

Connections Portal User Guide for Construction Works Services

Version 1.0 March 2024



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About This Guide

This user guide provides information and instructions on how to lodge an application for:

- Construction Works related requests such as:
 - Tiger Tails
 - Overheight Load
 - Network Mains Outage (not related to a contestable project)
 - Excavation near EE assets or Asset Support
 - Substation or LV access
- Substation visual inspection
- Substation rating or loading enquiry
- Connections related Technical or preliminary enquiry.

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

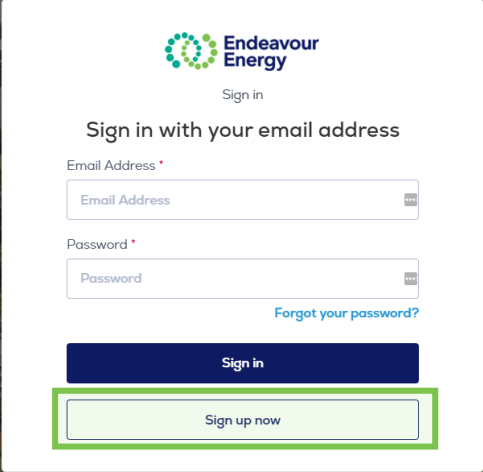
This guide also includes instructions on how to register on our Connections Portal, how to log in and how to reset your password.

Accessing Connections Portal

Link for Connection Portal: [Click here](#) to access the **Connections Portal log in page**. The steps to log in are detailed below for a new user and for an existing user.

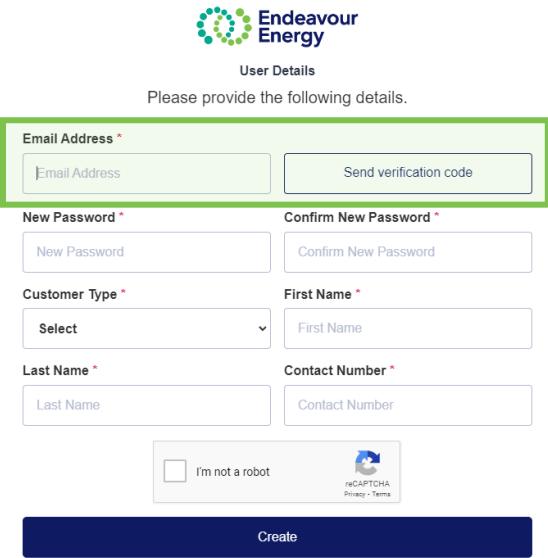
Note: If you already have access to the Endeavour Energy **ESRI** Portal, you can use your same credentials to log in to our Connections Portal. But, if you only have an account on the Connections Portal, you still need to request access to the ESRI portal separately, as we have to add additional ESRI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

New user (to complete self-registration)



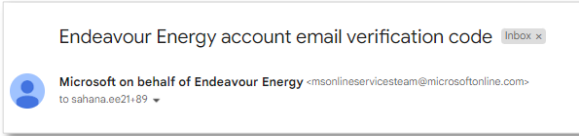
Complete the following steps if you are a new user and have not previously registered on the Connections Portal:

1. Click **Sign up now**

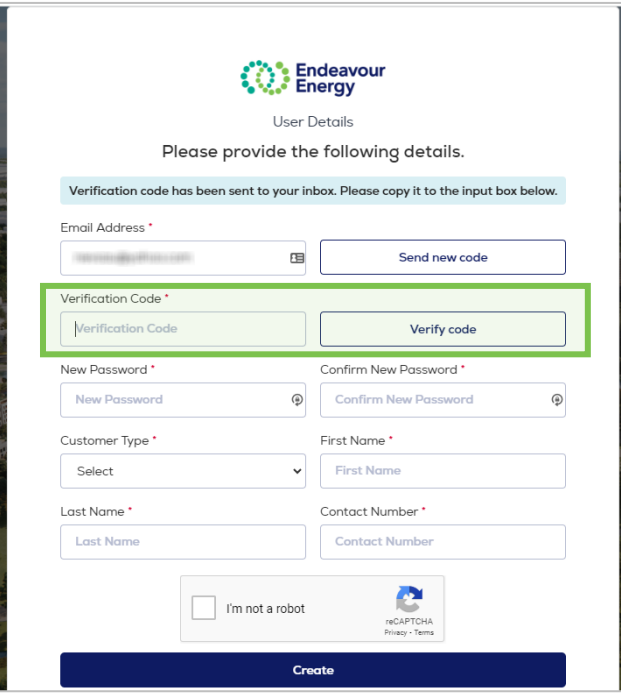
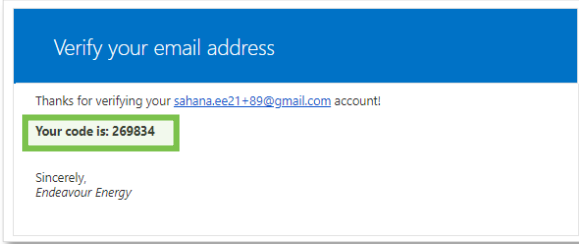


2. Enter your **Email Address** and click **Send verification code**

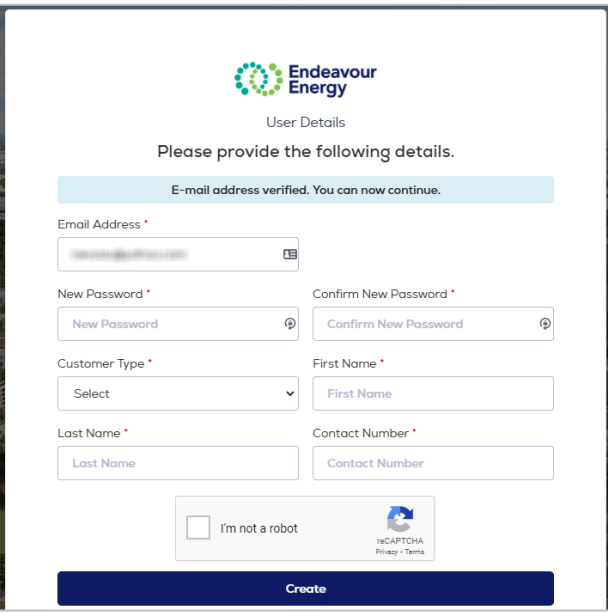
Do not close this login screen, as you will need to come back to it once you have your verification code



3. You will receive an email with your verification code



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



5. Continue to complete the following:

- **New Password** and **Confirm New Password** – enter the password you want to set and repeat the password
- **Customer Type** – select from the list
- **First Name** – enter your first name
- **Last Name** – enter your surname
- **Contact Number** – enter your mobile number

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

7. Click **Create**

You are then prompted to complete Multi-factor authentication.

8. **Phone Number** - enter the same mobile number that you used on the registration step.
9. Select your preferred Multi-factor authentication method:

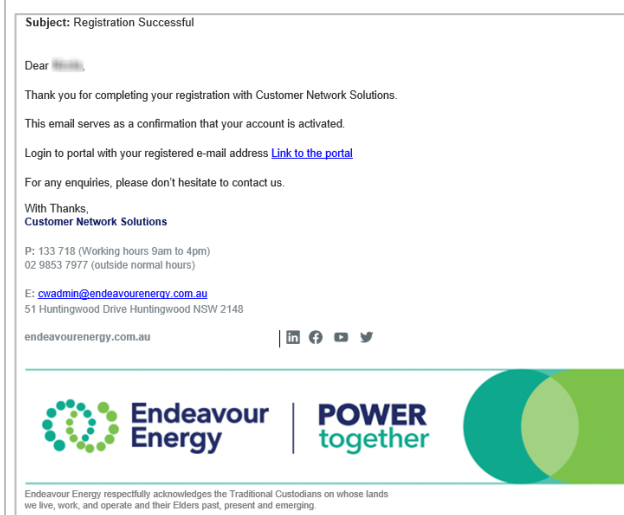
Send Code - to receive the verification code via SMS

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

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

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

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



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

Existing User

The screenshot shows the Endeavour Energy sign-in interface. At the top is the Endeavour Energy logo. Below it, the text reads "Sign in" and "Sign in with your email address". There are two input fields: "Email Address *" containing a partially obscured email address ending in "@gmail.com", and "Password *" containing a series of dots. A blue link "Forgot your password?" is positioned below the password field. At the bottom, there are two buttons: a dark blue "Sign in" button and a white "Sign up now" button.

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

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

The screenshot shows the multi-factor authentication page. It features the Endeavour Energy logo and the heading "Multi-factor authentication". The text states: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this, the phone number "XXX-XXX-9496" is displayed. There are two dark blue buttons: "Send Code" and "Call Me".

3. Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS

OR

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

This screenshot shows the same multi-factor authentication page as the previous one, but with the "Send Code" button selected. The text now says: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." The phone number "XXX-XXX-9496" is shown. Below it, a text input field contains the verification code "708563". A blue link "or send a new code" is visible. At the bottom, there is a dark blue "Verify Code" button.

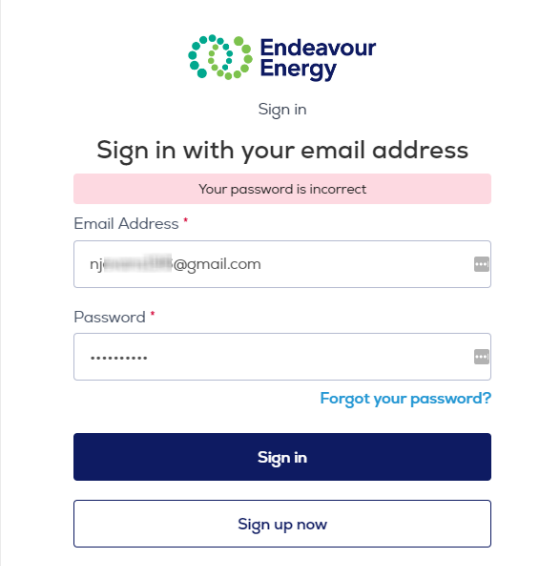
4. If you have selected Send Code – enter the **verification code** you received via SMS (from *msverify*) and click **Verify Code**.


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

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



Forgot Password or Reset Password



 Endeavour Energy

Sign in

Sign in with your email address

Your password is incorrect

Email Address *

nj...@gmail.com

Password *

.....

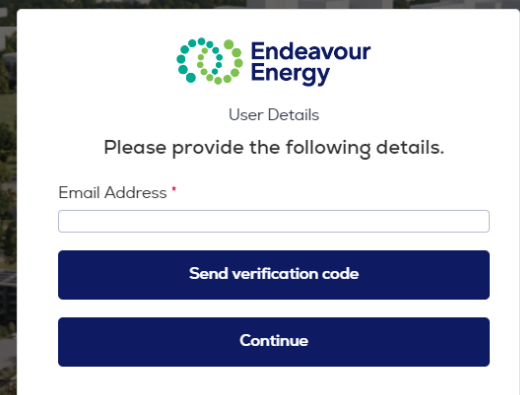
[Forgot your password?](#)


Sign in

Sign up now

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

1. Click **Forgot your password**



 Endeavour Energy

User Details

Please provide the following details.

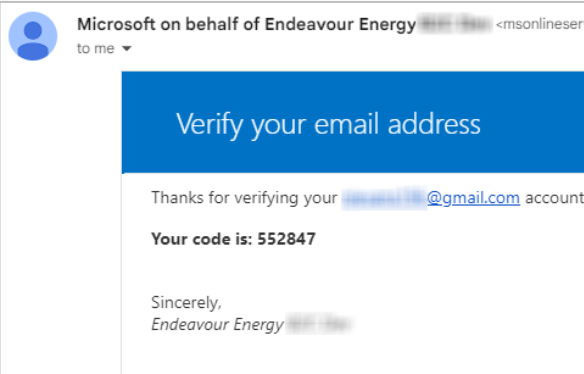
Email Address *

Send verification code

Continue

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

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



Microsoft on behalf of Endeavour Energy <msonlineservi...@gmail.com> to me

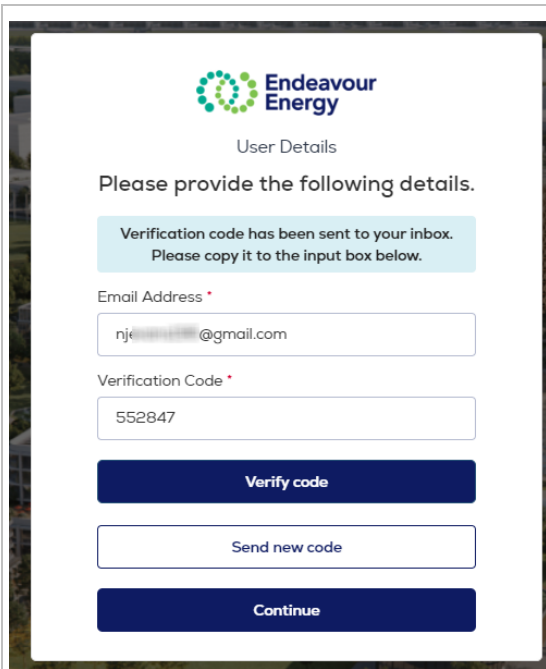
Verify your email address

Thanks for verifying your [redacted]@gmail.com account!

Your code is: 552847

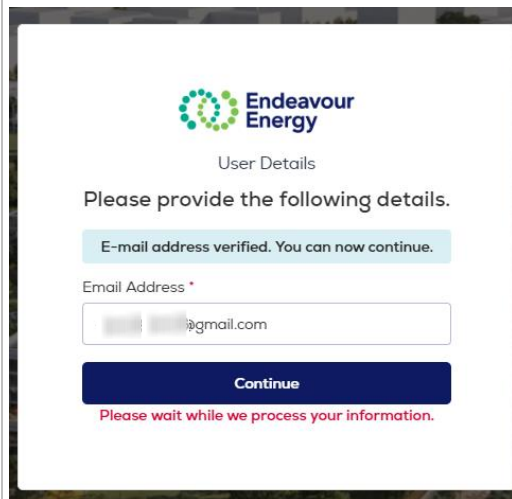
Sincerely,
Endeavour Energy

3. You will receive an email with your verification code



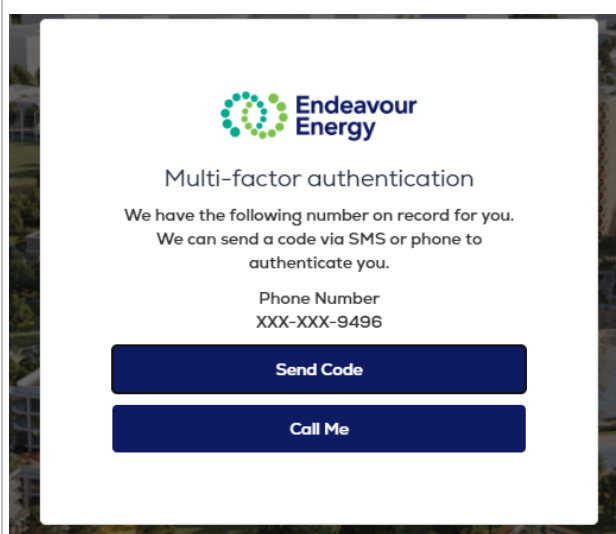
It may take a few seconds for the dialog box to update.

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



A system message confirms your email address has been verified.

5. Click **Continue**



You are then prompted to complete Multi-factor authentication.

6. Select your preferred Multi-factor authentication method:

Send Code - to receive the verification code via SMS

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

Endeavour Energy

Multi-factor authentication

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

+610410

Enter your verification code below, or [send a new code](#)

580079

Verify Code

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

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

Endeavour Energy

User Details

Please provide the following details.

New Password *

Confirm New Password *

New Password

Confirm New Password

Continue

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

- Click **Continue**

Connections Portal Home page

Endeavour Energy

Home Saved applications Payments My cart Contact us Project Number

What service do you require?

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

My Projects

From To Suburb Group Fields Density Refresh

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
NRL16292	72 HUNTINGWOOD DRIVE	EASTERN CREEK	Application Acknowledged	07 August, 2023	Zeeshan Mehfooz
NRL16291	43 HOLBECH ROAD	ARNDSELL PARK	Application Acknowledged	07 August, 2023	Zeeshan Mehfooz

1

What service do you require?

The Application tiles are displayed here. You can click on any of the service icons to apply for a specific service. This guide provides instructions for **Preliminary Enquiry / Construction Works**. Refer to the Connections Portal User Guide for information on the other services (*New Connection, Subdivision etc.*).

2

My Projects

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

3

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

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

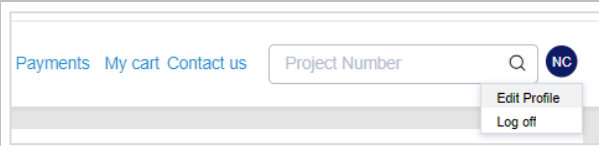
Payments:

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

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

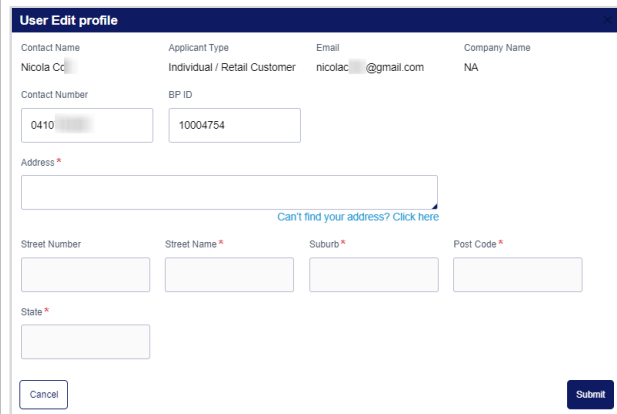
Hint and Tip – Save your Address in your Profile

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



A screenshot of the top navigation bar. On the left, there are links for 'Payments', 'My cart', and 'Contact us'. In the center is a search box labeled 'Project Number' with a magnifying glass icon. On the right, there is a circular profile icon with the initials 'NC'. A dropdown menu is open below the profile icon, showing two options: 'Edit Profile' and 'Log off'.

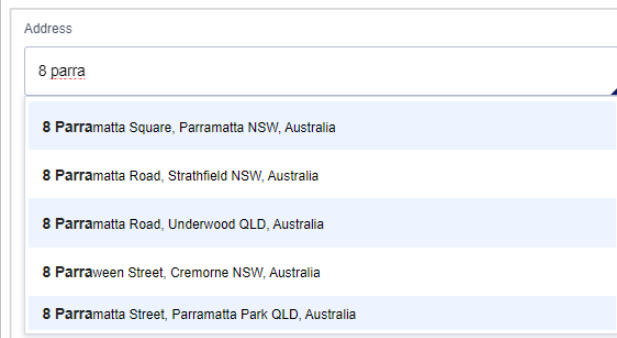
1. Click your **initials** on the top left of the screen and select **Edit Profile**



A screenshot of the 'User Edit profile' form. The form has a dark blue header with the title 'User Edit profile'. Below the header, there are several fields for user information: 'Contact Name' (Nicola Co...), 'Applicant Type' (Individual / Retail Customer), 'Email' (nicolac...@gmail.com), and 'Company Name' (NA). There are also fields for 'Contact Number' (0410...) and 'BP ID' (10004754). A large 'Address' field is present, with a link below it that says 'Can't find your address? Click here'. Below the address field are four smaller fields: 'Street Number', 'Street Name*', 'Suburb*', and 'Post Code*'. There is also a 'State*' field. At the bottom left is a 'Cancel' button and at the bottom right is a 'Submit' button.

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

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



A screenshot of the address search dropdown. The search input contains the text '8 parra'. Below the input, a list of search results is displayed, each with a house icon and the full address: '8 Parramatta Square, Parramatta NSW, Australia', '8 Parramatta Road, Strathfield NSW, Australia', '8 Parramatta Road, Underwood QLD, Australia', '8 Parraween Street, Cremorne NSW, Australia', and '8 Parramatta Street, Parramatta Park QLD, Australia'.

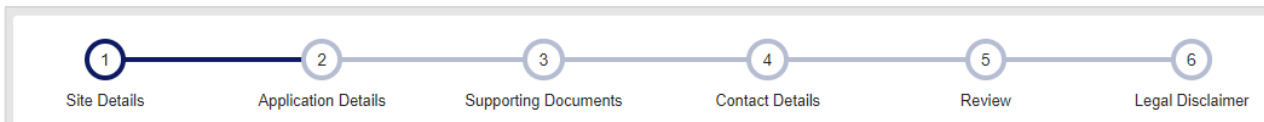
3. Click 

Repeat these steps if you need to change your address.

Lodge Application - Preliminary Enquiry / Construction Works

The screenshot shows the Endeavour Energy website interface. At the top, there is a navigation bar with links for Home, Saved applications, Payments, My cart, and Contact us, along with a search bar for Project Number and a user profile icon labeled 'NC'. Below the navigation bar is a large banner image of a city skyline. Underneath the banner, the text 'What service do you require?' is displayed. A row of seven service options is shown as cards: 'New Connection / Increase Load', 'Subdivision', 'Generator', 'Unmetered Supply / Special Small Service', 'Public Lighting Assets', 'Relocate / Remove Assets', and 'Embedded Network'. The 'Preliminary Enquiry / Construction Works' card is highlighted with a green border and contains a question mark icon.

1. Select **Preliminary Enquiry / Construction Works** to lodge an application for any of the following:
 - Tiger Tails
 - Overheight Load
 - Network Mains Outage (not related to a contestable project)
 - Excavation near EE asset or Asset Support
 - Substation or LV access
 - Substation visual inspection
 - Substation rating or loading enquiry
 - Connections related Technical or preliminary enquiry.
2. You are then guided through the required steps to lodge the enquiry / application (*Steps 1 – 6 and Payment Lodgement*)



This user guide provides detailed instructions for each of these steps.

If you want to jump to the instructions for a specific step, select the relevant link below:

[Site Details](#)

[Application Details – Construction Works](#)

[Application Details – Substation or LV Access](#)

[Application Details – Substation visual inspection](#)

[Application Details – Substation rating or loading enquiry](#)

[Application Details – Connections related Technical or Preliminary Enquiry](#)

[Supporting Documents](#)

[Contact Details](#)

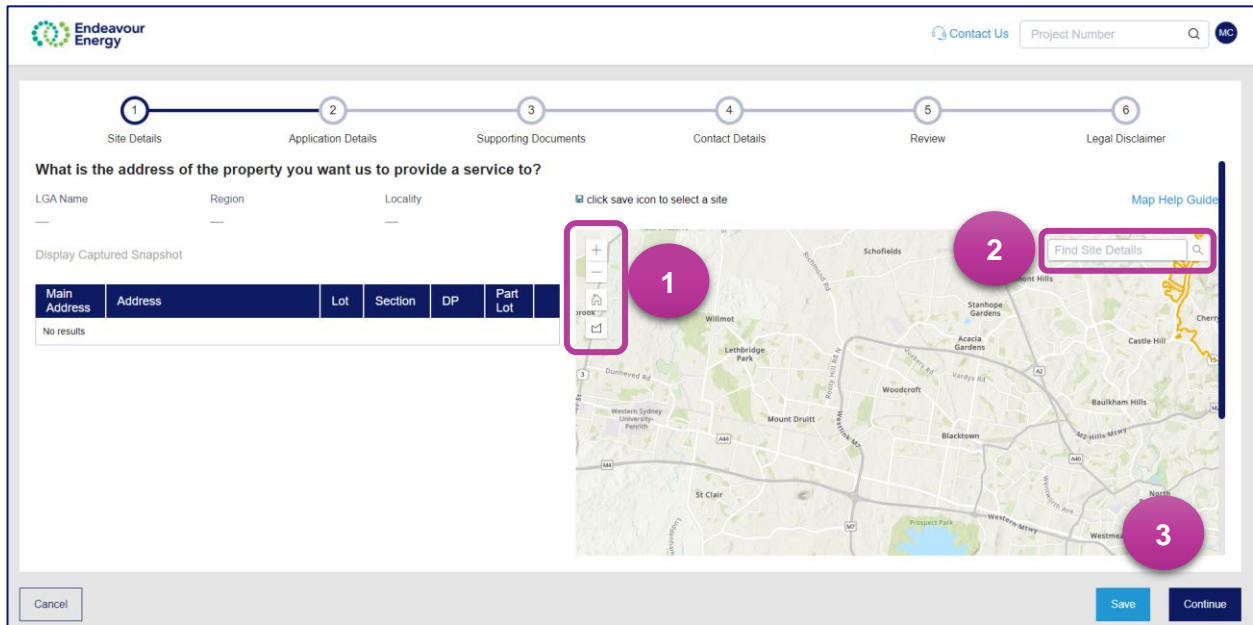
[Review](#)

[Legal Disclaimer](#)

[Payment Lodgement](#)

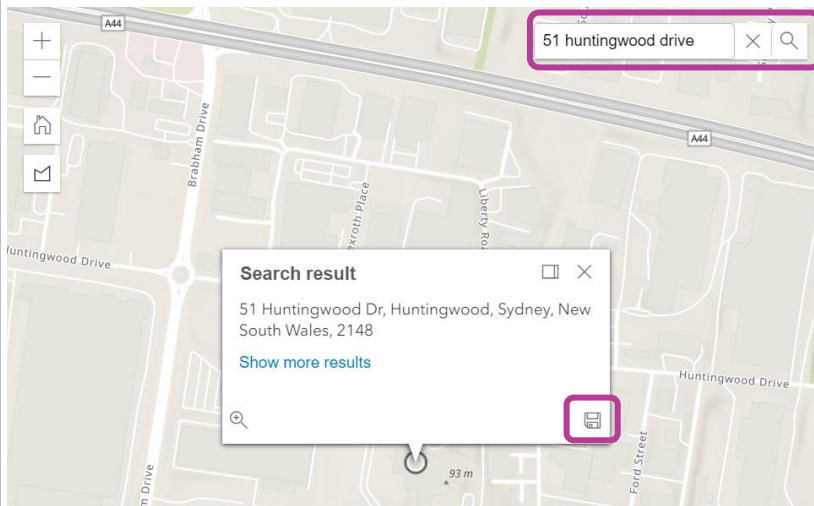
1 – Site Details

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



1	Use the map buttons to zoom in/out, return to the home location and toggle the polygon feature on/off
2	Enter the address to search for the site address. You can also use your current location to
3	You can either save your progress to return to it later (<i>using the Saved applications link on the Home page</i>), or continue now

Find Site Details by Address

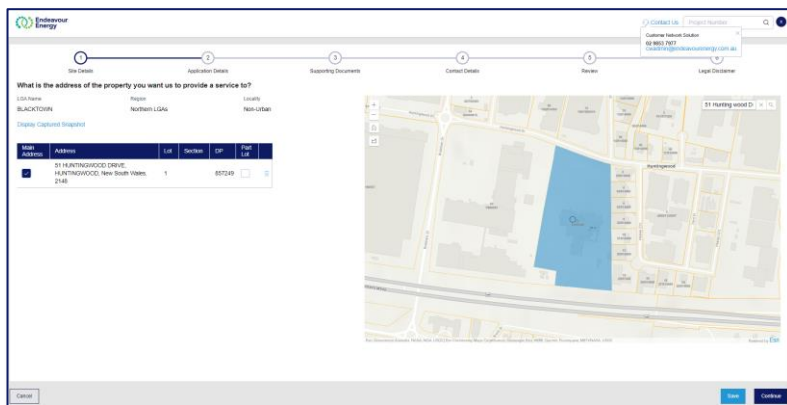


1. **Enter the address** into the Find Site Details search bar and **click the search button** (magnifying glass).

The address is displayed on the map.

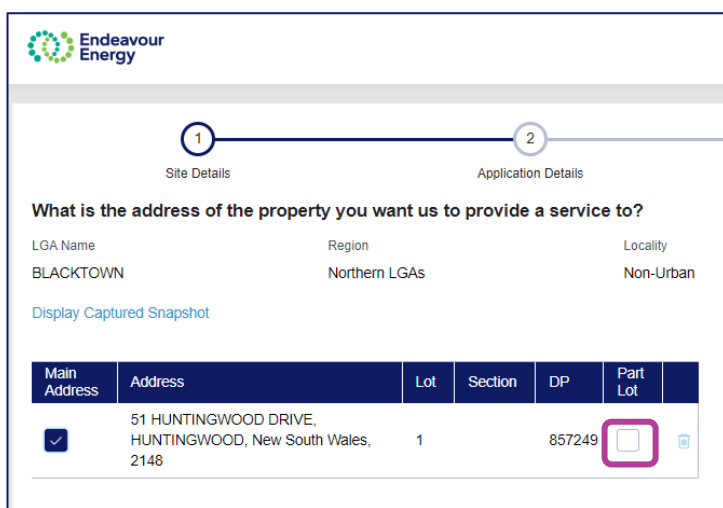
You can select [Show more results](#) if the search result is not the address required.

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



Once the address is selected, the map will colour the property blue and display:

- LGA
- region
- locality
- whether the site is the main address (*when you only enter one address, it will be automatically set as the main address*)
- address
- lot number and section
- DP.



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

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

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

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

The screenshot shows the 'Site Details' step of the application process. The user has entered 'BLACKTOWN' as the LGA Name, 'Northern LGAs' as the Region, and 'Non-Urban' as the Locality. A table of address options is displayed, with the first address selected as the 'Main Address'.

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

The map on the right shows the location of the selected address at 51 Huntingwood Drive, with a blue highlight on the property. The interface also includes a 'Cancel' button and 'Save' and 'Continue' buttons.

Manually Update Address

1 Site Details 2 Application Details 3 Supporting Documents 4 Contact Details

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

LGA Name: BLACKTOWN Region: Northern LGAs Locality: Non-Urban

Display Captured Snapshot

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

Update Address

Street Number: 51 Street Name*: HUNTINGWOOD DRIVE

Suburb*: HUNTINGWOOD State*: New South Wales

Postcode*: 2148 LGA Name*: BLACKTOWN

Lot*: 1 DP*: 857249

Zone Type*: Infrastructure

Cancel Submit



If you need to edit the address for any reason:

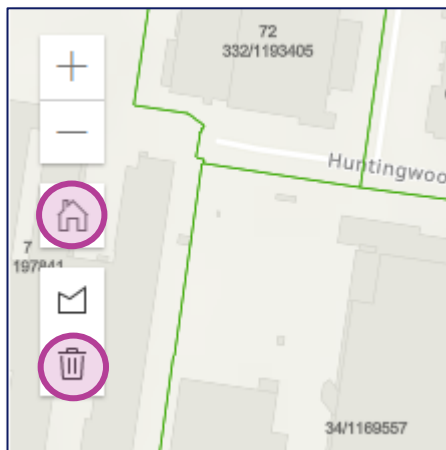
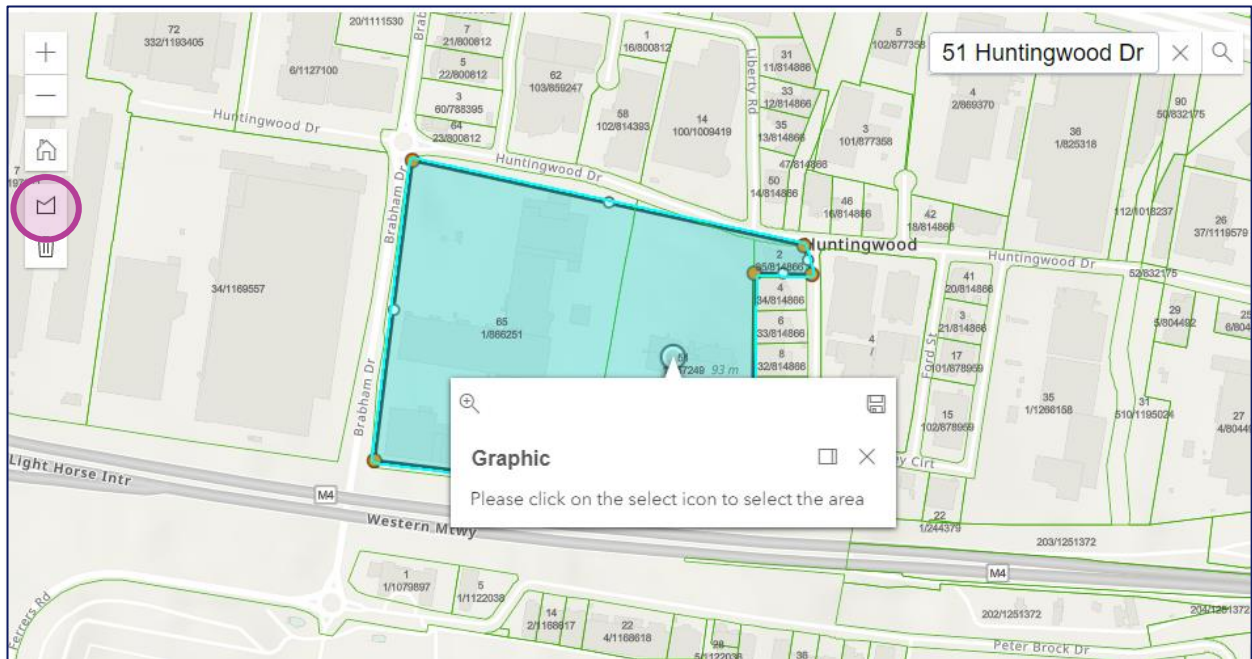
1. Click the **Address** and a pop-up window will display
2. Edit the sections of the address that need to be updated (*all mandatory fields indicated with * need to be populated*)
3. Click **Submit** to save the address changes.
4. When you have selected the site address, click **Continue** (bottom right of screen) to continue to the next section 2 – Application Details.

Select Site using Polygon Function

You can also select the site with the polygon feature.

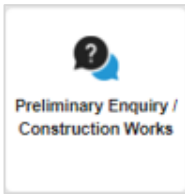
To do this:

1. Select the polygon icon 
2. Outline the shape by **clicking once at each point** until you traverse all the lots you would like to select, then **close** the polygon with a **double click**
3. Click **Save** icon  for the lots to be added to the list of addresses.



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

2 – Application Details – Construction Works



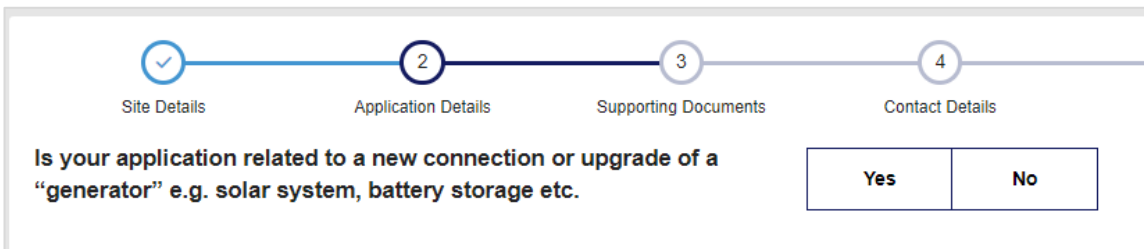
When lodging a new application, the next step (*for all application types*) is 2 -**Application Details**.

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

The screenshot shows the Endeavour Energy website interface. At the top left is the Endeavour Energy logo. To the right are navigation links: Home, Saved applications, Payments, My cart, Contact us, and a search bar for Project Number. Below the navigation is a progress bar with six steps: 1. Site Details (checked), 2. Application Details (current step), 3. Supporting Documents, 4. Contact Details, 5. Review, and 6. Legal Disclaimer. Below the progress bar is a question: "Is your application related to a new connection or upgrade of a 'generator' e.g. solar system, battery storage etc." with "Yes" and "No" buttons. At the bottom of the form are "Back", "Cancel", "Save", and "Continue" buttons.

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

Tiger Tail, Overheight Load, Network Mains Outage, Excavation near EE asset or Asset Support



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

Yes	No
-----	----

1. Click

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

What type of service do you require? *

Select... ▼

- Select...
- Tiger Tail
- Overheight Load
- Network Mains Outage
- Excavation near EE asset or Asset Support
- Substation or LV Access
- Substation visual inspection
- Substation rating or loading enquiry
- Connections related Technical or preliminary Enquiry

2. **What type of service do you require?**
 From the drop down, select the type of Construction works service you are applying for (*Tiger Tail, Overheight Load, Network Mains Outage, Excavation near EE asset or Asset Support*).

Note: if you are not sure or it is unknown at the time of application, select the service you feel is most relevant and then provide more information in the **detailed description of your request** text box at the bottom of the screen. This text box may not be visible until you have entered the asset number and the date.

Only 1 value can be selected from the drop-down list.

Please provide the asset number *

3. **Please provide the asset number –** enter the affected or adjacent Endeavour Energy asset number. Enter NA if not sure or unknown at the time of application.

Preferred works date *

Feb

2024

📅

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

▼ Today
* Close

4. **Preferred works date -** select the date.

Use the arrows to scroll through the calendar and select the date:

Feb

2024

<p>Intended works duration *</p> <p>3 weeks</p>	<p>5. Intended works duration – enter the planned or proposed duration of works e.g. 4 hours, 2 weeks etc.</p>
<p>Please provide a detailed description of your request *</p> <p>Request to install tiger tails on overhead mains in between poles 1234 and 5678 for a period of 3 weeks</p> <p>Remaining: 2897 characters</p>	<p>6. Please provide a detailed description of your request - enter as many details as possible of your work proposal so we can assess the request appropriately.</p> <p>You can upload any supporting documentation including site photos, sketches, etc. as an attachment in the next section (3 – <i>Supporting Documents</i>).</p>

7. Click **Continue** (bottom right of screen)

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

2 – Application Details – Substation or LV Access

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

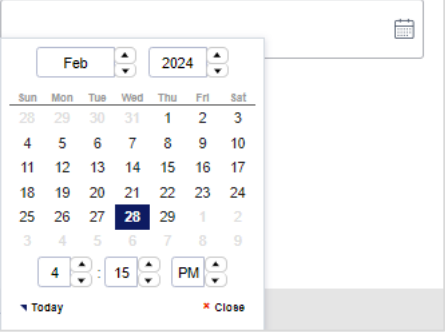
Yes No

1. Click

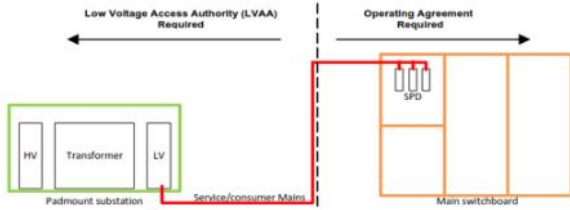
Additional fields display as you complete each field. A red asterisk denotes a mandatory field.

<p>What type of service do you require? *</p> <p>Select...</p> <ul style="list-style-type: none"> Select... Tiger Tail Overheight Load Network Mains Outage Excavation near EE asset or Asset Support Substation or LV Access Substation visual inspection Substation rating or loading enquiry Connections related Technical or preliminary Enquiry 	<p>2. What type of service do you require? From the drop down, select Substation or LV Access.</p> <p><i>Only 1 value can be selected from the drop-down list.</i></p>																																																	
<p>Please provide the asset number *</p> <p>SUB 12345</p>	<p>3. Please provide the asset number – enter the Endeavour Energy asset number.</p>																																																	
<p>Is this an indoor substation / within an indoor substation?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>4. Is this an indoor substation or within an indoor substation? – select the relevant radio button.</p>																																																	
<p>Preferred isolation date & time *</p> <p>Feb 2024</p> <table border="1"> <thead> <tr> <th>Sun</th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> </tr> </thead> <tbody> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> </tbody> </table> <p>4 : 12 PM</p> <p>Today * Close</p>	Sun	Mon	Tue	Wed	Thu	Fri	Sat	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	<p>5. Preferred isolation date & time – use the arrows to select the time first and then select the date.</p> <p>If you do not want to scroll through the values, you can click in a field and type the value e.g. click in the minutes field and enter 30.</p>
Sun	Mon	Tue	Wed	Thu	Fri	Sat																																												
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Tip! Select the time first and then select the date – the calendar view closes when you select a date.

<p>Preferred restoration date & time *</p> 	<p>6. Preferred restoration date & time – select the <u>time</u> first and then select the date.</p>
	<p>Additional fields display as you complete a section.</p>
<p>Are you working on EE isolated equipment?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>7. Are you working on EE isolated equipment – select Yes or No</p>
<p>Will there be an authorised person to accept operating agreement / LVAA?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>8. Will there be an authorised person to accept operating agreement / LVAA? - select Yes or No</p>
<p>Note: If you select Yes, a prompt requests that you provide the details in a later section (<i>4 – Contact Details</i>)</p>	
<div style="border: 1px solid #ccc; padding: 10px;"> <p>Will there be an authorised person to accept operating agreement / LVAA?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Please provide the details of the authorized person, including their NAAS ID, in the later 'ASP' contact section</p> </div>	
<p>Is EE required to provide a staff member to hold LVAA?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p>9. Is EE required to provide a staff member to hold LVAA – select Yes or No.</p>

Installation inspector requirement guide



The following instances requiring energisation from a padmount substation require an installation inspector:

- Installation of new service/consumers mains into padmount substation.
- Replacement of existing service/consumers mains into padmount substation.
- Relocating service or consumers mains into a padmount new substation.
- Installation of a new main switchboard
- Replacement of existing main switchboard
- Installation of a new Service Protection Device (SPD).

Where inspections are required, please ensure all required paperwork has been submitted 5 (five) business days before the restoration date.

If further guidance is required or for booking an Installation Inspector please contact Inspections via inspection@endeavourenergy.com.au.

All bookings for installation inspectors are subject to Endeavour Energy resource availability.

Is an Installation Inspector required to restore/close?

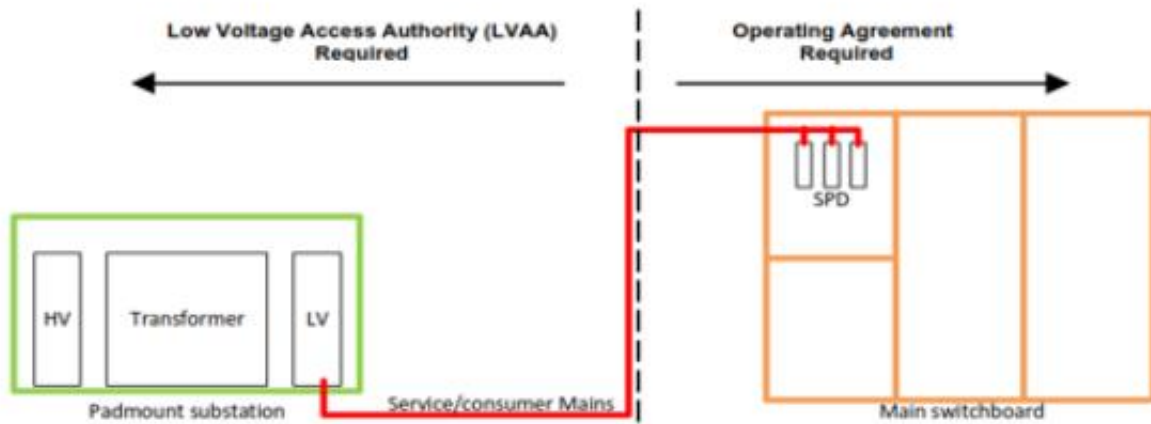
Yes

No

10. Is an Installation Inspector required to restore or close – select Yes or No.

Tip! Press **CTRL +** or **CTRL -** on your keyboard to zoom in or out on this page to display the Installation Inspector requirement guide (double tap or pinch to zoom in on an iPad or mobile device).

Installation inspector requirement guide



The following instances requiring energisation from a padmount substation require an installation inspector:

- Installation of new service/consumers mains into padmount substation.
- Replacement of existing service/consumers mains into padmount substation.
- Relocating service or consumers mains into a padmount new substation.
- Installation of a new main switchboard
- Replacement of existing main switchboard
- Installation of a new Service Protection Device (SPD).

Where inspections are required, please ensure all required paperwork has been submitted 5 (five) business days before the restoration date.

Please provide a detailed description of work being undertaken *

We need our LV supply from SUB 12345 isolated for 2 hours to be able to work on our MSB.

Remaining: 2912 characters

11. **Please provide a detailed description of work being undertaken** - enter as many details as possible of your work proposal so we can assess the request appropriately.

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

12. Click

Continue

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

2 – Application Details – Substation visual inspection

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

Yes No

1. Click

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

<p>What type of service do you require? *</p> <p>Select... <input type="button" value="v"/></p> <ul style="list-style-type: none"> Select... Tiger Tail Overheight Load Network Mains Outage Excavation near EE asset or Asset Support Substation or LV Access Substation visual inspection Substation rating or loading enquiry Connections related Technical or preliminary Enquiry 	<p>2. What type of service do you require? From the drop down, select Substation visual inspection.</p> <p><i>Only 1 value can be selected from the drop-down list.</i></p>																																																	
<p>Please provide the asset number *</p> <p>SUB 12345</p>	<p>3. Please provide the asset number – enter the Endeavour Energy asset number.</p>																																																	
<p>Preferred inspection date and time *</p> <p>Feb 2024</p> <table border="1"> <thead> <tr> <th>Sun</th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> </tr> </thead> <tbody> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> </tbody> </table> <p>9 : 17 AM</p> <p>Today Close</p>	Sun	Mon	Tue	Wed	Thu	Fri	Sat	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	1	2	3	4	5	6	7	8	9	<p>4. Preferred inspection date & time – select the time first and then select the date.</p> <p>Tip! If you do not want to scroll through the values, you can click in a field and type the value e.g. click in the minutes field and enter 30.</p> <p>9 : 17 AM</p>
Sun	Mon	Tue	Wed	Thu	Fri	Sat																																												
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Please provide a detailed description of your request *

I require Endeavour Staff to provide me with access to existing PM SUB 12345 to allow me to view the LV. & HV. Switchgear, view Cable connections, read the MDI Meters and to take Photos.

Remaining: 2814 characters

5. **Please provide a detailed description of your request** - enter as many details as possible so we can assess the request appropriately.

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

6. Click 

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

2 – Application Details – Substation rating or loading enquiry

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

Yes	No
-----	----

1. Click

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

<p>What type of service do you require? *</p> <p>Select...</p> <ul style="list-style-type: none">Select...Tiger TailOverheight LoadNetwork Mains OutageExcavation near EE asset or Asset SupportSubstation or LV AccessSubstation visual inspectionSubstation rating or loading enquiryConnections related Technical or preliminary Enquiry	<p>2. What type of service do you require? From the drop down, select Substation rating or loading enquiry.</p> <p><i>Only 1 value can be selected from the drop-down list.</i></p>
<p>Please provide the asset number *</p> <p>SUB 12345</p>	<p>3. Please provide the asset number – enter the Endeavour Energy asset number.</p>
<p>Please provide a detailed description of your request *</p> <p>Please confirm the rating, load estimate for SUB 12345. Also advise how much additional capacity is left in this to be able to provide our site.</p> <p>Remaining: 2856 characters</p>	<p>4. Please provide a detailed description of your request - enter as many details as possible so we can assess the request appropriately.</p> <p>You can upload any supporting documentation including site photos, sketches, etc as an attachment in the next section (3 – Supporting Documents).</p>

5. Click to continue to the next step in the application [3 – Supporting Documents](#)

2 – Application Details – Connections related Technical or Preliminary Enquiry

The screenshot shows a progress bar with four steps: 1. Site Details (checked), 2. Application Details (current step), 3. Supporting Documents, and 4. Contact Details. Below the progress bar is a question: "Is your application related to a new connection or upgrade of a 'generator' e.g. solar system, battery storage etc." with two radio button options: "Yes" and "No". The "No" option is selected.

1. Click No

The screenshot shows a progress bar with six steps: 1. Site Details (checked), 2. Application Details (current step), 3. Supporting Documents, 4. Contact Details, 5. Review, and 6. Legal Disclaimer. Below the progress bar is a question: "Is your application related to a new connection or upgrade of a 'generator' e.g. solar system, battery storage etc." with two radio button options: "Yes" and "No". The "No" option is selected. Below this is a dropdown menu for "What type of service do you require?" with the selected option "Connections related Technical or preliminary Enquiry". Below that is a text area for "Please provide a detailed description of your request" with the text: "Our customer is seeking technical advice with regards to available network capacity to supply the proposed development and/or what high level contestable works will be required to supply this development. Refer attached for details of the proposed development." Below the text area is a character count: "Remaining: 2740 characters". At the bottom are buttons for "Back", "Cancel", "Save", and "Continue".

1. Select **Connections related Technical or Preliminary Enquiry** from the **What type of service** drop down list.


2. Enter a **detailed description** of the technical or preliminary enquiry.

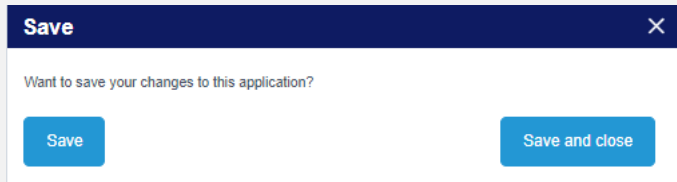
Please enter as many details as possible so we can respond appropriately. You can upload any supporting documentation including site photos, sketches, etc as an attachment in the next section (which is [3 – Supporting Documents](#)).

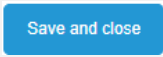
3. Click

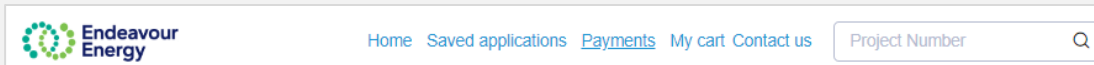
Hint and Tip - Save Application as Draft

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

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



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



3 – Supporting Documents

Please provide supporting documents (as required) - Site plan or sketch or photos showing the subject area.

No attachments

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

Site Plan or Sketch or Photos*

Reason for Required Documents Unavailable*

Remaining: 250 characters

Attach Documents

1. Click to attach the relevant documents, photos etc.

Upload Documents [X]

Drag and drop files here

or

Requirements:

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

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

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

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

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

Upload Documents ✕

Drag and drop files here

or

Select file(s)

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

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

Cancel Attach

Uploaded documents are listed. Repeat step 2 to attach multiple files.

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

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

You cannot upload two files with the same name.

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

3. When you have uploaded all relevant documents, click Attach

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

Site Plan or Sketch or Photos *

4. After the documents are uploaded, select the **Site Plan or Sketch or Photos** checkbox.

✓ — ✓ — 3 — 4 — 5 — 6
 Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Please provide supporting documents (as required) - Site plan or sketch or photos showing the subject area.

Attach

 Site Sketch - Unanderra.pdf
1m ago

 Unanderra - Eave replacement.jpg
1m ago

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

Site Plan or Sketch or Photos *

Back Cancel Save Continue

5. Click Continue

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

Please provide supporting documents (as required) - Site plan or sketch or photos showing the subject area.

Attach No attachments

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

Site Plan or Sketch or Photos *

Reason for Required Documents Unavailable *

N/A - Just need access to SUB 12345

Remaining: 214 characters

4 – Contact Details

Site Details Application Details Supporting Documents **Contact Details** Review Legal Disclaimer

Please review applicant details

Contact Name * Nicola Cdu
Company Name NA
Contact Number * 04107
Email * nicola...@gmail.com

Address * 8 Parramatta Square, Parramatta NSW, Australia
[Can't find your address? Click here](#)

Street Number 8
Street Name * Parramatta Square
Suburb * Parramatta
Post Code * 2150

State * NSW

Please provide Site Contact details

Same as Applicant

Contact Name *
Company Name
Contact Number *
Email *

Back Cancel Save Continue

Applicant details

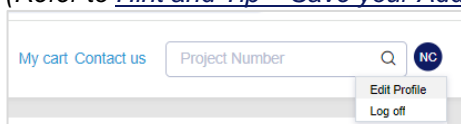
1. The Contact Name, Company Name, Contact Number, Email and Address will prepopulate from your user profile.

If you have not saved your contact details in your user profile, you can either:

- enter the details manually

OR

- add the details to your profile (click your initials on the top right of the screen and select Edit Profile. (Refer to [Hint and Tip – Save your Address in your Profile](#) for detailed steps).



Site Contact details

2. If the site contact details are the same as the applicant details, select the *Same as Applicant* checkbox.

Please provide Site Contact details

Same as Applicant

Contact Name* Company Name Contact Number* Email*

NA if not applicable

Address*

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

If the details are different, you will need to manually populate the fields.

When you submit your application, the Site Contact will receive an email notification advising that they have been nominated as a site contact for this project.

Accredited Service Provider (ASP) Contact Details

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

Yes

No

3. If there is **not an ASP** associated with this application, click and then click (the next step is [5 – Review](#)).

If there **is an ASP** associated with your application, click . You are then prompted to select the ASP type.

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

Yes

No

ASP1 – Construction

ASP2 – Connection

ASP3 – Design

Select the **ASP2 – Connection** checkbox and then enter the contact details (mandatory fields are marked with *).

ASP2 – Connection

Contact Name *

Company Name

NA if not applicable

Contact Number *

Email *

NAAS ID

Address *

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

Click (the next step is [5 – Review](#)).

5 – Review

Site Details

Street Number: 191, Street Name: FIVE ISLANDS ROAD, Suburb: UNANDERRA, Postcode: 2526

LOT, DP and Section Details

LGA Name: WOLLONGONG

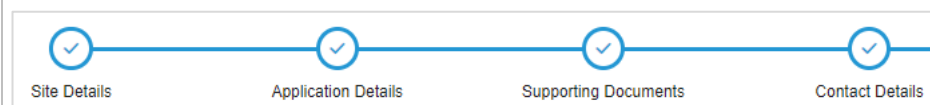
	Main Address	Address	Lot	Section	DP	Part Lot
1	<input checked="" type="checkbox"/>	191 FIVE ISLANDS ROAD, UNANDERRA, New South Wales, 2526	401	—	845805	<input type="checkbox"/>

Back Cancel Save Continue

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

1. **Scroll down** to check the details are correct.
2. If all details are correct, click **Continue** (the next step is [Legal Disclaimer](#)).

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



6 – Legal Disclaimer

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

Legal Disclaimer

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

1. Endeavour Energy will make every effort to accommodate your requested works/enquiry date and time; however, it may not always be feasible. In such instances, we will provide you with the earliest available time slot.
2. 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.
3. 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.
4. I accept that all correspondence relating to my application will be sent to my nominated email address.

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

Applicant Acceptance of the above agreement

Back Cancel Delete Application Save Submit

Note that the Legal Disclaimer for applications for **Substation or LV Access** has **point 5**:

5. All Level 2 ASP work on isolated Endeavour Energy equipment requires an authorised person to accept and hold a Low Voltage Access Authority (LVAA). If on the day of the isolation the Level 2 ASP on site does not have the required authorisation to accept and hold the LVAA the work cannot proceed. Any fee paid are non-refundable. Additional charges will be applicable to schedule a new date

1. Read the Legal Disclaimer.

2. If you want to proceed with the application, select the checkbox.

Applicant Acceptance of the above agreement

3. Click **Submit** to proceed. The next step is [Payment Lodgement](#).

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

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

Payment Lodgement


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

Payment Lodgement

Thank you for your Application Submission.

To progress your application to assessment, please complete your payment for Preliminary Enquiry Service.

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

\$284.20

Site Details Application Details Supporting Documents Contact Details

 Edit Application

 Proceed To Payment

Cancel

Delete Application


1. Click

 Proceed To Payment

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

Review Cart screen

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> T45003		191 FIVE ISLANDS ROAD, UNANDERRA, 2526	26 February 2024	Payment	\$284.20 

Total amount to be paid including GST

\$284.20

Add Additional Items

Clear Cart

Confirm & Make Payment

The payment cart lists the application reference ID, site address, issued date and amount due.

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

2. Click

Confirm & Make Payment

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

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

Tip! 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.

Payment via Credit Card

Payment Details screen

Order ID	Site Address	Amount
T-45003	191 FIVE ISLANDS ROAD, UNANDERRA, 2526	284.20

Total amount to be paid (Inc GST)
\$284.20

Payment Method

Credit Card BPAY/EFT

Bill To Details (Invoice)

First Name	Last Name	Company Name
Nicola	Cdu	NA
Customer Purchase Order Ref. Number	Participant email	Address
—	nicola@gmail.com	8 Parramatta Square
Suburb	Post Code	
Parramatta	2150	

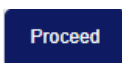
Cancel Save Proceed

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



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

4. Click



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

Thank you for choosing Credit Card as your payment option.

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

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

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

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

[Back To Review](#)

[Pay](#)

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

5. Click 

Non Refundable Fee ✕


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

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

[Cancel](#)

[Proceed](#)

Non Refundable Fee dialog box displays.

6. If you are happy to continue, click 

Payment Details 🔒

Card Type *

* Required field

 Visa

 Mastercard

Card Number *

4


Expiry Month *

05

Expiry Year *

2025

CVN *

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

[Cancel](#)

[Pay](#)

Your Order

Subtotal AUD 258.36

GST AUD 25.84

Total amount
AUD 284.20

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

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

8. Click  to complete the payment.

Thank you for your Payment screen


Thank you for your Payment.

Payment reference details are provided below.

Once this payment is fully processed, we will send you an email with your tax invoice attached that will provide details of the individual 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. We will also send you a separate email confirming your Endeavour Energy reference number and provide you with a copy of your submitted Application form for your reference. Please note: You will receive multiple emails if this transaction included multiple application lodgements.

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


Payment Successful

Date of Payment
26/02/24 1:00 PM

Payment Receipt No.
e72ee102-6c4e-48e3-a171-34dd6c9c3411

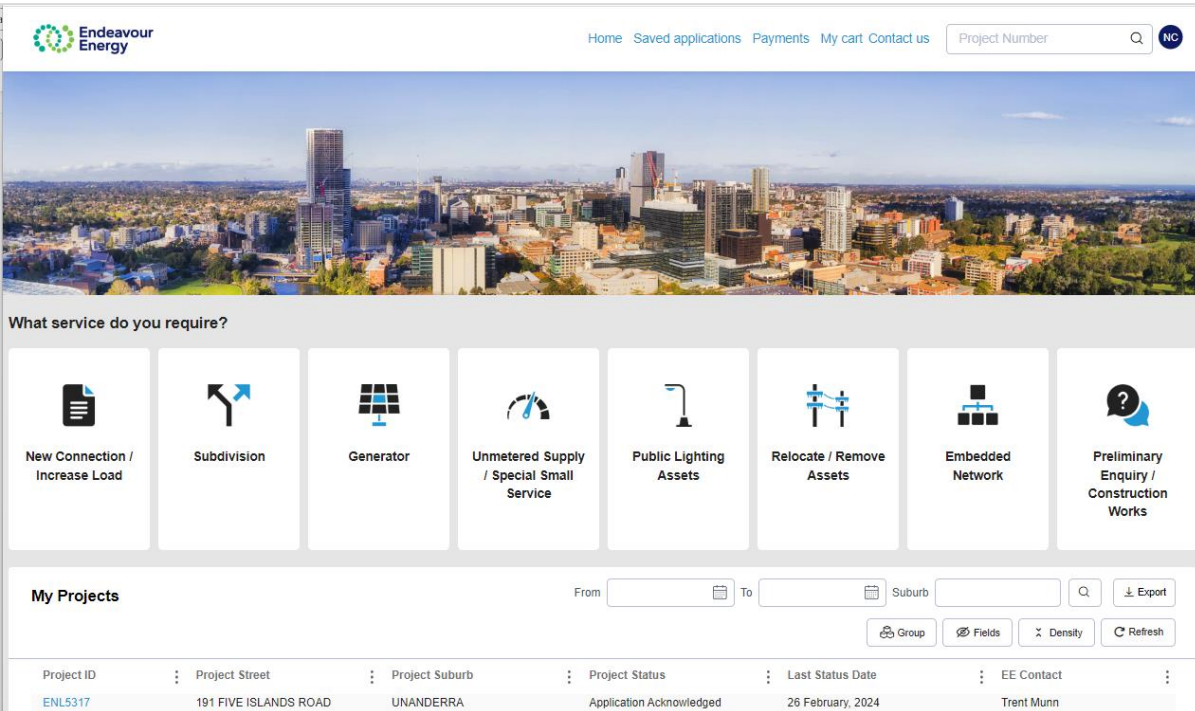
Amount Paid
\$284.20

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

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

Close

9. Click 



Home Saved applications Payments My cart Contact us Project Number

What service do you require?

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

My Projects

From To Suburb

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
ENL5317	191 FIVE ISLANDS ROAD	UNANDERRA	Application Acknowledged	26 February, 2024	Trent Munn

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

Email notifications:

You will receive three emails*:

- an email with your receipt for the credit card payment
- an email confirming your credit card payment with the tax invoice attached
- an email with your reference number for your application submission. A copy of the submitted application form is attached to the email.

***Note:** You will receive a fourth email if you are also the site contact.

Screenshot examples below:

RECEIPT FOR CREDIT CARD PAYMENT:

Endeavour Energy Payment Reference Details: AR-53006 Inbox x

cybersource
A Visa Solution

Receipt Date: 26-02-2024
Order Number: AR-53006

Nicola Cdu

Billing Information

Nicola Cdu
Account number: 10004754
Invoice number: AR-53006
AU

nicola. :@gmail.com

Payment Details	Order Total	
	Subtotal	AUD 258.36
Visa	GST	AUD 25.84
xxxxxxxxxxxx1111	Total amount	AUD 284.20

Please keep a copy of this receipt for your records

CONFIRMATION OF CREDIT CARD PAYMENT (WITH TAX INVOICE ATTACHED)

001000329141 – Thank you for your Credit Card Payment Inbox x



cwadmin_sit@endeavourenergy.com.au

1:04 PM (22 minutes ago)



to me ▾

Thank you for your payment of fees relating to the below listed standard 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
T-45003	191 FIVE ISLANDS ROAD, UNANDERRA, 2526

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

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.

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



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REFERENCE NUMBER FOR APPLICATION SUBMISSION AND COPY OF SUBMITTED APPLICATION FORM

ENL5317 - Thank you for your Application Submission Inbox x



cwadmin_sit@endeavourenergy.com.au
to me ▾

1:04 PM (25 minutes ago) ☆ 😊 ↶ ⋮

Thank you for your payment of fees relating to the below listed Preliminary Enquiry / Construction Work – a copy of the submitted Application form is attached for your reference..

Reference	Description
ENL5317	191 FIVE ISLANDS ROAD, UNANDERRA, New South Wales, 2526

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.

With Thanks,
Customer Network Solutions

P 02 9853 7977
E cwadmin@endeavourenergy.com.au

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Parramatta NSW 2150. Dharug Country

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Payment via BPAY or EFT

Payment Details screen

Payment Details

Order ID	Site Address	Amount
T-45001	84 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	284.20

**Total amount to be paid
(Inc GST)
\$284.20**

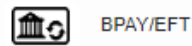
Payment Method

Credit Card BPAY/EFT

Bill To Details (Invoice)

First Name Nicola	Last Name Cdu	Company Name NA
Customer Purchase Order Ref. Number —	Participant email nicola@gmail.com	Address 8 Parramatta Square
Suburb Parramatta	Post Code 2150	

CancelSaveProceed



3. Select the Payment Method - click

Payment Details

Order ID	Site Address	Amount
T-45001	84 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	284.20

**Total amount to be paid
(Inc GST)
\$284.20**

Payment Method

Credit Card BPAY/EFT

Bill To Details (Invoice)

First Name * Nicola	Last Name * Cdu	Company Name NA
Customer Purchase Order Ref. Number ⓘ	Participant email * nicola@gmail.com	Address * 8 Parramatta Square
Suburb * Parramatta	Post Code * 2150	

CancelSaveProceed

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

Customer Purchase Order Ref. Number ?

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

5. Click

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

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

Payment Details screen

Thank you for choosing BPAY as your payment option

i 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	\$258.36
GST	\$25.84
Total Amount	\$284.20

6. Click

Non Refundable Fee ×

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

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

Non Refundable Fee dialog box displays.

7. If you are happy to continue, click

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 or EFT details to use for the payment.

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

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

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

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

Customer Network Solutions

P: 02 9853 7977

E: cwadmin@endeavourenergy.com.au

Close

8. Click

Close

Email notifications:

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

Important!

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

Payment Options

	Bill Code:10004754 Reference Number:10003291423		Account Name:Endeavour Energy BSB:012-003 Account Number:837 689 858 Reference Number:001000329142
---	---	---	---

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

001000329142 – BPAY Payment Pending Inbox x

cwadmin_sit@endeavourenergy.com.au

3:04 PM (30 minutes ago)

to me

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

Reference	Description
T-45001	64 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148

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

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

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

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

With Thanks,

Customer Network Solutions

P 02 9853 7977

E cwadmin@endeavourenergy.com.au

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

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**Endeavour Energy**

ABN 11 247 389 823

T 133 718

Level 40-42, 8 Paramatta Square
10 Darcy Street
Paramatta NSW 2150
PO Box 811, Seven Hills NSW 1730

TAX INVOICE

Invoice Number: **001000329142**Invoice Date: **26 Feb 2024**
Due Date : **2024-02-26****Billing To:**Nicola Cdu C/o NA
8 Paramatta Square , Paramatta, NSW, 2150**Purchase Order Ref.Number:**

PO no 987369

Reference	Fee Description	Quantity	Price	Total Amount
T-45001	64 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148 Preliminary Enquiry Service	1	\$258.36	\$258.36
Subtotal				\$258.36
Total GST				\$25.84
Total Amount (including GST)				\$284.20
Amount Paid				\$0.00
Balance Due				\$284.20

Payment Options

	Billir Code:10004754 Reference Number:10003291423		Account Name:Endeavour Energy BSB:012-003 Account Number:837 689 858 Reference Number:001000329142
--	---	--	---

Enquiries

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

Page 1 of 1

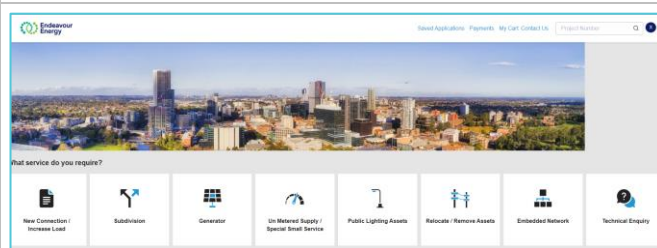
Pay Multiple Fees in One Payment

Lodge Application and Pay Other Fees

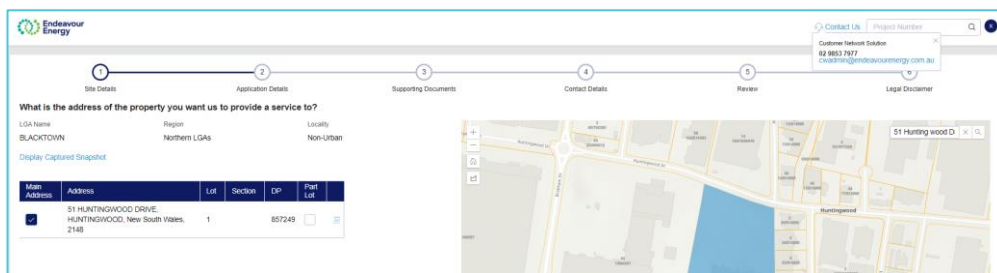
This section details the steps to use the Payment Cart function to pay for multiple items in one transaction.

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

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



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



2. Complete the required information for:
 - **Site Details**
 - **Application Details**
 - **Supporting Documents**
 - **Contact Details.**

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

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

Payment Lodgement

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

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

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

Total amount to be paid \$310.02

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

Edit Application
➔ Proceed To Payment

Cancel
Delete Application

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

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

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

Review Cart

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

Total amount to be paid including GST \$310.02

Add Additional Items
Clear Cart
Confirm & Make Payment

Review Cart screen

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

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


4. Complete one of the following;

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

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due
N129005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02
S126002		51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37
N132010		100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$310.02
N132002		43 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

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

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
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) and can repeat step 4 to add additional items. Removing it from the cart **does not remove it from the portal**. It will be in Pending Payments for you to add to another cart at a later date.*

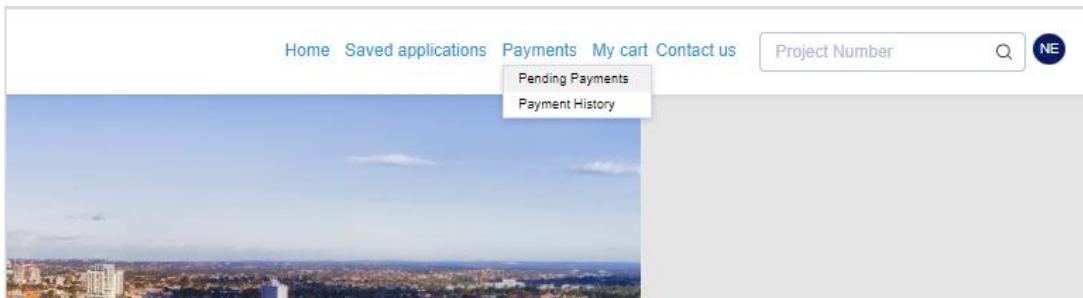
- Click **Confirm & Make Payment**

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

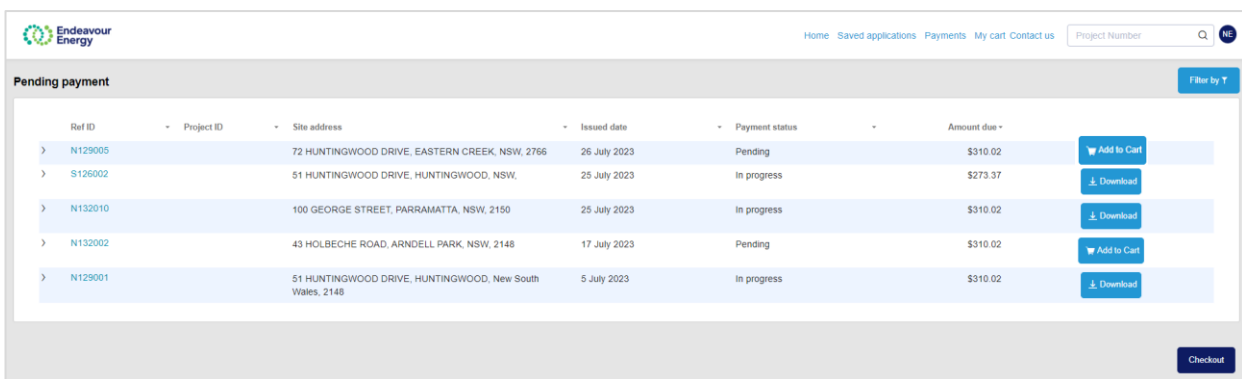
- Credit card – go to [Payment via Credit Card](#)
- BPAY or EFT – go to [Payment via BPAY or EFT](#)

Pay Fees via Pending Payments Page

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



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



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

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

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

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
> N132002		43 HOLBECH ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02 
> N128005		72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02 

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

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

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

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

4. Click **Confirm & Make Payment**

The next steps are identical to the steps differ depending on the payment method you select. If you want to pay via:

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

My Projects - Dashboard

You can see any projects where you are a **contact** on the project i.e., the Applicant, Site Contact or ASP2.

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

You can view project address details, milestone status and dates, paid and unpaid fees and party responsible for each fee, pdf tax invoices and project contacts at Endeavour Energy.

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
ENL5317	191 FIVE ISLANDS ROAD	UNANDERRA	Application Acknowledged	26 February, 2024	Trent Munn
NRL18292	72 HUNTINGWOOD DRIVE	EASTERN CREEK	Application Acknowledged	07 August, 2023	Zeeshan Mehfooz
NRL18291	43 HOLBECH ROAD	ARNDELL PARK	Application Acknowledged	07 August, 2023	Zeeshan Mehfooz

The default view In **My Projects** on the Home page is 30 projects. When you filter or group any of the columns, you will then see all your projects.

It may take up to 2 minutes (*after payment has been processed*) for the application to be converted to a Project and appear in your *My Projects* dashboard.

The Project ID along with the Project Street, Suburb, Status, Last Status Date and EE Contact will be displayed in the dashboard.

The **name** of your contact at Endeavour Energy is listed in the **EE Contact** column.

Project Details

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
ENL5317	191 FIVE ISLANDS ROAD	UNANDERRA	Application Acknowledged	26 February, 2024	Trent Munn

1. Click on the **Project ID** to view more details.

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

Project Information

Project ID	Street	Suburb
ENL5317	FIVE ISLANDS ROAD	UNANDERRA

Project Contact

Name	Role	Email address
Trent Munn	Customer Solutions Engineering Officer	Trent.Munn@endeavourenergy.com.au

Milestone Status

✓
Application Acknowledged

...
Application Close

○

Project ID	Street Number	Street	Suburb	Postal Code
ENL5317	191	FIVE ISLANDS ROAD	UNANDERRA	2526
Region	Status	Last Updated Time	Project Contact	
SOUTHERN	WORK IN PROGRESS	---	Trent Munn	

Location Details

Lot No	Section No	Dp No
401		845805

- **Project information** is displayed on the top left corner (ID and address) and the **Project Contact** at Endeavour Energy (name, role and email) is displayed on the top right corner.

- The three **Milestone Stages** are displayed in a progress bar:
 - Completed milestones have a tick
 - In progress milestones have an arrow
 - The remaining milestones have three dots.
- The **Project Details** sub tab displays by default.

Project Contacts

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

Name	Role	Email address	Contact Number
Trent Munn	Customer Solutions Engineering Officer	Trent.Munn@endeavourenergy.com.au	82716

Select the **Project Contacts** tab (*displayed below Milestone Status*) to see the **Phone Numbers** and a full list of your contacts at EE.

Milestone Details

Type	Status	Commenced	Completed
Application Acknowledged	COMPLETED	26/02/2024 01:03 PM	26/02/2024 01:03 PM
Application Close	NOT COMMENCED		

Fee Details

Proforma Invoice Number	Total Amount	Date Issued	Contact Name	Status	Download
ENL5317A1	\$284.20	26/02/24 11:00 AM	Nicola Cdu	Paid	Download

You are always sent a copy of the tax invoice via email if you are the billing party, i.e., you paid via credit card or you selected to pay via BPAY / EFT (and did not nominate another billing party in the Bill to Details section). You can **download** a copy of a **paid** tax invoice via the Fee Details tab (*Home > My Projects > Project Information > Fee Details tab*).

Filter, Group or Search for Projects in My Projects

Filter

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

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




identifies the column you have set the filter.

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


Group

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


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

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



Search

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

Suburb 

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

Filter or Search by Date Range

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

The screenshot shows a date range filter interface. At the top, there are 'From' and 'To' date pickers. The 'From' date is 7/08/2023 and the 'To' date is 8/09/2023. To the right of these is a 'Suburb' search field with a magnifying glass icon, and an 'Export' button. Below the date pickers is a calendar view for August and September 2023. The calendar shows dates from 30th of August to 7th of September. The date 7th of August is highlighted in blue. To the right of the calendar is a 'Refresh' button. Below the calendar are 'Clear' and 'Apply' buttons. On the left side of the calendar, there is a section for 'Last Status Date' showing '07 August, 2023'.

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

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

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

