



A message from **Customer Network Solutions**

Project Streamlined Commissioning - Final Phase Launching 1 July 2026

29 June 2026

As part of our commitment to improving the commissioning process and delivering a better experience for our ASPs and customers, we're pleased to provide an update on Project Streamlined Commissioning.

What we've achieved so far

Over the past few months, we've successfully implemented the first phase of the project, introducing a centralised Customer Business Support model.

This dedicated team now acts as a single point of contact for all commissioning administration, providing:

- One central mailbox for commissioning administration and enquiries
- Consistent management of project documentation and paperwork
- Faster coordination between ASPs and our internal teams

For all commissioning administration and documentation, please continue to use:
CustomerNetworkSupport@endeavourenergy.com.au

This ensures your enquiries and paperwork are directed to the right people as quickly as possible.

Phase 2 launches this Wednesday, 1 July 2026

We're excited to announce that the final phase of Project Streamlined Commissioning will commence on Wednesday, 1 July 2026.

From this date, all post-outage documentation should also be submitted to:
CustomerNetworkSupport@endeavourenergy.com.au.

Our Customer Business Support team will:

- Receive and review your post-outage documentation
- Coordinate any outstanding information required
- Collate your Works as Executed (WAE) documentation
- Issue your Letter of Acceptance (LOA) once all requirements have been satisfied

This streamlined approach provides a simpler, more consistent process while reducing administration and improving turnaround times.

New Templates

Updated ASP forms have now been published on [our website](#).

The most significant change for the ASP1 process is that a copy of the Summary Environmental Report (SER) is no longer required as part of your Project Commencement submission. Instead, the updated forms include a declaration where you simply tick the relevant box to confirm environmental compliance.

We're also updating our Customer Letter Templates, which will be published by 1 July. Please ensure you are using these new templates for all applicable customer communications.

Thank you for your continued support as we deliver the final stage of Project Streamlined Commissioning. These changes are designed to make the commissioning process simpler, more efficient and provide a better experience for everyone involved.

Kind regards,

Customer Network Solutions