



A message from Customer Network Solutions

Get Ready for the Enhanced EIA Tool | Training & Resources Available

9 September 2026

The enhanced EIA Tool is almost here.

As previously advised, the EIA Tool has been upgraded to make environmental assessments simpler, faster and more intuitive. Based on feedback from ASPs, engineers, environmental consultants and internal users, the new experience will help reduce manual effort, improve navigation and streamline the assessment process.

Planned Go-Live

Go-Live Date: Monday 14 September 2026

Planned Outage: From 11 Sep 2025 17:00 to 13 Sep 2026 23:59

What's Changing?

When the enhanced EIA Tool goes live, you'll benefit from:

- **A more intuitive user experience** with improved navigation and visibility of assessment progress.
- **Streamlined assessments** with smarter questions, reduced duplication and a more efficient workflow.
- **Enhanced Mapping Tools** with built-in environmental mapping, improved imagery and access to previous EIA footprints.
- **Better collaboration** between ASPs, Environmental Consultants and Endeavour Energy.
- **New capabilities** including PEPRs, enhanced assessment pathways and improved consistency checks.
- **Simplified document management and reporting** to help manage project information more efficiently.
- **Greater Collaboration** with Environmental Consultants able to access the EIA Tool directly, create applications and work on applications transferred by ASPs.

Your EIA Go-Live Checklist

On **Go-Live day**, not prior, follow the steps that apply to you as either an Existing User or a New User.

Existing users

Step 1: Log in to the upgraded EIA Tool via the [Enterprise Customer Portal \(ECP\)](#)

Step 2: Familiarise yourself with the new features and enhancements.

Step 3: Start using the upgraded EIA Tool.

Step 4: Report any issues or questions through the usual support channels.

Notes:

1. To support the upgrade, a planned outage will occur from 11 Sep 2025 17:00pm to 13 Sep 2026 23:59pm. EIA applications cannot be submitted during this period.

2. Existing users are not required to complete the eLearning module again. The module is only required for new users.

New users

Registration will not be available until Go-Live day.

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 from the Technical Training 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 \(ECP\)](#) 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?

If you experience any **technical issues** registering, logging in or accessing the EIA Tool, please select *Raise a Request* from any ECP login page to lodge a support request with the Technical Support Team. If you're unable to submit a request, contact our IT Helpdesk on 9853 6888.

If you need **assistance completing an EIA application**, please contact the Customer Network Engineer (CNE) assigned to your project on the contact page of the Enterprise Customer Portal. Select the [Connections Portal](#) tile (not the Environment tile), your assigned CNE will be listed in the Contact Us tab at the top right of the page or in the table titled My Projects at the bottom of the page.

To support your transition to the enhanced EIA Tool, a range of **User Guides** are available on the Endeavour Energy website under [ASP Forms and Procedures](#). This includes the *How to Access the Environmental Portal (EIA) guide*, along with additional resources designed to help you navigate and use the EIA Tool effectively. Following go-live, a range of new resources will be made available to assist with the tool's functionality.

We will also be running a session towards the end of next week to go through the changes and answer any questions you might have on the updates. If you're interested in attending this session, please [register here](#).

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

Kind regards,

Customer Network Solutions