

This pack contains the following Quick Reference Guides:

Quick Reference Guide – Lodge Application and Pay via Credit Card (Single)

[Link to QRG](#)

This QRG details the steps to pay via credit card when you lodge an application via the Customer Portal (and you are lodging one application).

Quick Reference Guide – Lodge Application and Pay via BPAY (Single)

[Link to QRG](#)

This QRG details the steps to pay via BPAY when you lodge an application via the Customer Portal (and you are lodging one application).

Quick Reference Guide – Lodge Application & Pay Additional Fees (Cart) - Credit Card

[Link to QRG](#)

This QRG details the steps to use the Payment Cart function to pay for multiple items in one transaction and pay via credit card. 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.

Quick Reference Guide – Lodge Application & Pay Additional Fees (Cart) - BPAY

[Link to QRG](#)

This QRG details the steps to lodge an application and pay for multiple applications / project fees in the same transaction and pay via BPAY. 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 Cart screen enables you to select other fees that you want to pay.

Quick Reference Guide – Pay Fees via Pending Payments Page - Credit Card

[Link to QRG](#)

This QRG details the steps to pay fees via your Pending Payments page in the Customer Portal and pay via credit card. This is useful if you want to pay fees for multiple applications & projects and combine these into one payment.

Quick Reference Guide – Pay Fees via Pending Payments Page - BPAY

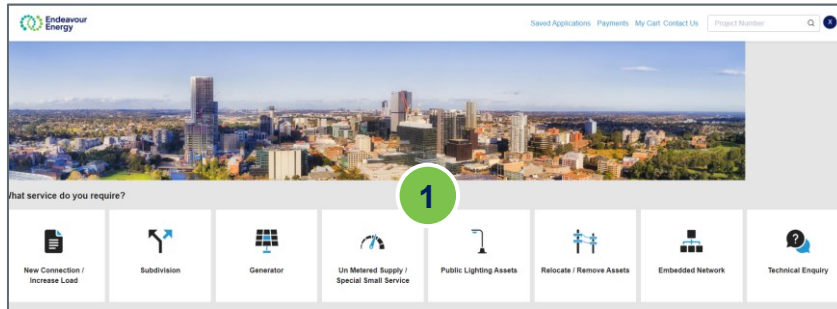
[Link to QRG](#)

This QRG details the steps to pay fees on your Pending Payments page in the Customer Portal and choose the payment method BPAY.

Quick Reference Guide – Lodge Application and Pay via Credit Card (Single)

This QRG details the steps to **pay via credit card** when you lodge an application via the Customer Portal.

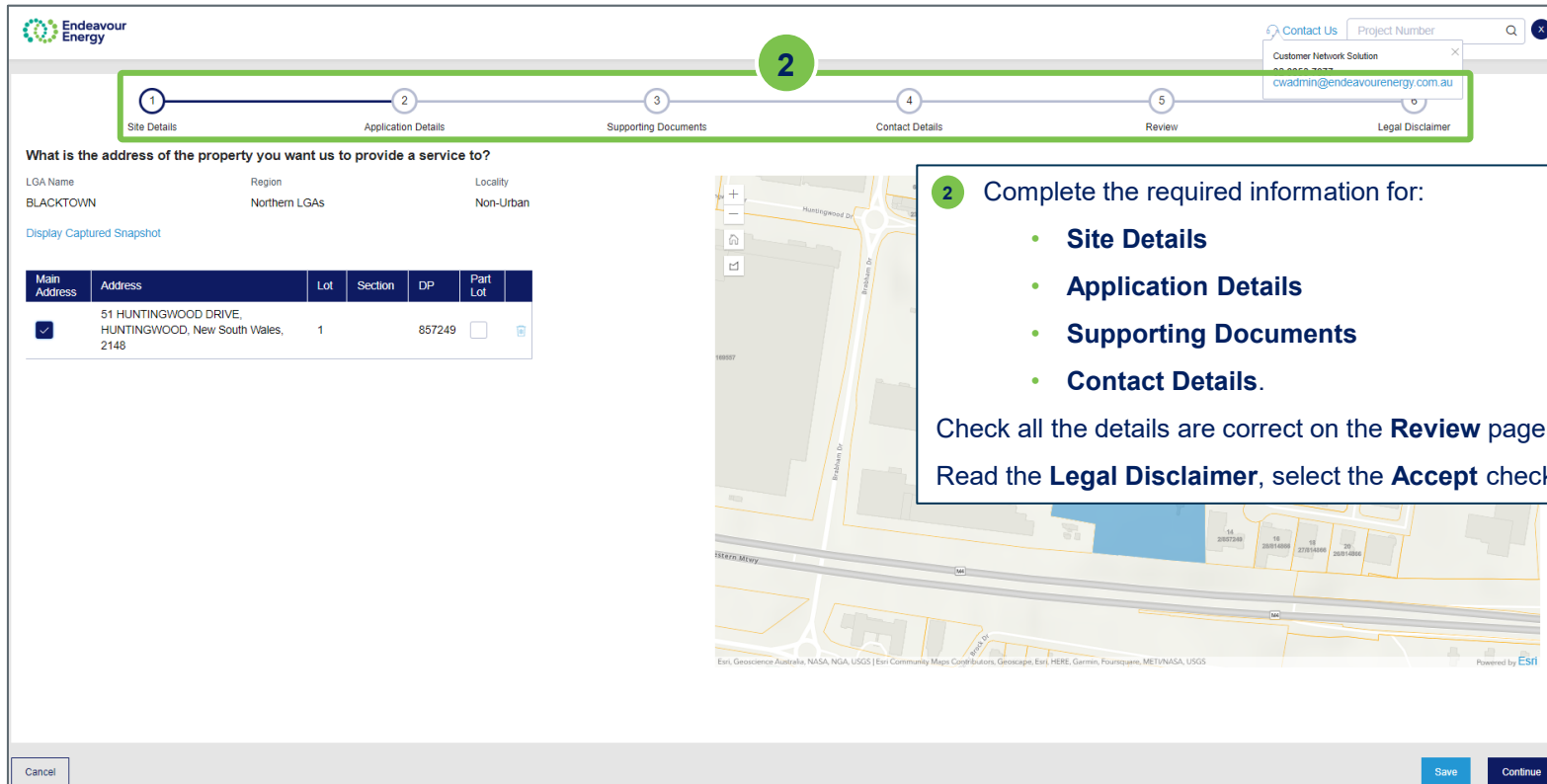
Note: This QRG is for existing portal users who are familiar with submitting an application in the Connections Portal. We recommend new users refer to the Connections Portal User Guide for more detailed steps on lodging an application.



Log in to Connections Portal:
[Click here](#) to access the Connections Portal log in page and sign in

Complete the steps to select / enter the application details:

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



Payment Lodgement

Thank you for your Application Submission.
To progress your application to assessment, please complete your payment for Notification of Arrangement .
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 **\$273.37**

✔ Site Details ✔ Application Details ✔ Supporting Documents ✔ Contact Details

Edit Application

Proceed To Payment

3

Cancel

Delete Application



Tip!

If you are planning to lodge more applications and want to combine in one payment, click **Confirm & Make Payment** (step 4 on this page) 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**

Payment Lodgement screen

Note: This is the last step that you can still edit your application.

3 Click **Proceed to Payment**

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> S143005		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW, 2148	4 August 2023	Payment	\$273.37

Total amount to be paid including GST

\$273.37

4

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)

4 Click **Confirm & Make Payment**

Payment Details

Order ID	Site Address	Amount
> S-143005	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	273.37

Total Amount to be paid
(Inc GST)
\$273.37

Payment Method

Credit Card **5** BPAY

5 Payment Method - click Credit Card
Note: If you click Save at this step, you can continue the steps at a later date by selecting Payments > Pending Payments on the portal Home page

6 Click Proceed

Bill To Details (Invoice)

First Name Nicola	Last Name Evans	Company Name NA
Participant email @gmail.com	Address 8 Parramatta Square	Suburb Parramatta
Post Code 2150		

Cancel

Save

6
Proceed

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.

Click Back To Review if you need to change any details (e.g. select a different payment method).

7 Click Pay

Back To Review

7
Pay

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

8

Non Refundable Fee dialog box displays.

- 8 If you are happy to continue, click **Proceed**.



Payment Details

Card Type *



VISA Visa



Mastercard Mastercard

9

* Required field

Card Number *

Expiry Month *

Expiry Year *

CVN *

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



10

Cancel

Pay

9

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

10

Click **Pay** to complete the payment

Your Order

Subtotal AUD 248.52

GST AUD 24.85

Total amount
AUD 273.37



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.



Payment Successful

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

11

Close

Thank you for your Payment screen.

11 Click **Close**

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

Endeavour Energy Payment Reference Details: P-115003

support@cybersource.com to me 17:30 (5 minutes ago)

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

Nicola Evans

Billing Information

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

@gmail.com

Payment Details	Order Total	
Visa xxxxxxxxxxxx1111	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

cwadmin_sit@endeavourenergy.com.au to me 17:33 (5 minutes ago)

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@endeavourenergy.com.au

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

[UCS0614] - Thank you for your Application Submission

cwadmin_sit@endeavourenergy.com.au 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.



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.

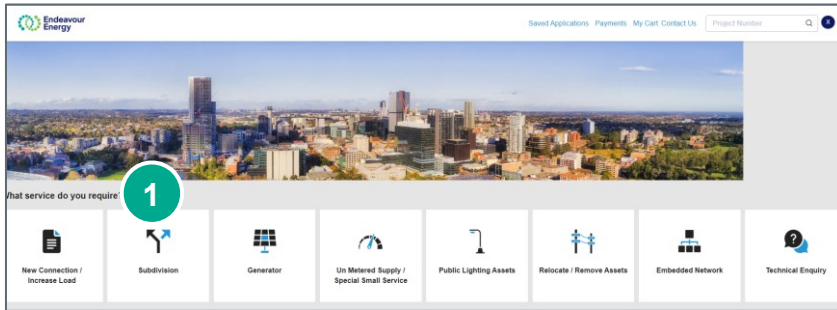


[Return to list of QRGs](#)

Quick Reference Guide – Lodge Application and Pay via BPAY (Single)

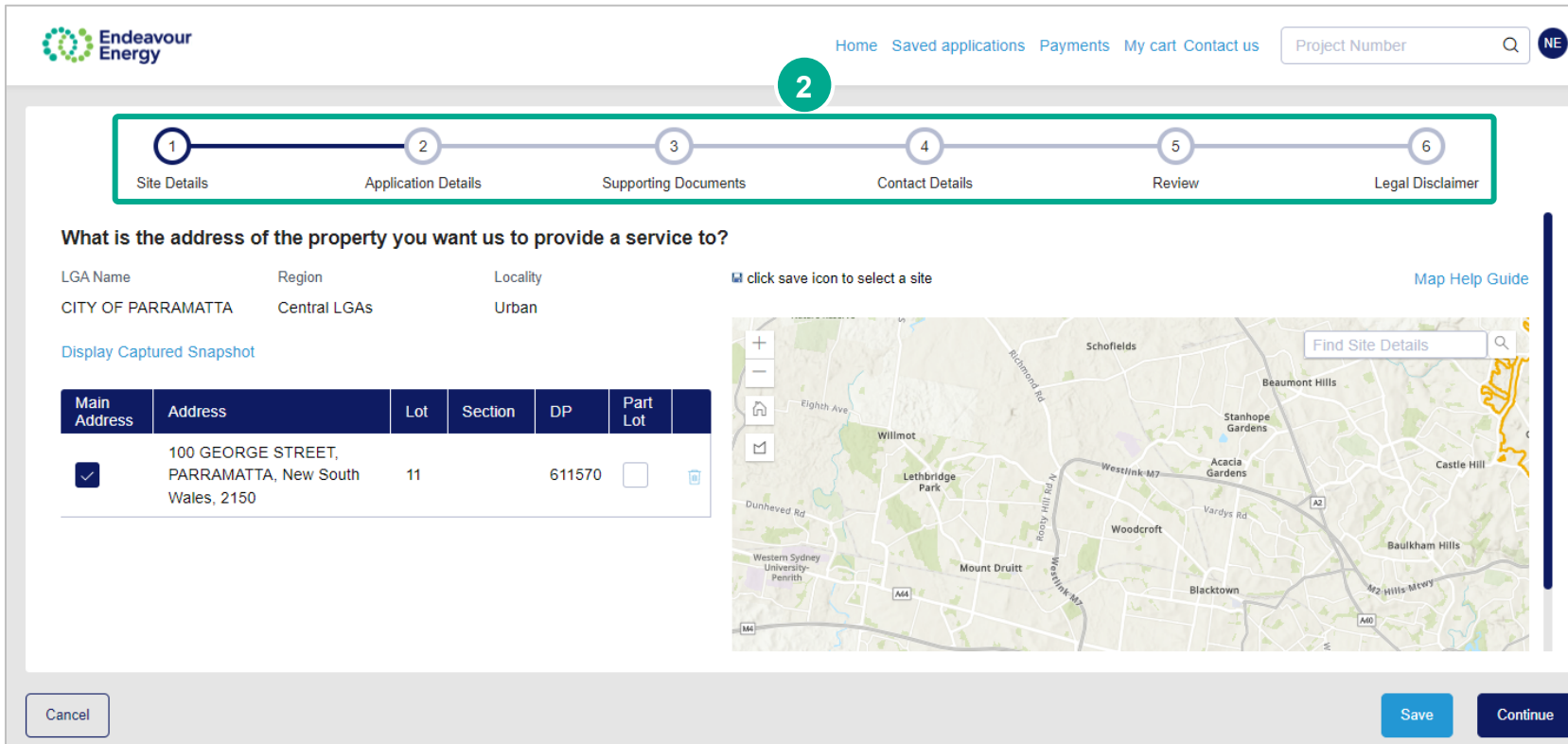
This QRG details the steps to **pay via BPAY** when you lodge an application via the Customer Portal (and you are lodging one application).

Note: This QRG is for existing portal users who are familiar with submitting an application in the Connections Portal. We recommend new users refer to the Connections Portal User Guide for more detailed steps.



Log in to Connections Portal: [Click here](#) to access the Connections Portal log in page and sign in

- 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**



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

3

Cancel

Delete Application

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	Payment	\$310.02 

Total amount to be paid including GST

\$310.02

Add Additional Items

Clear Cart

Confirm & Make Payment

4



Tip!

If you are planning to lodge more applications and want to combine in one payment, click **Confirm & Make Payment** (step 4 on this QRG page) 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**

Payment Lodgement screen

Note: This is the last step that you can still edit your application.

3 Click **Proceed to 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*)

4 Click **Confirm & Make Payment**

Payment Details

Order ID	Site Address	Amount
> N-132010	100 GEORGE STREET, PARRAMATTA, New South Wales, 2150	310.02

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



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 Method

Credit Card
 BPAY

5

Bill To Details (Invoice)

6

Payment Details screen

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

Note: If you click Save at this step, you can continue the steps at a later date by selecting Payments > Pending Payments on the portal Home page

- 7 Click **Proceed**

7

Cancel

BPAY Payment Details

1 BPAY Payments can take up to 3 business days to process. If you wish to select an alternate payment method, please click the **Back** button to change your chosen payment option.

If you proceed with this request, we will email the billing party a Tax Invoice that will include BPAY payment details for the payment to be completed.

If any fee included within this invoice relates to a new application lodgement, the application will not progress to assessment until payment is received and all required documents provided.

If any fee relates to an active project, any further action on our project will remain on hold until payment is successfully completed.

Your Order

Sub Total	\$281.84
GST	\$28.18
Total Amount	

BPAY Payment Details screen

- 8 Click **Proceed**

8

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:

- The application has not already been submitted shown in your dashboard. It may take up to 24 hours to appear on the dashboard.
- 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 9

Non Refundable Fee dialog box displays.
 9 If you are happy to continue, click **Proceed**.

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 10

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 details to use for the payment.

10 Click **Close**

[001000148015] - BPAY Payment Pending Inbox x

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

Endeavour Energy
 ABN 11 247 365 823
 T 133 718
 Level 40-42, 8 Parramatta Square
 10 Darcy Street
 Parramatta NSW 2150
 PO Box 811, Seven Hills NSW 1730

cwadmin_sit@endeavourenergy.com.au to me 16:20 (2 minutes ago)

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

Reference	Description
N-132010	100 GEORGE STREET, PARRAMATTA, New South Wales, 2150

Please quote the relevant Endeavour Energy reference number when making your BPAY payment. If any fee included within this invoice relates to a connection service, please quote the relevant reference number in the subject line of the email. For a status update on your project(s) please [Click here](#). 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](#) [f](#) [v](#) [t](#)

Important!

When you are making the BPAY payment, please quote the **Reference Number** in the tax invoice (*it is also in the subject line of the email*).

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

TAX INVOICE

Invoice Number: **001000148015**
Invoice Date: **25 Jul 2023**

Nicola Evans
 Huntingwood, NSW, 2148

Fee Description	Quantity	Price	Total Amount
100 GEORGE STREET, PARRAMATTA, New South Wales, 2150			
Standard Connection Offer Fee	1	\$281.84	\$281.84
			\$28.18
			\$310.02

(Including GST)

Amount Paid
\$0.00

Balance Due
\$310.02

Payment Options

Bill Code:10004754
 Reference Number:0010001480150

Enquiries

For any enquiries relating to this invoice please contact Customer Network Solutions on 02 9853 7977 or email cwadmin@endeavourenergy.com.au

Return to list of QRGs

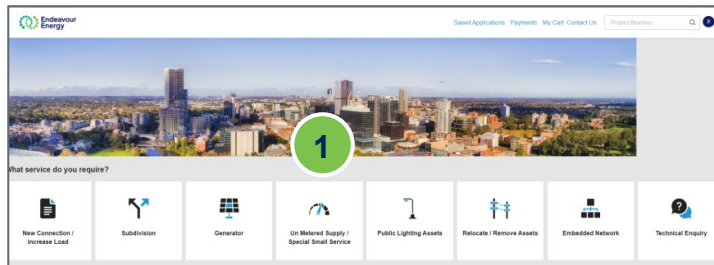
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Quick Reference Guide – Lodge Application & Pay Additional Fees (Cart) - Credit Card

This QRG details the steps to use the Payment Cart function to pay for multiple items in one transaction and pay via credit card.

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: This QRG is for existing portal users who are familiar with submitting an application in the Connections Portal. We recommend new users refer to the Connections Portal User Guide for more detailed steps.



Log in to Connections Portal:

[Click here](#) to access the Connections Portal log in page and sign in

Complete the steps to select / enter the application details:

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

2 Complete the required information for:

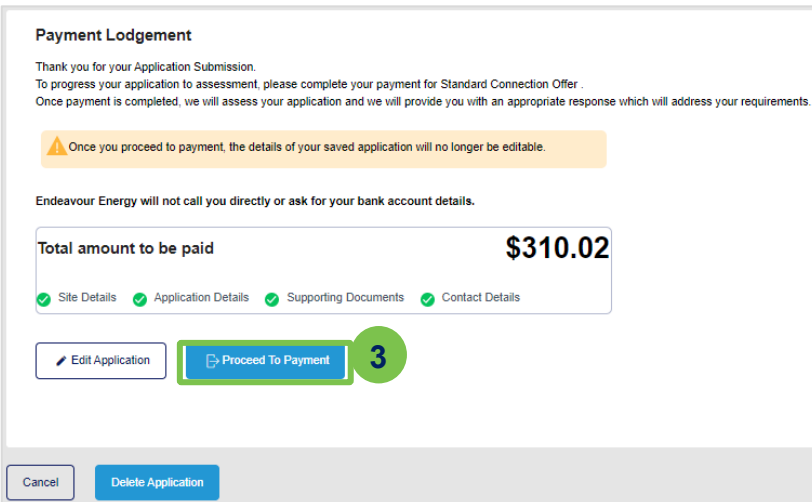
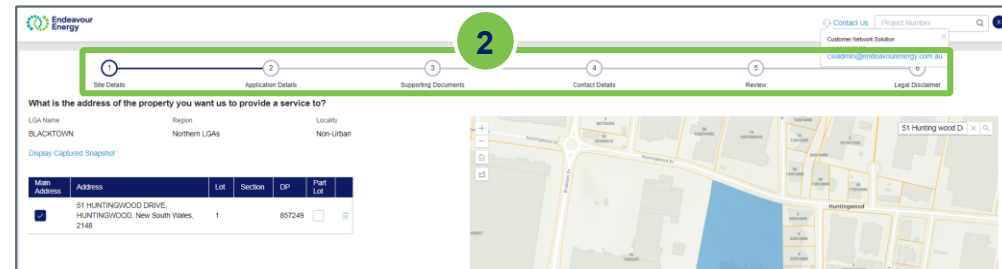
- **Site Details**
- **Application Details**
- **Supporting Documents**
- **Contact Details.**

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

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

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

! 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.





Tip!

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 Payment Details** screen. You can then add the payments to your cart using **Add Additional Items** or via **Pending Payments**

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02
Total amount					\$310.02

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 (also see **Tip!** on right if you are lodging more applications).

4 Click **Add Additional Items**

4

You can **filter** this page by:

- Unpaid applications
- Unpaid projects

Default setting is **View all**



Home Saved applications Payments My cart Contact

Pending payment

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	<input checked="" type="checkbox"/>
> S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37	<input type="button" value="Download"/>
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02	<input type="button" value="Download"/>
> N132002		43 HOLBECH ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Pending	\$310.02	<input type="button" value="Add to Cart"/> 5
> N129001						<input type="button" value="Download"/>

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 **Add to Cart** 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**

6

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N132002		43 HOLBECHE 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**

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. 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.

7 Click **Confirm & Make Payment**

Payment Details

Order ID	Site Address	Amount
> N-132002	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148	310.02
> N-129005	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766	310.02

Total Amount to be paid (Inc GST)
\$620.04

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

Payment Method

Credit Card **8**
 BPAY

Bill To Details (Invoice)

First Name: Nicola
 Last Name: Evans
 Participant email: @gmail.com
 Address: 8 Parramatta Square


Payment Details screen

8 **Payment Method** - click **Credit Card**

Note: If you click **Save** at this step, you can continue the steps at a later date by selecting **Payments – Pending Payments** on the portal Home page (and can also combine this payment with other application and project fees)

9 Click **Proceed**

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

Click **Back To Review** if you need to change any details (e.g. select a different payment method).

Pay

 Click **Pay**

10

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.

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



Payment Details

* Required field

Card Type *

VISA 12
 Mastercard

Card Number *

Expiry Month * Expiry Year *

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

13

Your Order

Subtotal	AUD 563.68
GST	AUD 56.36
Total amount	AUD 620.04

12 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

13 Click **Pay** to complete the payment

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.

Payment Successful

Date of Payment
26/07/23 10:14 AM

Payment Receipt No.
a1f68917-07ff-4468-8256-b30bab752e15

Amount Paid
\$620.04

For any enquiries, please don't hesitate to contact us.
 Customer Network Solutions
 P: 02 9853 7977
 E: cwadmin@endeavourenergy.com.au

14

Thank you for your Payment screen.

14 Click **Close**

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

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

Endeavour Energy Payment Reference Details: [REDACTED]

support@cybersource.com
to me

Aug 7, 2023, 8:51 PM (12 hours ago)

Receipt

Date: 07-08-2023
Order Number: [REDACTED]

Nicola Cdu

Billing Information

Nicola Cdu
Account number: 10004754
Invoice number: AR-12014
AU

nicolacdu2@gmail.com

Payment Details	Order Total	
Subtotal	AUD 563.68	
GST	AUD 56.36	
Total amount	AUD 620.04	

xxxxxxxxxxxxxxxx1111

Please keep a copy of this receipt for your records

00 [REDACTED] - Thank you for your Credit Card Payment

cwadmin_sit@endeavourenergy.com.au
to me

Mon, Aug 7, 8:54 PM (12 hours ago)

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
N-69003	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148
N-69004	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766

We will advise the Endeavour Energy project reference number via a separate email.

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@endeavourenergy.com.au

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

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.

NRL [REDACTED] - Thank you for your Application Submission

cwadmin_sit@endeavourenergy.com.au
to me

Mon, Aug 7, 8:54 PM

Thank you for your payment of fees relating to the below listed standard connection service – a copy of the sub for your reference.

Reference	Description
NRL [REDACTED]	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148

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.

NRL [REDACTED] - Thank you for your Application Submission

cwadmin_sit@endeavourenergy.com.au
to me

Mon, Aug 7, 8:54 PM

Thank you for your payment of fees relating to the below listed standard connection service – a copy of the sub for your reference.

Reference	Description
NRL [REDACTED]	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766

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**

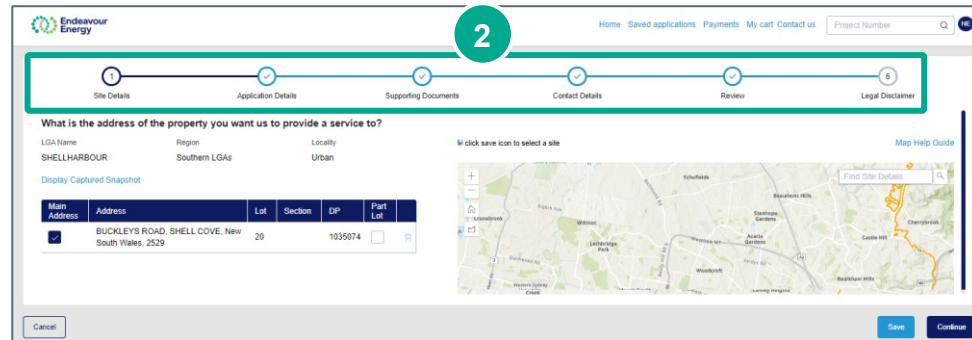
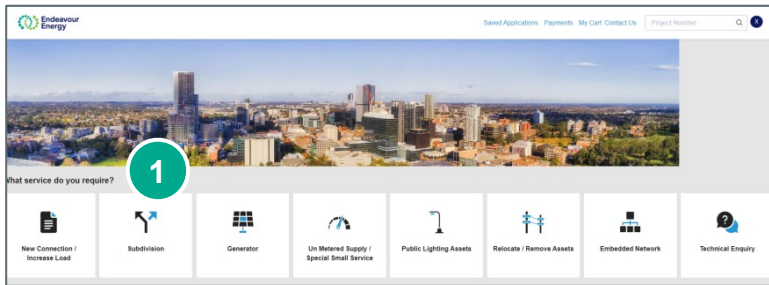
If you have any enquiries, please do not hesitate to contact us.

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

[Return to list of QRGs](#)

This QRG details the steps to **lodge an application** and **pay for multiple applications / project fees** in the same transaction and pay **via BPAY**. 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 Cart screen enables you to select other fees that you want to pay.

Note: This QRG is for existing portal users who are familiar with submitting an application in the Connections Portal. We recommend new users refer to the Connections Portal User Guide for more detailed steps.



Log in to Connections Portal: [Click here](#) to access the Connections Portal log in page and sign in

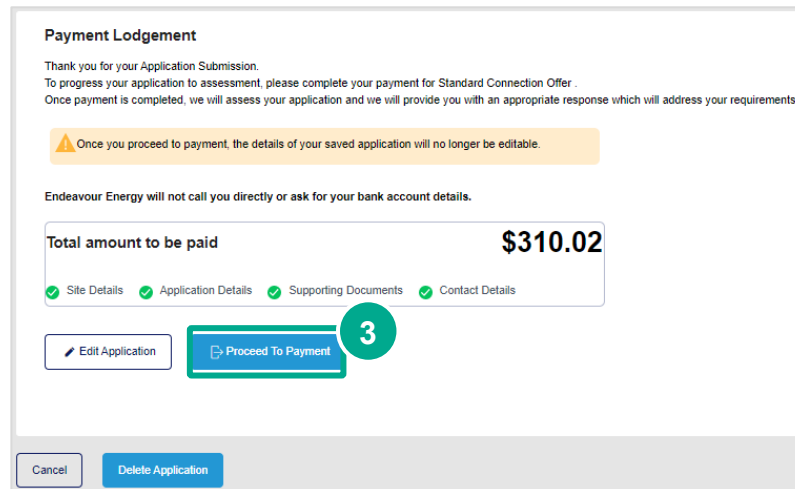
- 1 Click the icon to select the **Service / application type**
- 2 Complete the required information for **Site Details, Application Details, Supporting Documents, Contact Details**. Check all the details are correct on the **Review** page. Read the **Legal Disclaimer**, select the **Accept** checkbox and click **Submit**

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



Tip!

*If you are planning to lodge more applications and want to combine in one payment, proceed with the application lodgement up to the **Payment Details** screen. You can then add the payments to your cart using **Add Additional Items** or via **Pending Payments***



Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N129000		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Payment	\$310.02

Total amount to be paid in: \$310.02

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 Click **Add Additional Items**

Pending payment

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due
> N129006		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Pending	\$310.02
> N135009		25 PIKES LANE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	In progress	\$310.02
> S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37

5 Click **Add to Cart** 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**

Pending payment screen

This screen lists applications and projects with **Pending** or **In progress** payment status. 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 **Add to Cart** 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(\$)
> N135009		25 PIKES LANE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02
> N129006		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Payment	\$310.02

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

! 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.

Review Cart screen – the payment cart lists the application reference IDs or project IDs you have in your cart.

7 Click **Confirm & Make Payment**

Payment Details

Order ID	Site Address	Amount
> N-135009	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766	310.02
> N-129006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529	310.02

Total Amount to be paid (Inc GST)
\$620.04

Payment Method

Bill To Details (Invoice)

9

First Name Nicola	Last Name Evans	Company Name NA
Participant email [redacted]@gmail.com	Address 8 Parramatta Square	Suburb Parramatta
Post Code 2150		

Payment Details screen

8 Payment Method - click **BPAY**

9 **Bill To Details (Invoice)** – if another party is going to pay the application fee via BPAY, enter their details. Ensure the email address is accurate.

Note: If you click *Save* at this step, you can continue the steps at a later date by selecting *Payments* on the portal Home page

10 Click **Proceed**

BPAY Payment Details

1 BPAY Payments can take up to 3 business days to process. If you wish to select an alternate payment method, please click the **Back** button to change your chosen payment option.

If you proceed with this request, we will email the billing party a Tax Invoice that will include BPAY payment details for the payment to be completed.

If any fee included within this invoice relates to a new application lodgement, the application will not progress to assessment until payment is received and all required documents provided.

If any fee relates to an active project, any further action on our project will remain on hold until payment is successfully completed.

Your Order

Sub Total	\$563.68
GST	\$56.36
Total Amount	\$620.04

BPAY Payment Details screen

11 Click **Proceed**

Cancel

Back

Save

Proceed

11

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

12

Non Refundable Fee dialog box displays.

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



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

13

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 details to use for the payment.

13 Click **Close**

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

001000295193 – BPAY Payment Pending Inbox x

cwadmin_sit@endeavourenergy.com.au
to me

Mon, Aug 7, 9:01PM (12 hours ago)

Thank you for confirming BPAY as your payment method for payment of fees relating to the below listed standard connection 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-69005	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766
N-69006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529

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

If any fee included within this invoice relates to a connection 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



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

Important!

When you are making the BPAY payment, please quote the **Reference Number** in the tax invoice (*it is also in the subject line of the email*).

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

[Return to list of QRGs](#)



Endeavour Energy
ABN 11 247 355 623
T 133 718
Level 40-42, 8 Parramatta Square
10 Darcy Street
Parramatta NSW 2150
PO Box 811, Seven Hills NSW 1730

TAX INVOICE

Invoice Number: **001000295193**

Invoice Date: **07 Aug 2023**

Billing To: Nicola Cdu
8 Parramatta Square, Parramatta, NSW, 2150

Reference	Fee Description	Quantity	Price	Total Amount
N-69005	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766			
	Standard Connection Offer Fee	1	\$281.84	\$281.84
N-69006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529			
	Standard Connection Offer Fee	1	\$281.84	\$281.84

Subtotal	\$563.68
Total GST	\$56.36

Total Amount (including GST)	\$620.04
Amount Paid	\$0.00

Balance Due	\$620.04
--------------------	-----------------

Payment Options

Billers Code:10004754
Reference Number:0010002951936



Enquiries

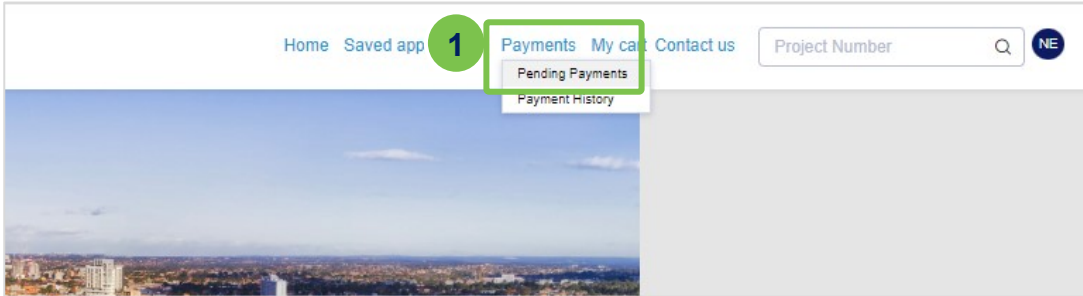
For any enquiries relating to this invoice please contact Customer Network Solutions on 02 9853 7977 or email cwadmin@endeavourenergy.com.au

endeavourenergy.com.au

Quick Reference Guide – Pay Fees via Pending Payments Page - Credit Card

This QRG details the steps to pay fees via your **Pending Payments** page in the Customer Portal and pay via **credit card**. This is useful if you want to pay fees for multiple applications & projects and combine these into one payment.

Log in to Connections Portal: [Click here](#) to access the Connections Portal log in page and sign in



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

! You can **filter** the Pending payment page by:

- Unpaid applications
- Unpaid projects

Default setting is **View all**

Endeavour Energy

Home Saved applications Payments My cart Contact us Project Number

Pending payment screen.

2 Click **Add to Cart** for each application or project fee you want to include in your payment

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	<input type="button" value="Add to Cart"/>
> S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37	<input type="button" value="Download"/>
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02	<input type="button" value="Download"/>
> N132002		43 HOLBECHER ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Pending	\$310.02	<input type="button" value="Add to Cart"/>
> N129001		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	5 July 2023	In progress	\$310.02	<input type="button" value="Download"/>

Payment status	Icon / Option	Explanation
Pending	<input type="button" value="Add to Cart"/>	An application or project fee that you can add to your payment cart
In progress	<input type="button" value="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).

Pending payment

When you have added a pending payment, the Add to Cart 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.

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)	Action
> 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	Download
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02	Download
> N132002		43 HOLBECHE ROAD, ARNDELL 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	Download

Filter by T

3

Checkout

Pending payment screen continued

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

Review Cart

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)

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)	Action
> N132002		43 HOLBECHE ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02	Trash icon
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02	Trash icon

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

Add Additional Items Clear Cart **Confirm & Make Payment**

4

Note that you can also remove a payment from your cart at this step - 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**

Payment Details

Order ID	Site Address	Amount
> N-132002	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148	310.02
> N-129005	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766	310.02

Total Amount to be paid
(Inc GST)
\$620.04

Payment Method

Credit Card **5** BPAY

Bill To Details (Invoice)

First Name	Last Name	
Nicola	Evans	
Participant email	Address	Suburb
****@gmail.com	8 Parramatta Square	Parramatta

Cancel

Save

6 Proceed

Payment Details screen

5 Payment Method - click **Credit Card**

Note: If you click Save at this step, you can continue the steps at a later date by selecting Payments on the portal Home page

6 Click **Proceed**

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.

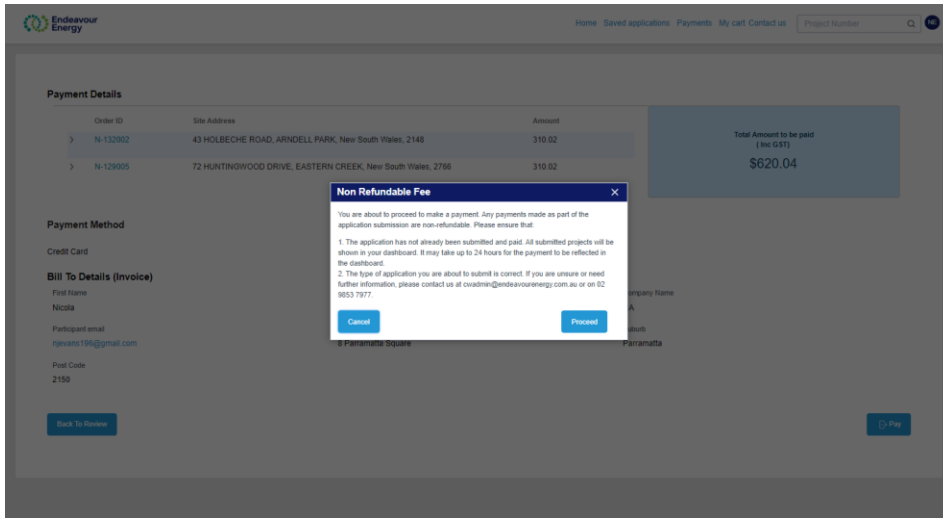
Please note, if any fee included within this payment is related to an application lodgement, the application will now progress to assessment unless all required documents have not been received.

Back To Review

Click Back To Review if you need to change any details (e.g. select a different payment method).

7 Pay

7 Click **Pay**



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 9553 7977.

8 Proceed

Cancel

Non Refundable Fee dialog box displays.

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

The screenshot shows the Endeavour Energy payment page. The "Payment Details" section is active, showing the "Card Type" selection. The "Card Type" field has two radio buttons: "VISA Visa" (selected) and "Mastercard". A green circle with the number "9" is placed over the "VISA Visa" option. Below this are fields for "Card Number", "Expiry Month" (with a dropdown menu), "Expiry Year" (with a dropdown menu), and "CVN". A note below the CVN field states: "This code is a three or four digit number printed on the back or front of credit cards." A green circle with the number "10" is placed over the "Pay" button. A "Cancel" button is also visible.

9 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

10 Click **Pay** to complete the payment

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 unsub for your reference.

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



Payment Successful

Date of Payment
26/07/23 10:14 AM

Payment Receipt No.
a1f68917-07ff-4468-8256-b30bab752e15

Amount Paid
\$620.04

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

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

Thank you for your Payment screen.

11 Click Close

Close

11

Endeavour Energy Payment Reference Details: [redacted]

support@cybersource.com Aug 7, 2023, 8:51PM (12 hours ago)

Receipt

Date: 07-08-2023
Order Number: [redacted]

Nicola Cdu

Billing Information

Nicola Cdu
Account number: 10004754
Invoice number: AR-12014
AU

nicolacdu2@gmail.com

Payment Details	Order Total	
Subtotal		AUD 563.68
Visa		AUD 56.36
xxxxxxxxxxxx1111	Total amount	AUD 620.04

Please keep a copy of this receipt for your records

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

00 [redacted] – Thank you for your Credit Card Payment

cwadmin_sit@endeavourenergy.com.au Mon, Aug 7, 8:54 PM

Thank you for your payment of fees relating to the below listed standard connection service(s) - your Tax Invoice is attached for your reference. All the individual fees included in the payment.

Reference	Description
N-69003	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148
N-69004	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766

We will advise the Endeavour Energy project reference number via a separate email.

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.

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

Return to list of QRGs

NRL [redacted] – Thank you for your Application Submission

cwadmin_sit@endeavourenergy.com.au Mon, Aug 7, 8:54 PM (12 hours ago)

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
NRL [redacted]	72 HUNTINGWOOD DRIVE, EASTERN CREEK, New South Wales, 2766

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

Your application will now progress to assessment

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

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

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

NRL [redacted] – Thank you for your Application Submission

cwadmin_sit@endeavourenergy.com.au Mon, Aug 7, 8:54 PM (12 hours ago)

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
NRL [redacted]	43 HOLBECHE ROAD, ARNDELL PARK, New South Wales, 2148

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

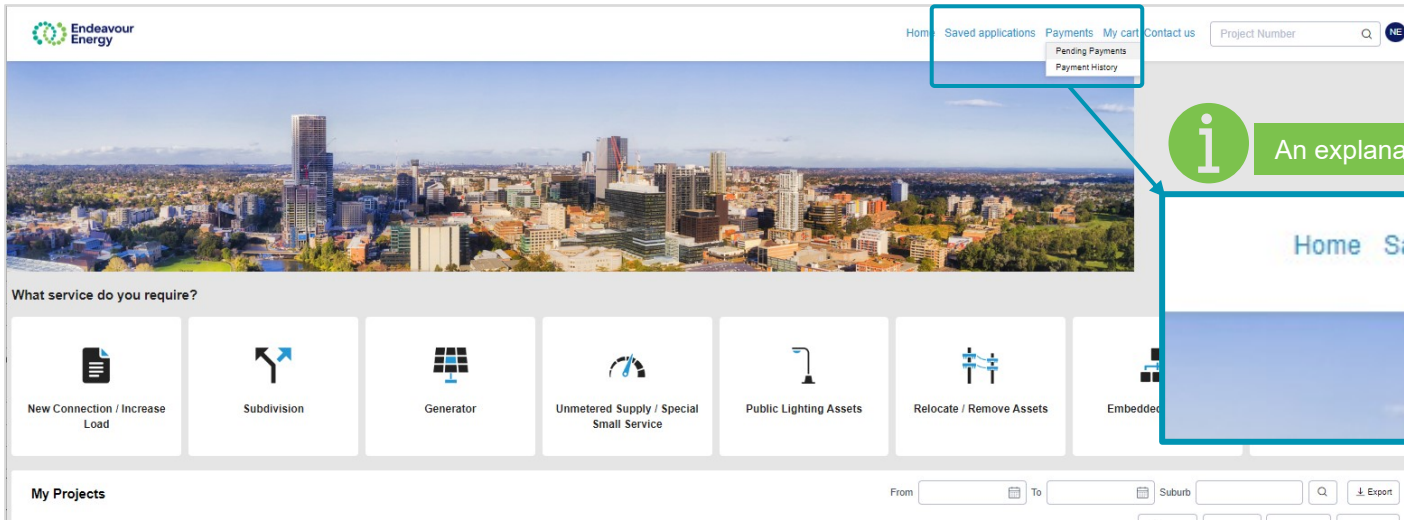
Your application will now progress to assessment unless all required documents have not been received.

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

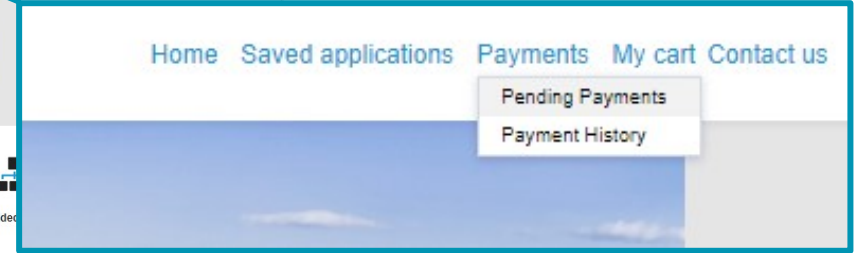
If you have any enquiries, please do not hesitate to contact us.

Quick Reference Guide – Pay Fees via Pending Payments Page - BPAY

This QRG details the steps to **pay fees** on your **Pending Payments** page in the Customer Portal and choose the payment method **BPAY**.



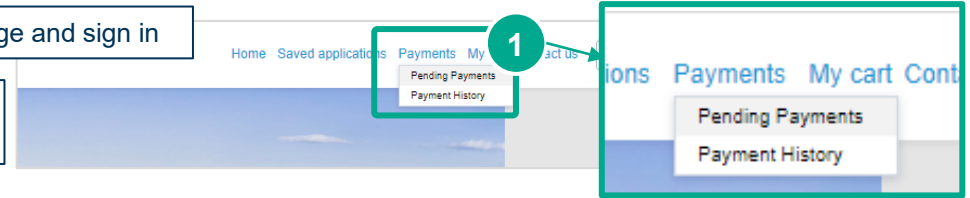
i An explanation of each option is detailed in the table below:



Link on toolbar	Explanation
Saved applications	<p>Applications that you have started and saved on any page prior to Payment Details.</p> <p>When lodging application, if you click Save or Cancel on any step between 1 Site Details to 6 Legal Disclaimer (i.e. you have not clicked Proceed on the Payment Lodgement screen), your application will be listed in Saved applications. There will be a trash can icon in the far right column as you can still edit or delete the application at this stage.</p>
Payments	<p>Payments > Pending Payments</p> <ul style="list-style-type: none"> • Pending payment status with green tick – application or project fee currently in your cart (if you are lodging an application, it is automatically added to your cart) • Add to Cart – an application or project fee that you can add to your payment cart. When lodging an application, if you click Proceed to Payment but then Cancel on the Payment Details screen, the application fee is in Pending Payments and you can add to cart when you want to complete the payment • Download – download tax invoice for application fee or project payment <p>Payments > Payment History – all payments that you have made (and the payments have cleared)</p>
My cart	<p>Application fees and project fees that you have added to your cart so that you can make one payment. If you save multiple applications in the same log in, they are automatically added to your cart.</p>

Log in to Connections Portal: [Click here](#) to access the Connections Portal log in page and sign in

1 To view all application and project fees / payments which are Pending or In progress, click **Payments > Pending Payments**



Pending payment screen.

2 Click **Add to Cart** for each application or project fee you want to include in your payment

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due	
> N129006		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Pending	\$310.02	Add to Cart
> N135009		25 PIKES LANE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02	Add to Cart
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	In progress	\$310.02	
> S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37	Download
> N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02	Download

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 are also sent a copy of the tax invoice via email).

When you have added the pending payment, the Add to Cart 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

Home Saved applications Payments My cart Contact us

Pending payment

Filter by

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due	
> N129006		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Pending	\$310.02	
> N135009		25 PIKES LANE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02	
> N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	In progress	\$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 HOLBECHE ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	In progress	\$310.02	

Pending payment screen *continued*

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

Note that you can also remove a payment from your cart at this step - 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.

Project Number

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)	
> N135009		25 PIKES LANE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02	
> N129006		BUCKLEYS ROAD, SHELL COVE, NSW, 2529	26 July 2023	Payment	\$310.02	

Total amount to be paid including GST

Review Cart screen – the payment cart lists the application reference IDs or project IDs you have in your cart.

Note that you can remove a payment from your cart (click the trash icon on the right).

Click **Confirm & Make Payment**

\$620.04

Add Additional Items

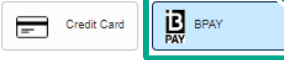
Clear Cart

Payment Details

Order ID	Site Address	Amount
> N-135009	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766	310.02
> N-129006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529	310.02

Total Amount to be paid
(Inc GST)
\$620.04

Payment Method



5

Bill To Details (Invoice)

6

First Name Nicola	Last Name Evans	Company Name NA
Participant email @gmail.com	Address 8 Parramatta Square	Suburb Parramatta
Post Code 2150		

Payment Details screen

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

Note: If you click Save at this step, you can continue the steps at a later date by selecting Payments > Pending Payments on the portal Home page

- 7 Click **Proceed**

Cancel

Save

7
Proceed

BPAY Payment Details

1 BPAY Payments can take up to 3 business days to process. If you wish to select an alternate payment method, please click the Back button to change your chosen payment option.

If you proceed with this request, we will email the billing party a Tax Invoice that will include BPAY payment details for the payment to be completed.

If any fee included within this invoice relates to a new application lodgement, the application will not progress to assessment until payment is received and all required documents provided.

If any fee relates to an active project, any further action on our project will remain on hold until payment is successfully completed.

Your Order

Sub Total	\$563.68
GST	\$56.36
Total Amount	\$620.04

Cancel

Back

BPAY Payment Details screen

- 8 Click **Proceed**

Save

8
Proceed

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.

Non Refundable Fee dialog box displays.

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

Cancel

Proceed

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

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 details to use for the payment.

10 Click **Close**

Close

001000295193 – BPAY Payment Pending

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

TAX INVOICE

cwadmin_sit@endeavourenergy.com.au
to me

Mon, Aug 7, 9:01PM (12 hours ago)

Thank you for confirming BPAY as your payment method for payment of fees relating to the below listed standard connection 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-69005	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766
N-69006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529

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

If any fee included within this invoice relates to a connection 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

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

Reference	Fee Description	Quantity	Price	Total Amount
N-69005	25 PIKES LANE, EASTERN CREEK, New South Wales, 2766 Standard Connection Offer Fee	1	\$281.84	\$281.84
N-69006	BUCKLEYS ROAD, SHELL COVE, New South Wales, 2529 Standard Connection Offer Fee	1	\$281.84	\$281.84
Subtotal				\$563.68
Total GST				\$56.36
Total Amount (Including GST)				\$620.04
Amount Paid				\$0.00
Balance Due				\$620.04

Payment Options

Biller Code: 10004754
Reference Number: 0010002951936

POWER
together

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

Important!

When you are making the BPAY payment, please quote the **Reference Number** in the tax invoice.

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