



A message from **Customer Network Solutions**

Environmental Consultants - Get Ready to Access the Enhanced EIA Tool

3 September 2026

Endeavour Energy has been improving the current Environmental Impact Assessment (EIA) Tool based on feedback from ASP Level 3s, Environmental Consultants and Internal Environmental Specialists and Engineers.

As part of this upgrade, **Environmental Consultants will, for the first time, be able to access the EIA Tool directly to submit applications on behalf of an ASP Level 3s.** They will also be able to collaborate with ASP Level 3s and manage Assess/Review communications within the system, while continuing to use existing communication channels for all other stages of the application process.

This new capability has been introduced alongside a range of improvements designed to make environmental assessments simpler, faster and easier to complete.

NEW! Environmental Consultants Will Soon Access the EIA Tool

Once registered and approved, Environmental Consultants can:

- ✓ Access the EIA Tool through the Endeavour Energy Enterprise Customer Portal (ECP)
- ✓ Complete environmental assessment activities on behalf of an ASP Level 3
- ✓ Review and contribute to EIA applications transferred or assigned to them
- ✓ Collaborate with ASP Level 3s within the system throughout the Assess / Review phase of the process.

What You Need to Do After Go-Live (Can't be done prior)

Once the enhanced EIA Tool goes live, Environmental Consultants can begin the registration and onboarding process by following the steps below.

Step 1: Access the [Enterprise Customer Portal \(ECP\)](#), which is the gateway to the EIA Tool.

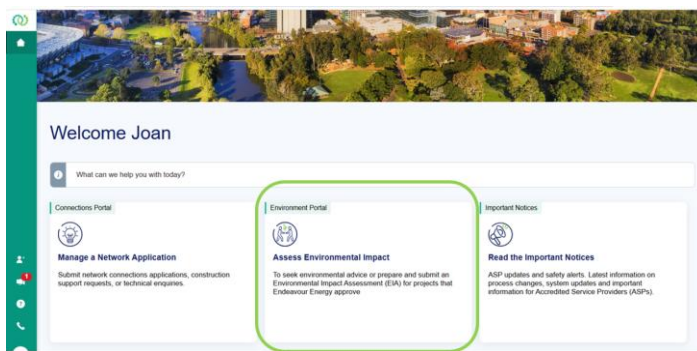
Step 2: Select Register and create a new account. You'll be asked to set a password, choose your preferred authentication method and update your profile details. When registering, select the Environmental Consultant role and provide your company ABN and business address.

Step 3: Complete the required EIA eLearning training. You will receive an email with instructions on how to access the Endeavour Energy eLearning Portal and complete the training from the CNS Business Support Team.

Step 4: Wait for confirmation that your EIA Tool access has been approved. Once your training has been successfully completed, Endeavour Energy will enable your access and send you a confirmation email.

Step 5: Log in to the Enterprise Customer Portal using your email address and password.

Step 6: From the ECP home page, select the Environment Portal – Assess Environmental Impact tile to launch the EIA Tool. The EIA Tool will open in a new browser tab.



💡 Need Help Registering and Logging In?

1. If you experience any **issues registering, logging in or accessing** the EIA Tool, **select Raise a Request** from any page in the login process to contact the Technical Support Team.
2. In addition, **User Guides** will be available on the Endeavour Energy website under [ASP Forms and Procedures](#) in the ASP Level 3 section. The **"How to Access the Environmental Portal (EIA)" guide** is available to support your onboarding once the enhanced EIA Tool goes live. Additional EIA user guides are currently being updated and will be released soon.

🤝 How Environmental Consultants and ASPs Will Work Together

The enhanced EIA Tool introduces a new way of working between ASP Level 3s and Environmental Consultants.

Once registered:

- Environmental Consultants can initiate and update environmental assessment information on behalf of the ASP Level 3.
- ASP Level 3s can transfer or assign an EIA application to an Environmental Consultant.
- ASP Level 3s and Environmental Consultants can work together on the same EIA application, helping environmental requirements be considered earlier and more efficiently.
- ASP Level 3s and Environmental Consultants will still need to collaborate via email and phone to discuss details of the application.

Planned Go-Live

Anticipated Date: Mid - Late September 2026

We are currently finalising testing of the enhanced system and will communicate with you again soon to confirm when the training resources and the enhanced EIA Tool will be available.

✅ Your Go-Live Checklist

After go-live:

1. Register as an Environmental Consultant
2. Complete the required eLearning
3. Wait for access approval
4. Review the User Guide and Quick Reference Guides - [ASP Forms and Procedures](#)

Need Assistance?

If you have questions regarding registration, training, access approval or go-live activities, please contact us at customernetworksupport@endeavourenergy.com.au.

Thank you for your support as we introduce a simpler, smarter and more collaborative EIA Tool experience.

Kind regards,

Customer Network Solutions