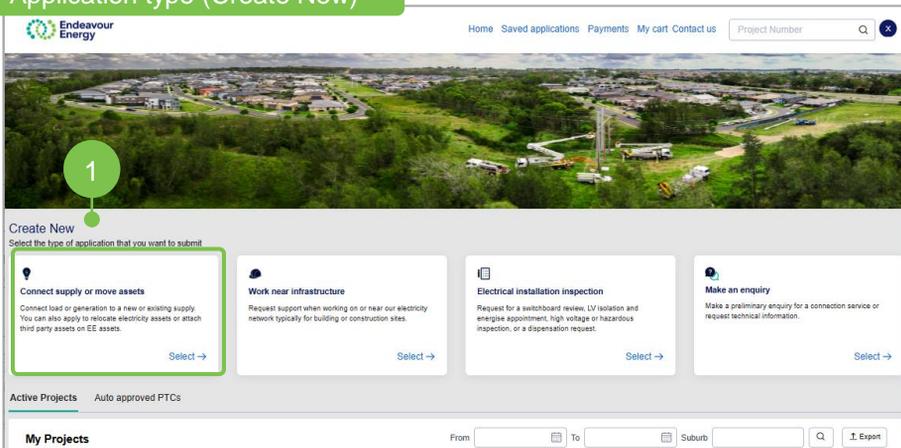


About this guide

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

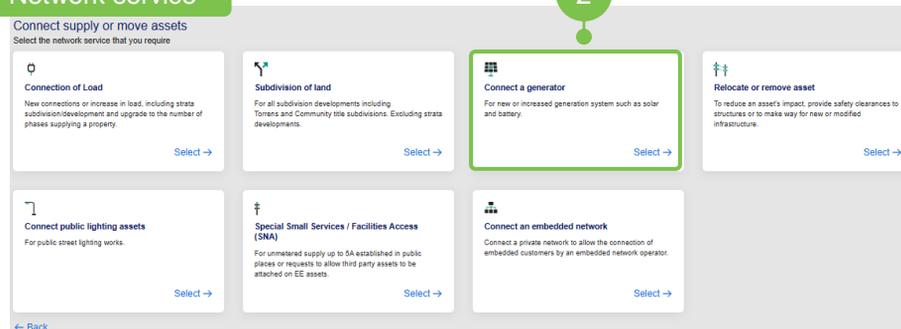
Application type (Create New)



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

1. Click **Select →** to select the **Connect supply or move asset**

Network service



Each application type is split across different categories.

2. Click **Select →** to select the **Connect a generator** tile

or click **← Back** to return to the Home screen

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



1 Site Details

Click to jump to the instructions for a specific option

Please enter your National Meter Identifier (NMI)

For a **Generator** application (such as **solar** and **battery**), you are prompted to enter your NMI:

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

FIND SITE DETAILS BY ADDRESS

SELECT SITE USING POLYGON FUNCTION

Click the link to jump to the instructions

OR

OR

S.No	NMI	Status	Site Address
1	4310496895	Valid	4 MOORE CRES FAULCONBRIDGE 2776 NSW

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

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

CONNECT A GENERATOR

Click the link to jump to the instructions

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

ADDRESS IS NOT CORRECT

Click the link to jump to the instructions

1 Site Details

FIND SITE DETAILS BY ADDRESS

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

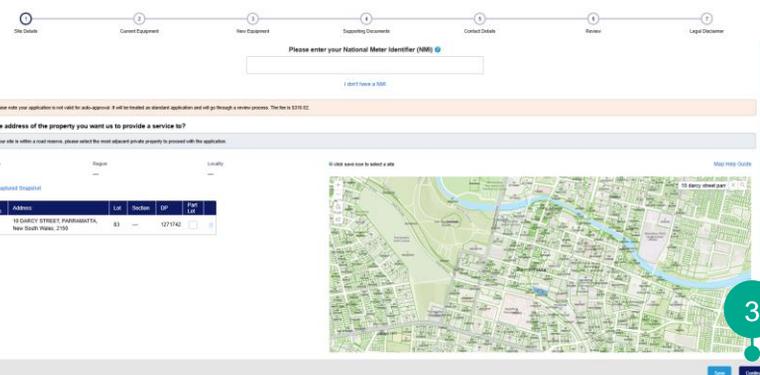
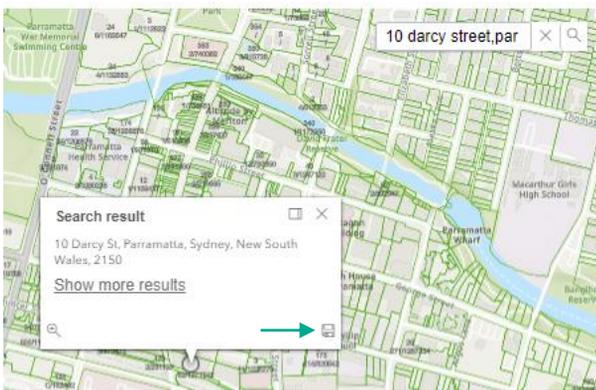
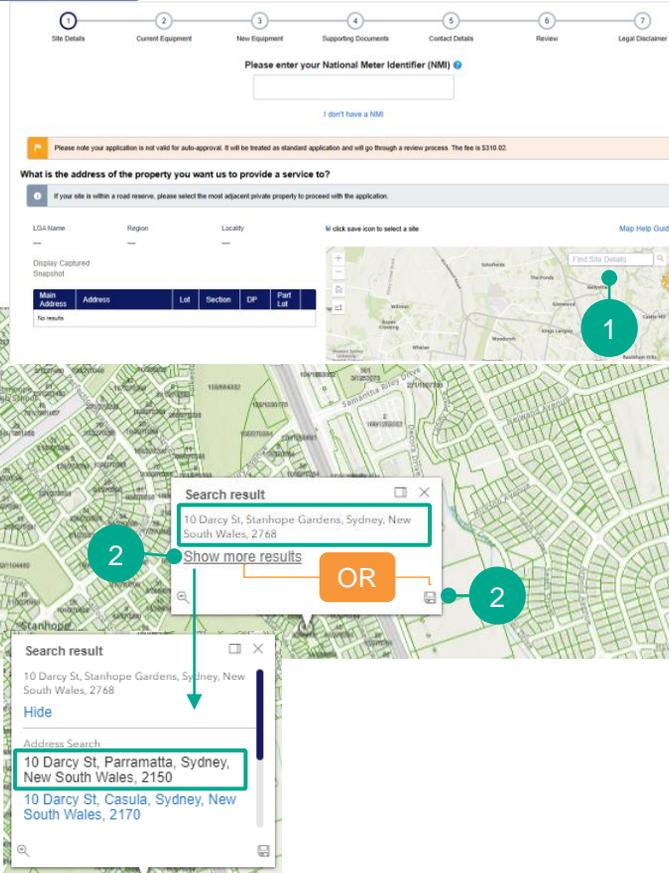
Click the **search** button

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

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

OR

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



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

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

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

HINTS & TIPS!

1 Site Details

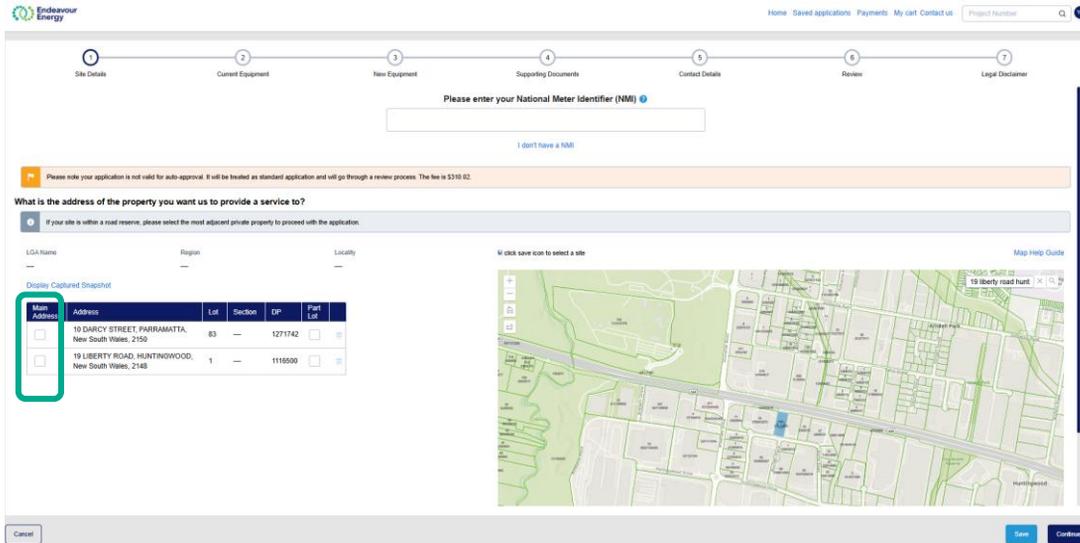
Site within a Road Reserve

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

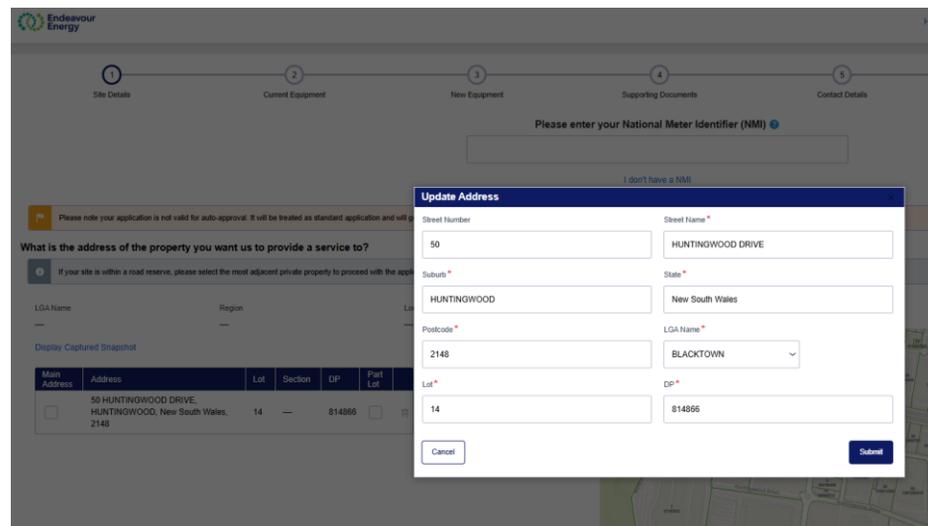
1. search for the address of a property which is closest or adjacent to your location (*this ensures we have the LGA for your application*)
2. enter the details of your actual site location in the **Detailed description** textbox when you continue to the next section (2 – Application Details).

Multiple Addresses

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

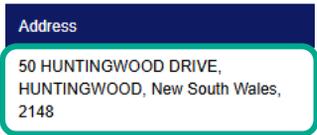


Manually update address



If you need to edit the address for any reason:

1. Click the **Address** (in the table) 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)

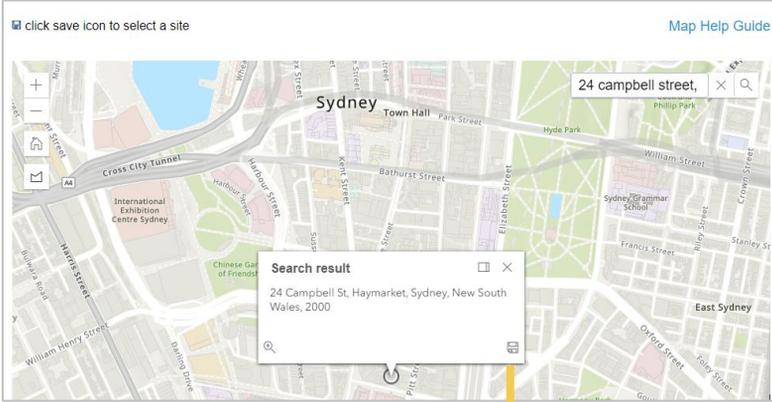
3. Click **Submit** to save the address changes.

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

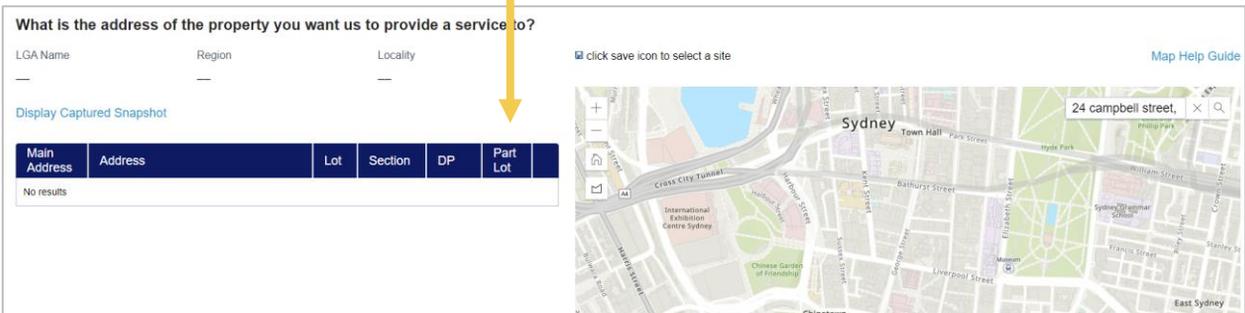
HINTS & TIPS!

1 Site Details

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



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

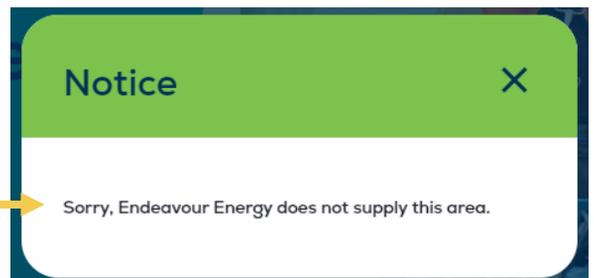
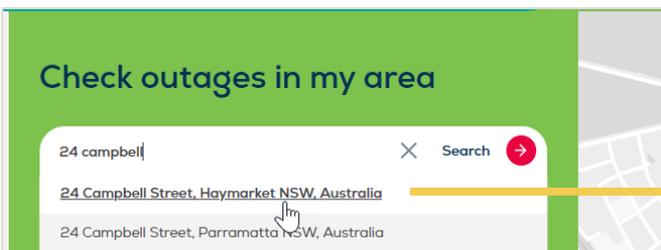


Note the difference in the map detail (green outlines) for an area (below) that is covered by Endeavour Energy



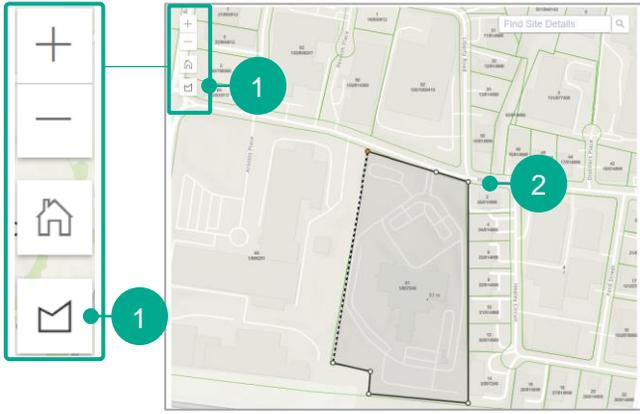
Another option to check if an address is covered by Endeavour Energy is to **enter the address in the Outage Map** on our [website](#)

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



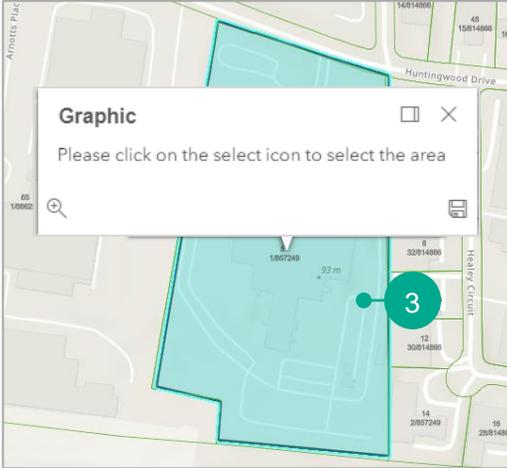
1 Site Details

SELECT SITE USING POLYGON FUNCTION

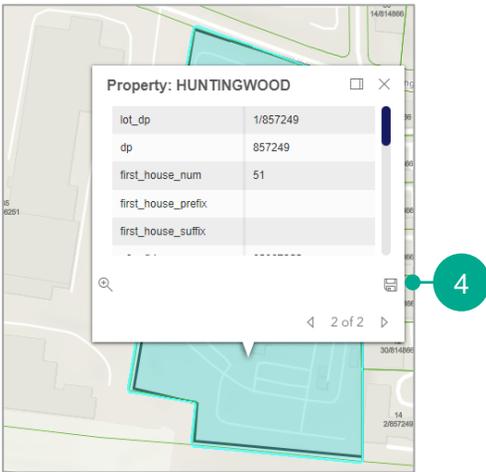


1. Click  draw polygon

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



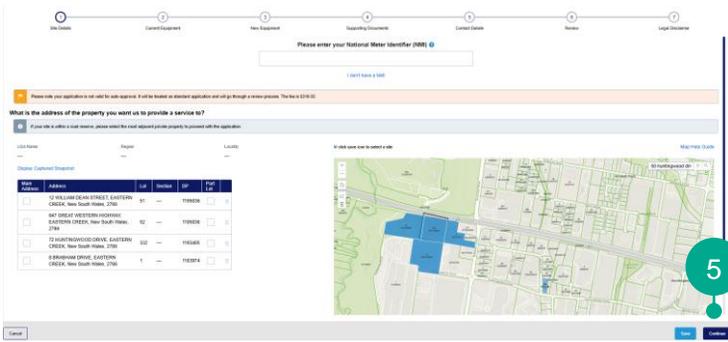
3. The selected area is highlighted. **Click once** to select this area.



The details display.

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

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



5. Click [Continue](#) to continue to the next screen [New Equipment](#) 



1 Site Details

ADDRESS IS NOT CORRECT

1. Click if the address is not correct

Is the address displayed correct?*

Yes	No
-----	----

Value cannot be blank

1

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

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

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

If you have any queries, please do not hesitate to contact us:
Customer Network Solutions
Ph: 02 8853 7977
E: cwadmin@endeavourenergy.com.au

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

2. Start to enter the correct address

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

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

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

3. Select the address from the list of matching addresses

OR

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

OR

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

<small>Street Number</small>	<small>Street Name *</small>	<small>Suburb *</small>	<small>Post Code *</small>
<input style="width: 95%; height: 20px;" type="text"/>			
<small>State *</small>			
<input style="width: 95%; height: 20px;" type="text"/>			

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

If you have any queries, please do not hesitate to contact us:
Customer Network Solutions
Ph: 02 8853 7977
E: cwadmin@endeavourenergy.com.au

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

4. Click

You will receive an email confirming your address correction request.

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

Connect supply or move assets

CONNECT A GENERATOR



2 Current Equipment

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

A red asterisk * denotes a mandatory field

Please select available phases at the site*

Single Phase Three Phase

1

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

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

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

• If our records are **incorrect** and you need to + **Add Existing Connection**, steps below

• If our records are **incorrect** and you need to **Edit or Delete Existing Connections**, click here

• If our records are **correct**, Click **Continue** and follow the steps here

+ Add Existing Connection

2

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

Additional fields may display as you select responses

3

Select to delete your inputs at any time

Type*	Manufacturer*	Model*	Quantity*	Capacity*
AC Connection	Select	Select	1	—

4. Edit the **quantity**, if relevant

Quantity*

1

4

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

5

Device	Battery	Select	Select	1	—
--------	---------	--------	--------	---	---

+ Add Existing Device

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

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

CONNECT A GENERATOR *continued*

2 Current Equipment (*continued*)

Follow these steps if our records are **incorrect** and you need to **Edit or Delete Existing Connection**

Note: If our records are **correct** and you are decommissioning the current equipment on site, don't delete the records at this step. You will be able to decommission equipment in the next step "New Equipment"

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

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

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Inverter	Sungrow Power Supply Co Ltd	SH5.0RS (AS4777.2.2020)	1	5.00kVA	
Device	Solar PV	Shanghai JA Solar Technology Co Ltd	JAM60S20-390/MR/1000V / 0.39kW	20	7.80kW	
Device	Storage	Sungrow	SBR096	1	5.76kW	

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

Click the symbol to reset changes made to the record

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

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

3. Click the icon to save the edits

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

3

4

4. Click Continue

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

1. Click on the icon to delete existing equipment (existing connection or device), which suggests it does not exist at the site

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Inverter	SMA Australia Pty Ltd	SB5.0-1AV-41	1	5.00kVA	
Device	Solar PV	Jinko Solar Co Ltd	JKM390N-6RL3-B / 0.39kW	17	6.63kW	

1

Type	Manufacturer	Model	Quantity	Capacity		
AC Connection	Inverter	SMA Australia Pty Ltd	SB5.0-1AV-41	1	5.00kVA	
Device	Solar PV	Jinko Solar Co Ltd	JKM390N-6RL3-B / 0.39kW	17	6.63kW	

2

2. The line that has been deleted will become greyed out and a **Deleted** icon will appear

3

3. Click Continue

CONNECT A GENERATOR *continued*

3 New Equipment



i A red asterisk * denotes a mandatory field

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

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

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

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

1

1. Click **Uninstall** on the connection and/or device

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

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

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

2

Note: Undo edits by clicking the icon

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

CONNECT A GENERATOR *continued*



3 New Equipment *continued*

To **add a new connection** follow the steps below

New Equipment

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

+ Add New Connection 1

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

2

Quantity *

1 3

+ Add New Device 4

+ Add New Connection 5

NOTE: After new connection information has been added, you will be advised whether your proposal has an associated fee based on the size of the connection. Applications with no fee will be automatically approved by the system. Application that have associated fees will require payment.

Is there an associated load application or technical enquiry with your generator application? *

Yes No 6

Is there an associated load application or technical enquiry with your generator application? *

Yes No

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

7

Is there an associated load application or technical enquiry with your generator application? *

Yes No

When do you intend to commission your generator? *

26/02/2025

Please provide any further details regarding your application *

Remaining: 3000 characters

i A red asterisk * denotes a mandatory field

1. Click **+ Add New Connection**

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

3. Edit the **quantity**, if relevant

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

5. To add another device to this proposal, click **+Add New Connection**, if relevant

6. Click **Yes** or **No** to the question

7. If you click:

Yes, an Endeavour Energy reference number will need to be provided

No, an intended commission date will need to be provided and any further details about the application

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

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



4 Supporting Documents

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

A red asterisk * denotes a mandatory attachment or field

1 Please provide supporting documents

Attach No attachments

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

- Single line diagram*
- Voltage Measurement and calculations*
- Non-Inverter Generation Systems details
- Location/Sketch Diagr
- Single Phase to earth fault level contribution details

Reason for Required Documents Unavailable*

Remaining: 256 characters

1. Click

Attach

2. To upload the documents:

- Drag and drop documents into the box

OR

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

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

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

3. Click

Attach

when you have uploaded all relevant documents.

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

5. Click

Continue

when you have completed all required details.

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



i No documents to attach?

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

Note: only standard applications require supporting documents



4 Contact Details

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

Applicant details

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

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

A red asterisk * denotes a mandatory field

Site Contact / Developer/ Property Owner details

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

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

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

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

4 Contact Details *continued*

ASP details

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

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

OR

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

Select the checkbox for the relevant type or types:

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

Enter the details for the ASP or ASPs

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

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

The next step in the application is Review

5 Review

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

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

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

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

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

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

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

The next step in the application is **either** Legal Disclaimer  **or** Payment Lodgement 



6 Legal Disclaimer

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

Legal Disclaimer

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

- I have read and understood the terms of Endeavour Energy's Model Standard Offers as published on our website (www.endeavourenergy.com.au).
- I am requesting an expedited connection as per the terms contained within the applicable Model Standing Offer on the basis that I am:
 - the owner of the premises for which the expedited connection is requested or
 - a person who is expressly authorised to make the request by or on behalf of the owner of that premises.
- 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.
- I consent to the release of my contact details to other customers with similar works in progress nearby to facilitate co-operation in design and construction activities.

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

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

Applicant Acceptance of the above agreement.

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

Read the Legal Disclaimer

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

2. **Click**  to proceed

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

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

For both scenarios, continue to the *next page* 

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

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

Thank you for your application submission

OR

Payment Lodgement

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

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

OR

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

Thank you for your application submission

Thank you for your application submission.

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

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

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

Customer Ne
P: 02 9853 7
E: [cwadmin](mailto:cwadmin@endeavourenergy.com.au)

Close

Thank you for your application submission.

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

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

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

Close

1

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

OR

OR

Payment Lodgement



Home Saved applications Payments My cart Contact us Project Number

Payment Lodgement

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

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

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

Total amount to be paid \$

Site Details Application Details Supporting Documents Contact Details

Edit Application

Proceed To Payment

1

1. **Click** 

(instructions are continued on the next page) 

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

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> U59004	—	73 DERBY STREET, ROOTY HILL, 2766	22 January 2025	Payment	\$[REDACTED]

Total amount to be paid including GST: \$[REDACTED]

Buttons: Add Additional Items, Clear Cart, **Confirm & Make Payment**

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

2. Click

Confirm & Make Payment

Payment Details

Order ID: N-213003 | Site Address: CHURCH STREET, CASTLE HILL, 2154 | Amount: \$[REDACTED]

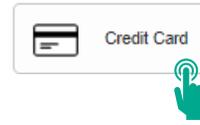
Total amount to be paid (inc GST): \$[REDACTED]

Payment Method: Credit Card BPAY/EFT

Bill To Details (Invoice):
 First Name: Nicola | Last Name: [REDACTED] | Company Name: NA
 Participant email: [REDACTED]@gmail.com | Address: [REDACTED]
 Suburb: Panmatta | Post Code: 2150

Buttons: Cancel, Save, Proceed

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



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

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

HOW TO PAY BY CREDIT CARD

Payment Details

3. Click



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

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

4. Click



Thank you for choosing Credit Card as your payment option

5. Click



Non Refundable Fee

6. Click



if you are happy to continue

Payment Details

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

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

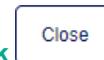
8. Click



to complete the payment

Thank you for your payment

9. Click

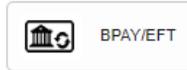


You are returned to the Connections Portal Home page. Your application is listed in the My Projects section (it may take a few minutes for it to be listed).

HOW TO PAY BY BPAY / EFT

Payment Details

1. Click



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

3. Click



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

BPAY Payment Details

4. Click



Non Refundable Fee

5. Click



if you are happy to continue

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

6. Click



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

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

Email Notifications and Tax Invoices

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

Important!

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