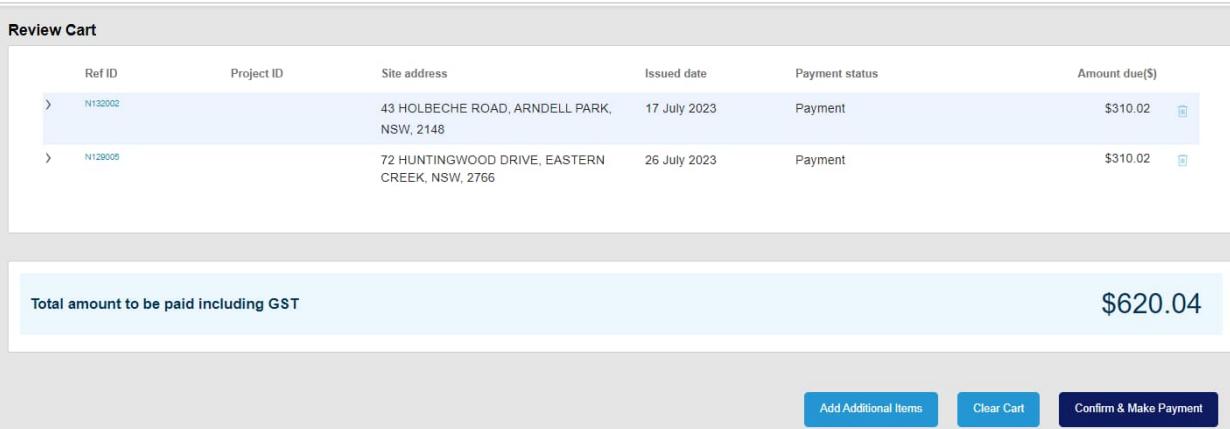
2. Click for each application or project fee you want to include in your invoice.

A screenshot of the 'Pending payment' list on the Endeavour Energy website, showing the state after items have been added to the cart. The 'Add to Cart' button for each row now has a green checkmark icon. The rest of the interface is identical to the previous screenshot.

When you have added a pending payment, the button changes to a green tick .

Click if you want to deselect a fee (*i.e. remove it from your cart*) and not include it in your payment.

3. When you have selected all the pending payments you want to pay now, click **Checkout**



Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N122002		43 HOLBECH ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02 
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02 

Total amount to be paid including GST **\$620.04**

[Add Additional Items](#) [Clear Cart](#) [Confirm & Make Payment](#)

Review Cart screen – the payment cart lists the application reference IDs and / or project IDs you have in your cart (click > to expand a row if you want to display additional details)

Note that you can remove a payment from your cart (click the **trash icon** on the right). Removing it from the cart **does not remove it from the portal**. It will be in Pending Payments for you to add to another cart at a later date.

4. Click **Confirm & Make Payment**

The next steps differ depending on the payment method you select.

- Credit card – go to [Payment via Credit Card](#)
- BPAY or EFT – go to [Payment via BPAY or EFT](#)

My Projects - Dashboard

You can see any projects where you are a contact on the project i.e., the Applicant, Site Contact or ASP.

When you log in to the Connections Portal, the projects you can view are determined by your email address i.e., the email address you use to log in to the Connections Portal is matched against the email address in the application / project.

My Projects					
Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz

- It may take up to 2 minutes for the application to be converted to a Project and appear in your *My Projects* dashboard
- The Project ID along with the Project Street, Suburb, Status, Last Status Date and EE Contact will be displayed in the dashboard.
- The default view in My Projects on the Home page is 30 projects. When you filter or group any of the columns, you will then see all your projects.
- The **name** of your contact at Endeavour Energy is listed in the **EE Contact** column.

Report Export

My Projects						Application Pending Processing					
Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact	ID	Type	Created on	Suburb		
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz	N-21076	New Connections	17 November, 2022	HUNTINGWOOD		
NRL15984	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	15 November, 2022	Sunny Mehfooz	S-35918	Sub Division	17 November, 2022	HUNTINGWOOD		
URS27555	36 FOLDING STREET	FAIRFIELD	WORK IN PROGRESS	11 November, 2022	Kek Tang	EML-5006	Embedded Network	17 November, 2022			
ENL4701	18 CHURCH STREET	PARRAMATTA	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz	N-21074	New Connections	18 November, 2022			
NRL15983	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz	N-21070	New Connections	18 November, 2022	HUNTINGWOOD		
DBL2777	3 WHISTLER CRESCENT	ERSKINE PARK	WORK IN PROGRESS	10 November, 2022	Ken Brodrick	S-35914	Sub Division	14 November, 2022			
PLT1598	24 JERVIS BAY ROAD	FALLS CREEK	WORK IN PROGRESS	10 November, 2022	Sunny Mehfooz	N-21068	New Connections	14 November, 2022			
UIS1030	98 ALDINGTON ROAD	KEMPS CREEK	WORK IN PROGRESS	10 November, 2022	Abeyarathne Perera	N-21051	New Connections	11 November, 2022			

- You can view projects for a date range by selecting the dates in *From* and *To*. Click on the Search button to view the projects in the date range
- You can also click on *Export* in either the *My Projects* or *Application Pending Processing* lists to export the projects into a pdf or excel format

Project Details

My Projects					
Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz

1. Click on the **Project ID** to view the details of the project

Project Information
 Project ID: Street Suburb: Suburb
 NRL15985 HUNTINGWOOD DRIVE HUNTINGWOOD

Project Contact
 Name: Ross
 Email address: Sunny.Mehfooz@endeavourenergy.com.au

Application Acknowledged
Supply Offer Issued
Request for Connection Received

Milestone Stages

Application Acknowledged	Supply Offer Issued	Request for Connection Received
--------------------------	---------------------	---------------------------------

Project Details **Project Contacts** **Milestone Details** **Fee Details**

Project ID NRL15985	Street Number 51	Street HUNTINGWOOD DRIVE	Suburb HUNTINGWOOD
Region NORTHERN	Status WORK IN PROGRESS	Last Updated Time 21/11/2022 10:29 PM	Project Contact Sunny.Mehfooz
Location Details		<input type="button" value="Group"/> <input type="button" value="Fields"/> <input type="button" value="Density"/> <input type="button" value="Refresh"/>	
Lot No 1	Section No	Dp No 857249	

- Project information is displayed on the top left corner and the **Project Contact** is displayed on the top right corner
- The three **Milestone Stages** are displayed in a progress bar:
 - Completed milestones have a tick
 - In progress milestones have an arrow a
 - The remaining milestones have three dots.
- The **Project Details** sub tab displays by default

Project Contacts

Additional contact details for the project contact are shown on the **Project Contacts** sub tab:

Project Information
 Project ID: Street Suburb: Suburb
 NRL15985 HUNTINGWOOD DRIVE HUNTINGWOOD

Project Contact
 Name: Ross
 Email address: Sunny.Mehfooz@endeavourenergy.com.au

Application Acknowledged
Supply Offer Issued
Request for Connection Received

Project Details **Project Contacts** **Milestone Details** **Fee Details**

Name Sunny.Mehfooz	Role Customer Network Engineer	Email address Sunny.Mehfooz@endeavourenergy.com.au	Contact Number 0437 213 935
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Select the **Project Contacts** tab (displayed below *Milestone Status*) to see the Phone Numbers and a full list of your contacts at EE.

Milestone Details

Milestone Stages

Application Acknowledged	Supply Offer Issued	Request for Connection Received
--------------------------	---------------------	---------------------------------

Application Acknowledged
Supply Offer Issued
Request for Connection Received

Milestone Details **Project Details** **Project Contacts** **Fee Details**

Type	Status	Commenced	Completed
Application Acknowledged	COMPLETED	21/11/2022 10:29 PM	21/11/2022 10:29 PM
Supply Offer Issued	COMMENCED	21/11/2022 10:29 PM	
Request for Connection Received	NOT COMMENCED		
Permission to Connect Issued	NOT COMMENCED		
Application Close	NOT COMMENCED		

Fee Details

You are always sent a copy of the tax invoice via email if you are the billing party, i.e., you paid via credit card or you selected to pay via BPAY / EFT (and did not nominate another billing party in the Bill to Details section).

You can download a copy of a paid tax invoice via the Fee Details tab (Home > My Projects > Project Information > Fee Details tab)

Project Details	Project Contacts	Milestone Details	Fee Details
Application Number NRL15985	Proforma Invoice No NRL15985A1	Fee Description Standard Connection Offer Fee	Issued Amount 284.58
Status Paid	Date Paid 21/11/2022 10:28 PM		Date Issued 21/11/2022 10:28 PM

Filter, Group or Search for Projects in My Projects

Filter

If you know the **project number**, click  in the **Project ID** column heading and select **Apply filter**.

Enter the project number (or part of the number) and click **Apply**.



identifies the column you have set the filter.

*Note: To remove the filter, click  and select **Clear Filter** (or, if you navigate to another page, the filter is automatically removed when you return to your Home page).*

Group

You may also find it useful to group the list by **Milestone status**.



Click  in the **Project Status** column heading and select **Group by this field**.



*Note: To remove this setting, click  in the **Project Status** column heading and select **Ungroup**.*

Search

You can search by **suburb**. Enter part of the name in the **Suburb** field and click 

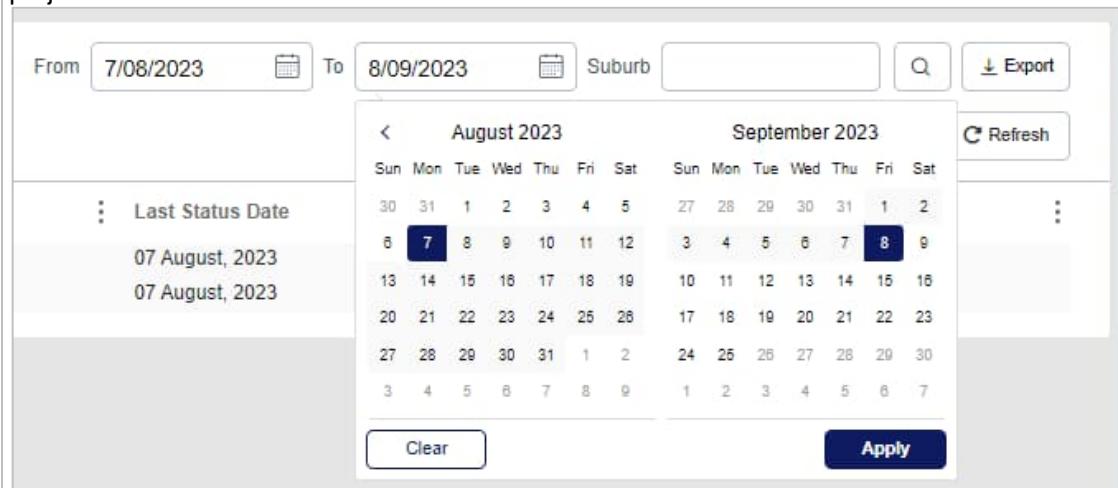
Suburb



To revert to all projects, delete the search term and click 

Filter or Search by Date Range

To filter the list of projects to specific **application start dates**, select a date from the calendar in the **From** and **To** fields and click **Apply** to close the calendar view. Click  to apply the date filter to your project list.



The screenshot shows a date range filter interface. At the top, there are fields for 'From' (7/08/2023) and 'To' (8/09/2023), a 'Suburb' search bar, a search icon, and an 'Export' button. Below these are two calendar grids. The left grid shows August 2023 with days from 30 to 31 and weeks from Sun to Sat. The right grid shows September 2023 with days from 1 to 30 and weeks from Sun to Sat. The date '7' in August is highlighted with a blue box. At the bottom of the calendar are 'Clear' and 'Apply' buttons.

Note: The **My Projects** list shows the **Last Status Date** (i.e., the date of the last status change), but the date filter is using the application start date.

To remove the date filter, click in the From or To field, select **Clear** and click .

You can also click on *Export* in either the *My Projects* or *Application Pending Processing* lists to export the projects into a pdf or excel format

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