

# Connections Portal User Guide

Version 1.2 July 2024



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## Connections Portal

### What is our Connections Portal?

Our Connections Portal is a self-serve system implemented for our customers to manage their own application lodgements and payments.

### Payments and Tax Invoices

It is important to note that Endeavour Energy staff do not have access in the Connections Portal to make payments or issue tax invoices on behalf of customers.

## About This Guide

### Connections Portal User Guide

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

The guide includes information on how to lodge an application on our Connections portal for:

- New Connection / Increase Load:
  - Additional Load to an existing connection
  - New Permanent Connection
  - Temporary Builder Supply
  - Upgrade an existing service to 3 phase.
- Subdivision
- Generator
- Unmetered Supply / Special Small Service
- Public Lighting Assets
- Relocate / Remove Assets
- Embedded Network
- Preliminary Enquiry.

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

**Note:** Our Connections Portal User Guide for Construction Works Services contains detailed steps 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 and Connections related Technical or preliminary enquiry.

## Accessing Connections Portal

Link for Connections Portal:

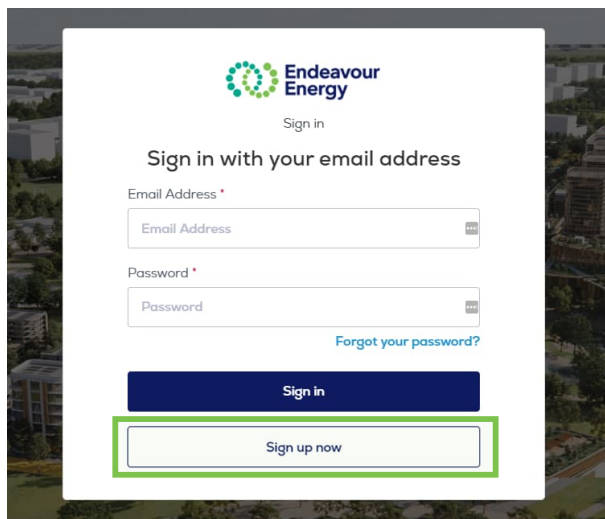
1. **Click here** to access the **Connect online** page on our website.
2. **Scroll down** the page and click the link to launch our Connections Portal and access the log in page.



The steps to log in are detailed below for a [new user](#) and for an [existing user](#).

**Note:** If you are an ASP and already have access to the Endeavour Energy **ESRI** Portal (ArcGIS), 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 must 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**.





User Details

Please provide the following details.

Email Address \*

Send verification code

New Password \*

Confirm New Password \*

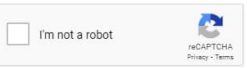
Customer Type \*

Select

First Name \*

Last Name \*

Contact Number \*



Create

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.

Endeavour Energy account email verification code Inbox x



Microsoft on behalf of Endeavour Energy <msonlineservicesteam@microsoftonline.com> to sahana.ee21+89

Verify your email address

Thanks for verifying your sahana.ee21+89@gmail.com account!

Your code is: 269834

Sincerely,  
Endeavour Energy

3. You will receive an email with your verification code.



User Details

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address \*

Send new code

Verification Code \*

Verify code

New Password \*

Confirm New Password \*

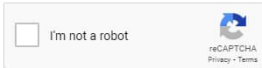
Customer Type \*

Select

First Name \*

Last Name \*

Contact Number \*



Create

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

**Endeavour Energy**  
User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address \*

New Password \*      Confirm New Password \*

Customer Type \*      First Name \*

Last Name \*      Contact Number \*

I'm not a robot

Create

5. Continue to complete the following:
  - **New Password** - enter the password you want to set.
  - **Confirm New Password** – repeat the password.

The remaining fields to complete change depending on the **Customer Type** you select.

Customer Type \*

Select

- ASP
- Individual / Retail Customer
- Developer
- Electrical Consultant
- Retailer

### Customer Type – Individual / Retail Customer

**Endeavour Energy**  
User Details

Please provide the following details.

E-mail address verified. You can now continue.

Email Address \*

New Password \*      Confirm New Password \*

Customer Type \*      First Name \*

Last Name \*      Contact Number \*

I'm not a robot

Create

6. For Customer Type – **Individual or Retail Customer**, complete the following:
  - **First Name** – enter your first name.
  - **Last Name** – enter your surname.
  - **Contact Number** – enter your mobile number.

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

8. Click **Create**.

Go to [step 9 \(Multi-factor authentication\)](#)

## Customer Type – ASP (Accredited Service Provider)

Endeavour Energy  
User Details  
Please provide the following details.  
E-mail address verified. You can now continue.

Email Address \*

New Password \*      Confirm New Password \*

Customer Type \*      First Name \*

Last Name \*      Company Name \*

Contact Number \*      ASP Type \*

ASP Company Accreditation No. (4 Digit) \*

I'm not a robot

Create

6. For Customer Type – **ASP** (Accredited Service Provider) complete the following:

- **First Name** – enter your first name.
- **Last Name** – enter your surname.
- **Company Name** – enter your company name.
- **Contact Number** – enter your mobile number.
- **ASP Type**- select from the drop-down list

ASP Type \*

Select

ASP1 - Construction

ASP2 - Connection

ASP3 - Design

- **ASP Company Accreditation No** – enter your accreditation ID (4 digits).

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

8. Click **Create**.

Go to [step 9 \(Multi-factor authentication\)](#)

## Customer Type – Developer, Electrical Consultant, Retailer

Endeavour Energy  
User Details  
Please provide the following details.  
E-mail address verified. You can now continue.

Email Address \*

New Password \*      Confirm New Password \*

Customer Type \*      First Name \*

Last Name \*      Company Name \*

Contact Number \*

I'm not a robot

Create

6. For Customer Type – **Developer, Electrical Consultant or Retailer**, complete the following:

- **First Name** – enter your first name.
- **Last Name** – enter your surname.
- **Company Name** - enter your company name.
- **Contact Number** – enter your mobile number.

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

8. Click **Create**.



You are then prompted to complete Multi-factor authentication.

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

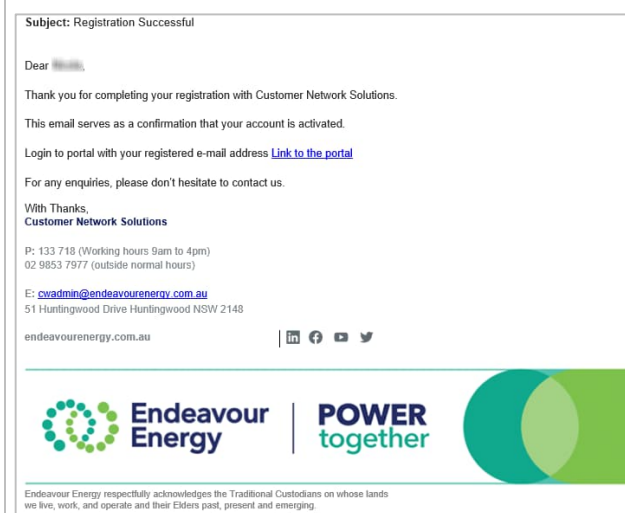
**Send Code** - to receive the verification code via SMS.

**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).

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

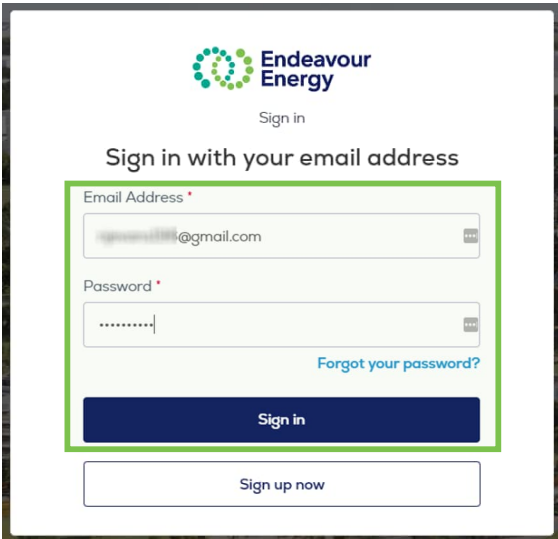
**Note:** The Verify Code button is not active until you have entered the six digit verification code.

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.



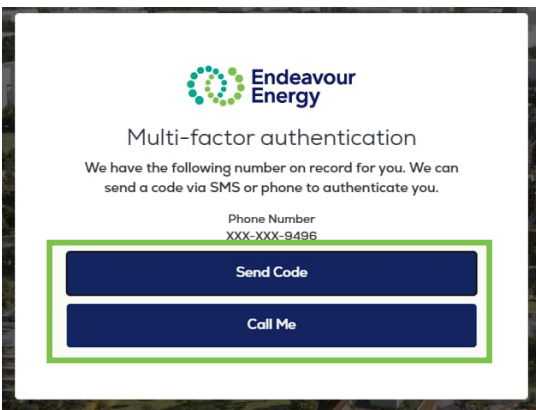
Note: You will also receive an email (**Registration Successful**) confirming that your account is activated.

## Existing User



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**

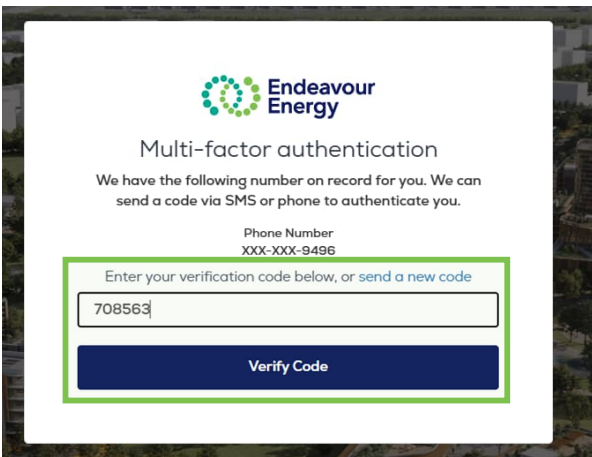


3. Select your preferred Multi-factor authentication method:

**Send Code** - to receive the verification code via SMS

OR

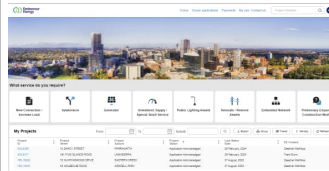
**Call Me** – to complete authentication via a call (the call will be from Microsoft – when you hear the prompt to hit the pound key - press #)



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

to me

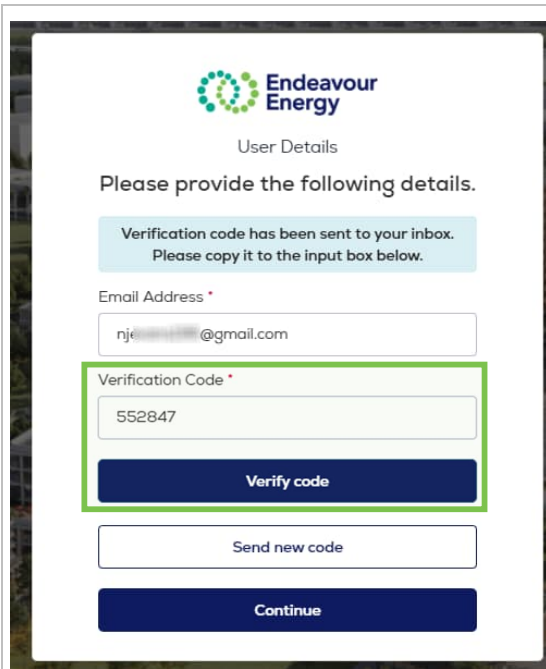
Verify your email address

Thanks for verifying your ...@gmail.com account!

Your code is: 552847

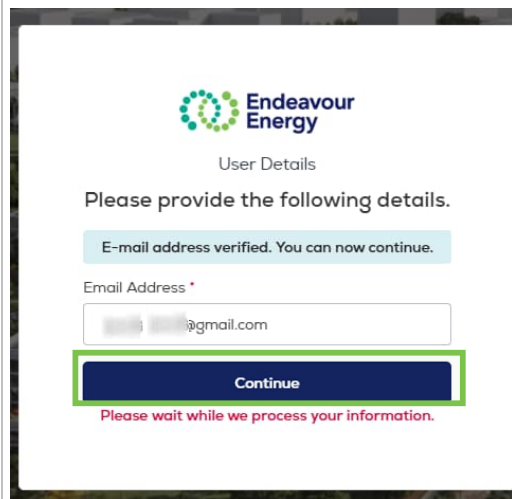
Sincerely,  
Endeavour Energy

3. You will receive an email with your verification code.



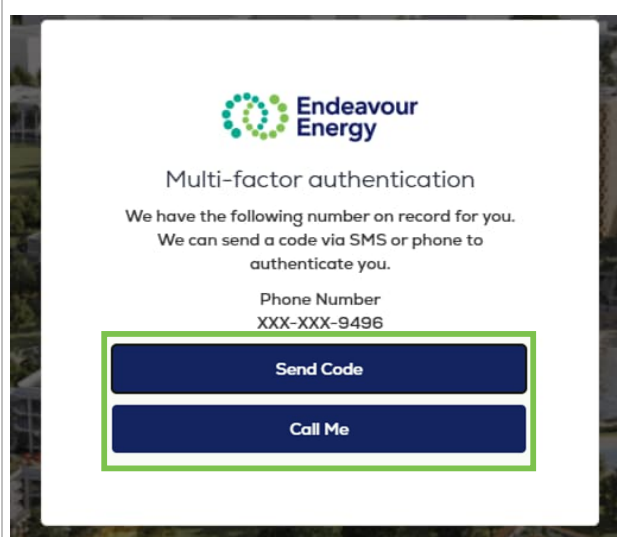
It may take a few seconds for the dialog box to update.

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 [redacted]

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**.

# Home page

Endeavour Energy

Home Saved applications Payments My cart Contact us Project Number Q NC

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

Project ID	Project Street	Project Suburb	Project Status	Last Status Date	EE Contact
ENL5355	10 DARCY STREET	FARRAMATTA	Application Acknowledged	29 February, 2024	Zeehan Mehfooz
ENL5317	191 FIVE ISLANDS ROAD	UNANDERRA	Application Acknowledged	26 February, 2024	Trent Munn
NRL18292	72 HUNTINGWOOD DRIVE	EASTERN CREEK	Application Acknowledged	07 August, 2023	Zeehan Mehfooz
NRL18291	43 HOLBECH ROAD	ARNDELL PARK	Application Acknowledged	07 August, 2023	Zeehan 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. Hover over text provides a description of each application (service) type.

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

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

Payments My cart Contact us Project Number

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

**User Edit profile**  
 Contact Name: Nicola Cc. Applicant Type: Individual / Retail Customer Email: nicolac...@gmail.com Company Name: NA  
 Contact Number: 0410... BP ID: 10004754  
 Address \*  [Can't find your address? Click here](#)  
 Street Number  Street Name \*  Suburb \*  Post Code \*   
 State \*

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

Address  
 8 para  
 8 Parramatta Square, Parramatta NSW, Australia  
 8 Parramatta Road, Strathfield NSW, Australia  
 8 Parramatta Road, Underwood QLD, Australia  
 8 Parraween Street, Cremorne NSW, Australia  
 8 Parramatta Street, Parramatta Park QLD, Australia

**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*).

3. Click

Repeat these steps if you need to change your address.

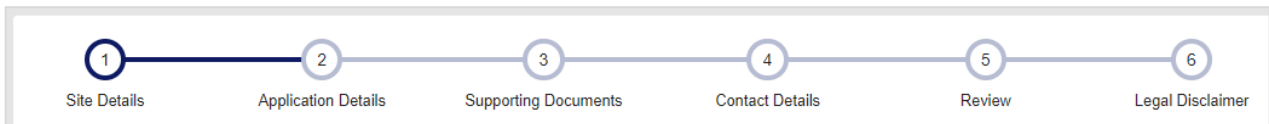
# Lodge Application

Endeavour Energy Home Saved applications Payments My cart Contact us Project Number Q NC

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

1. To lodge an application, click the relevant icon to **select the service**
2. You are then guided through the required steps to lodge the application (*Steps 1 – 6 and Payment Lodgement*)

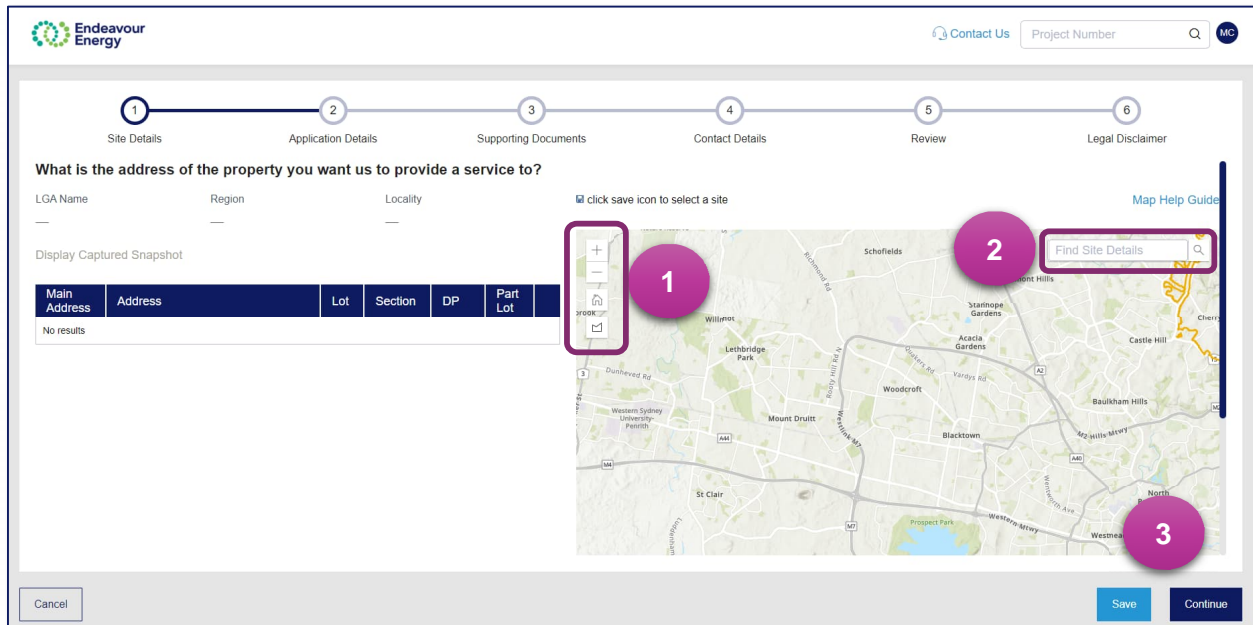


This user guide provides instructions for each application type and each of these steps.

For detailed information on Construction Works applications, please refer to our Connections Portal User Guide for Construction Works Services which can be accessed via our [Connect online](#) page.

# 1 – Site Details

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

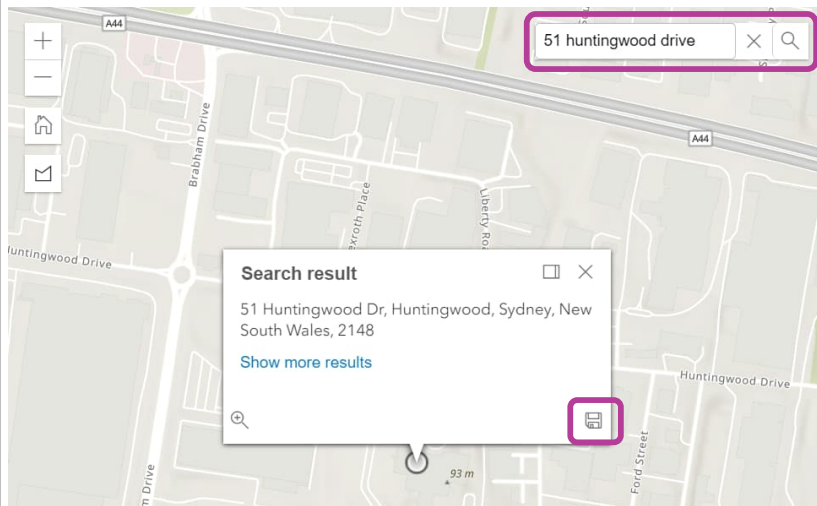


All addresses must be searched for **using the Map**.

If the system does not pick up the exact address on the map, select the closest address to the address you are searching for.

1	Use the map buttons to <b>zoom in/out</b> , return to the <b>home location</b> and toggle the <b>polygon feature</b> on/off.
2	Enter the address to <b>search for the site address</b> .  This section of the user guide provides instructions for the following: <a href="#">Find Site Details by Address</a> <a href="#">Site Address not in Endeavour Energy Supply Area</a> <a href="#">Multiple Addresses</a> <a href="#">Manually Update Address</a> <a href="#">Select Site using Polygon Function</a>
3	You can either <b>save</b> your progress to return to it later ( <i>using the Saved applications link on the Home page</i> ) or <b>continue</b> now.

## Find Site Details by Address

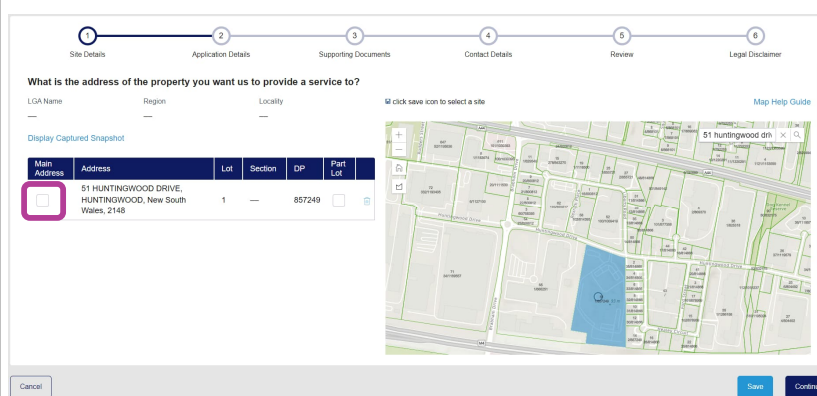


1. Enter the address into the Find Site Details search bar and click the search button (magnifying glass).

The address is displayed on the map.

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

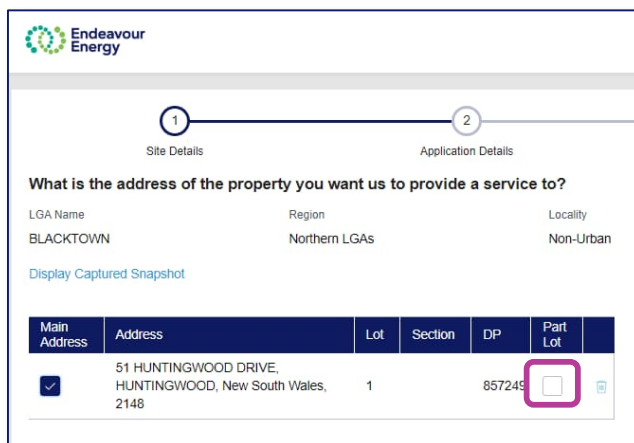
2. Once you find the correct address, click the **Save** icon at the bottom right-hand corner of the dialog box.



Once the address is selected, the map will colour the property blue and display the address, lot number and DP.

3. If this is the main address, select the **Main Address** checkbox. (LGA Name, Region and Locality then auto-populate based on the address).

*Note: When you only enter one address, it will be automatically set as the main address when you click Continue.*

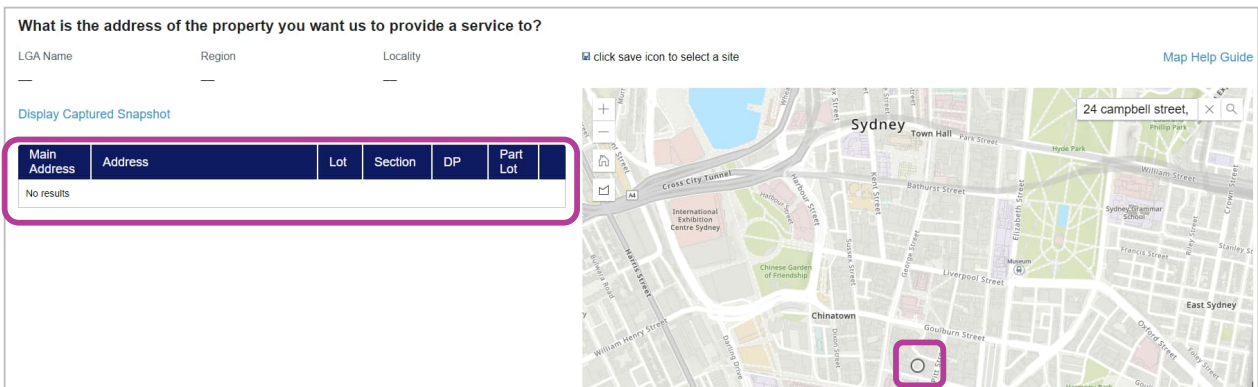
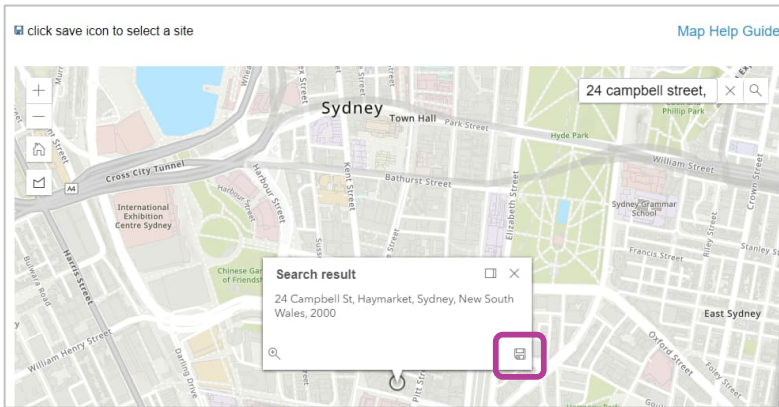


**Note:** A part of the address can be associated to the project by selecting the **Part Lot** checkbox.

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

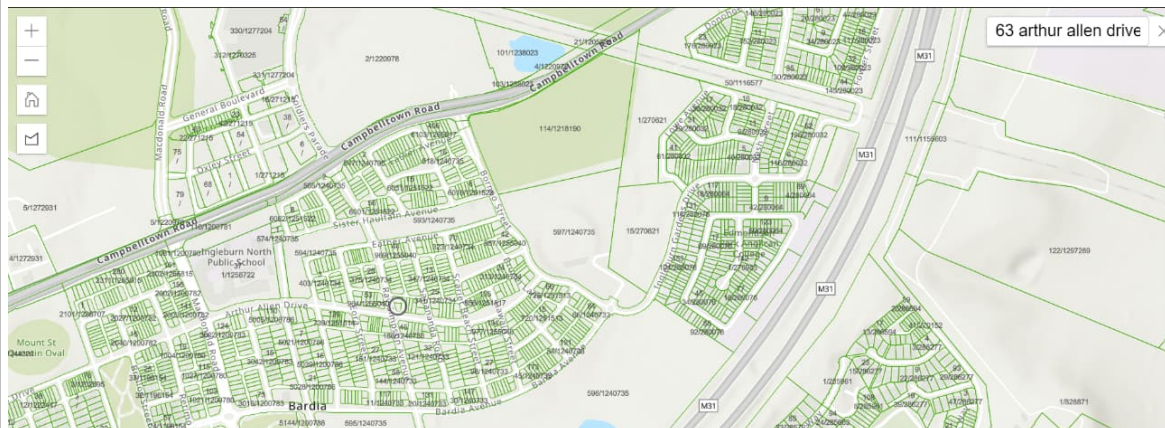
## Site Address not in Endeavour Energy Supply Area

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



If you are still having issues with the site address, please email [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au).

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

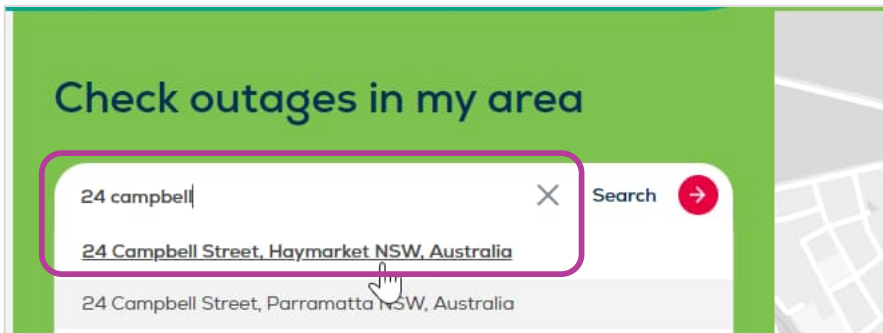
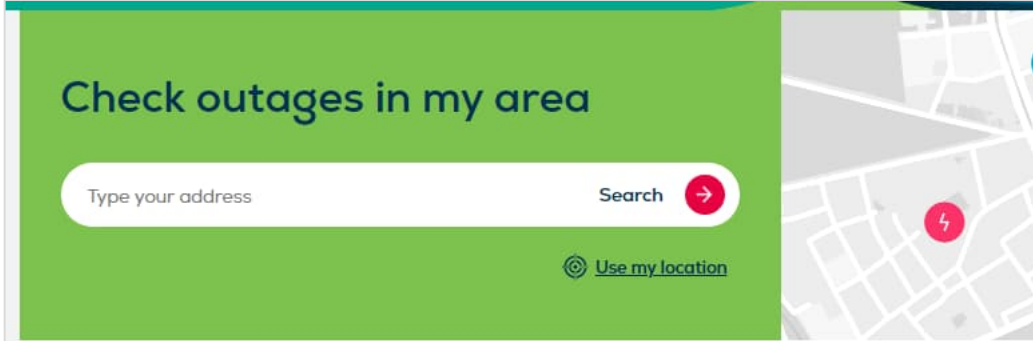




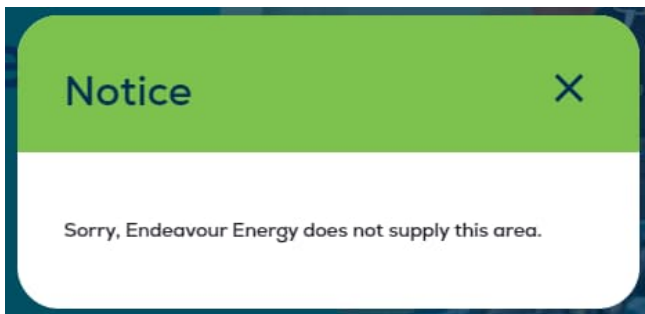


### Hint and Tip!

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



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





## 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**.

Endeavour Energy

Customer Network Solution  
62 8853 7877  
c.wadwin@endeavourenergy.com.au

1 Site Details 2 Application Details 3 Supporting Documents 4 Contact Details 5 Review 6 Legal Disclaimer

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"/>
<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"/>

Map: 51 Hunting wood Dr

Cancel Save Continue

## Manually Update Address

1 Site Details 2 Application Details 3 Supporting Documents 4 Contact Details 5 Review

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

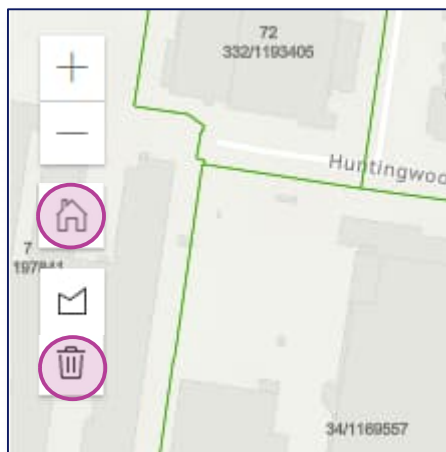
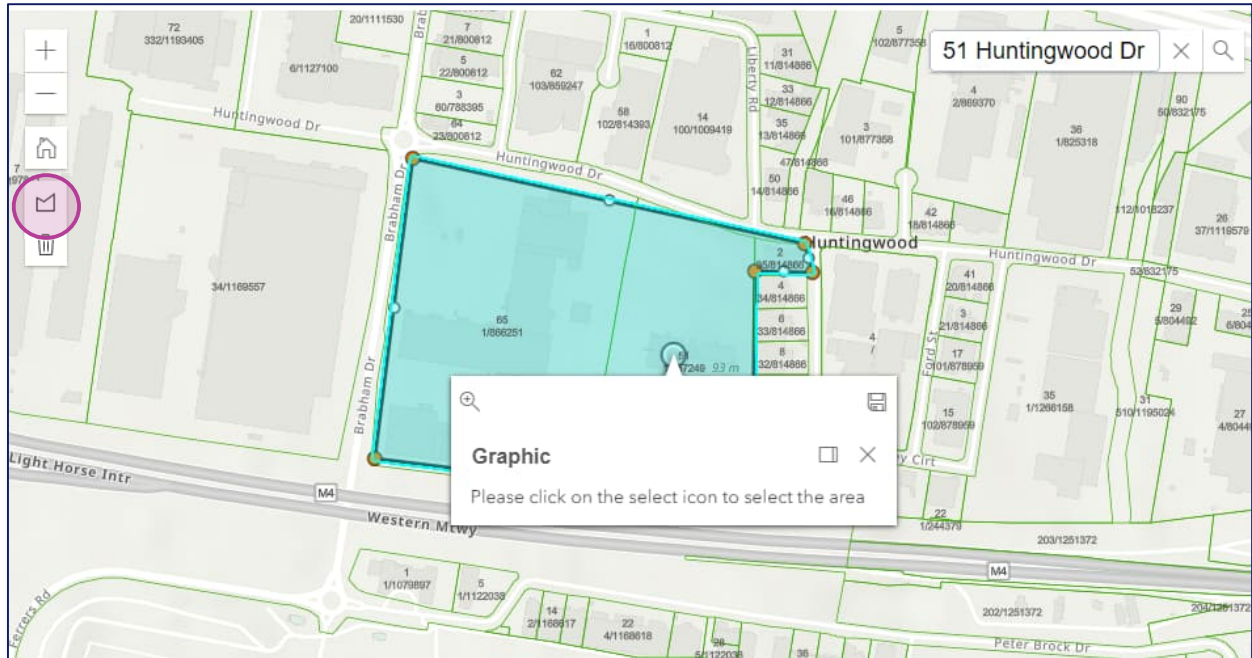
If you need to edit the address for any reason:

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:

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 again, select the **delete**/rubbish bin icon
- If you would like to return to the default map view, select the **home** icon.

[Continue](#)

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


## 2 – Application Details

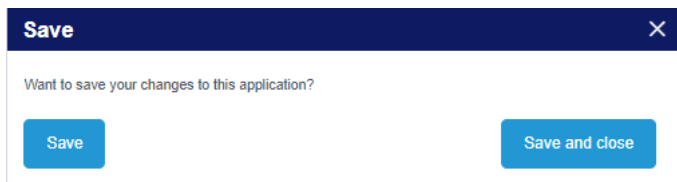
When lodging a new application, the next step (for all application types) is **Application Details**.

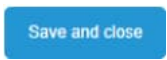
This guide details the information required for each application type.

### Hint and Tip - Save Application as Draft

 **Tip!** 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).



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

## 2 – Application Details - New Connection / Increase Load



New Connection /  
Increase Load

For a **New Connection / Increased Load** application, you are prompted to select the type of connection:

- [Additional Load Connection](#)
- [New Permanent Connection](#)
- [Temporary Builder Supply](#)
- [Upgrade to Three \(3\) Phase](#).



What type of connection service do you require?\*

Additional Load Connection

New Permanent Connection

Temporary Builder Supply

Upgrade to Three (3) Phase

### Additional Load Connection

1. Select the *Additional Load Connection* tab.

Endeavour Energy      Home   Saved applications   Payments   My cart   Contact us   Project Number   Q   NC

Site Details      Application Details      Supporting Documents      Contact Details      Review      Legal Disclaimer

What type of connection service do you require?\*

**Additional Load Connection**      New Permanent Connection      Temporary Builder Supply      Upgrade to Three (3) Phase

What type of development are you applying for?\*

Select..

Back      Cancel      Save      Continue

	Phase A	Phase B	Phase C
Existing Load	1234 Amps		
Removed Load	1234 Amps		
New Load	1234 Amps		
Total	—		

- From the drop down, select the **type of development** you are applying for. Only 1 value can be selected from the drop-down list.
- Select the **load details** as Single Phase or Three Phase:
  - If **Single phase** is selected, only Phase A is displayed.
  - If **Three Phase** is selected, the values in Phase A are applicable to Phase B & C.

**Note:** Additional fields display as you complete or select the relevant options in a field.

NMI	Status	Comments
No items		

+ Add NMI

Reason for NMI unavailability\*

- Click **+Add NMI** and enter the NMI associated with the site(s).
- Click outside the field and the NMI is validated.

For further information on entering the NMI, go to [Application Details - National Meter Identifier \(NMI\)](#)


When do you need your connection by?\*

17/11/2022

Please provide any further details regarding your application\*

Remaining: 3000 characters

- Enter or select the date you **need your connection by**.
- When you have entered the date (*and clicked outside the field*), the text box for **further details** displays. Any further details on the application must be provided here.

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

## New Permanent Connection

1. Select the *New Permanent Connection* tab.

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

What type of connection service do you require?\*

Additional Load Connection **New Permanent Connection** Temporary Builder Supply Upgrade to Three (3) Phase

What type of development are you applying for?\*

Residential: Individual dwellings

Please provide your load details

Select Phase\* **Single Phase** Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps	0 Amps	0 Amps

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

Back Cancel Save Continue

2. From the drop down, select the **type of development** you are applying for. Only 1 value can be selected from the drop-down list.
3. Select the **load details** as Single Phase or Three Phase
  - a. If Single phase is selected, only Phase A is displayed.
  - b. If Three Phase is selected, the values in Phase A are applicable to Phase B & C.
4. Click **+Add NMI** and enter the NMI associated with the site(s). Click outside the field and the NMI is validated. For further information on this section, go to [Application Details - National Meter Identifier \(NMI\)](#)
5. Enter or select the date you **need your connection by**.

When you have entered the date (and clicked outside the field), the text box (for **further details**) displays. Any further details on the application must be provided here.

6. Click **Continue**

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



# Temporary Builder Supply

1. Select the *Temporary Builder Supply* tab.

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

1 2 3 4 5 6

What type of connection service do you require?\*

Additional Load Connection New Permanent Connection **Temporary Builder Supply** Upgrade to Three (3) Phase

Estimated decommission date for your temporary builder supply \*

20/12/2024

Please provide your load details

Select Phase\* **Single Phase** Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps		

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

Back Cancel Save Continue

Estimated decommission date for your temporary builder supply \*

23/11/2022

Please provide your load details

Select Phase\* **Single Phase** Three Phase

	Phase A	Phase B	Phase C
Existing Load	100 Amps		
Removed Load	20 Amps		
New Load	30 Amps		
Total	110 Amps		

Please enter your National Meter Identifier (NMI) associated with your site/s

NMI	Status	Comments *
No items		

+ Add NMI

Back

2. Enter the **decommission date** for the temporary builder supply or select the date from the calendar.
3. Select the **load details** as Single Phase or Three Phase.
  - If **Single phase** is selected, only Phase A is displayed.
  - If **Three Phase** is selected, the values in Phase A are applicable to Phase B & C.
4. Click **+Add NMI** and enter the NMI associated with the site. Click outside the field and the NMI is validated.

For further information on the NMI section, go to [Application Details - National Meter Identifier \(NMI\)](#)

5. Enter or select the date you **need your connection by**. When you have entered the date (*and clicked outside the field*), the text box for **further details** displays. Any further details on the application must be provided here.

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

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

# Upgrade to Three (3) Phase

1. Select the *Upgrade to Three (3) Phase* tab.

2. Select the **type of development** you are applying for.  
**Note:** Only 1 value can be selected from the drop-down list.
3. Provide the **new load** to upgrade the connection to three phase.
4. Click **+Add NMI** and enter the NMI associated with the site. Click outside the field and the NMI is validated.

For further information on this section, go to [Application Details - National Meter Identifier \(NMI\)](#)

5. Enter or select the date you **need your connection by**.

When you have entered the date (and clicked outside the field), the text box (for **further details**) displays. Any further details on the application must be provided here.

6. Click 

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

**Note:** If the type of development is **Residential: Multi Units – Strata Developments** you are prompted to confirm if you only require a Compliance Certificate letter from us.

What type of development are you applying for? \*

Residential: Multi Units - Strata Developments

Do you have a suitable connection for your Strata Development and only require a Compliance Certificate letter from us? \*

Yes

No

## 2 – Application Details – Subdivision



Subdivision

When you have completed [1 – Site Details](#), the next step for a **Subdivision** application is 2 – Application Details.

**Note:** If you select *Strata Development*, you will be advised that this requires a *New Connection Load Application*.

How would you best describe your subdivision?

Strata Development

This requires a New Connection Load Application. You will be redirected to our main page, then select 'New Connection / Increase Load' Service. Would you like to proceed?

Proceed

1. For all other subdivision options (Torrens, Community, Stratum), select the **intended use of the development**.

How would you best describe your subdivision?

Torrens

What is the intended use of development?\*

Residential

**Note:** The blue question mark icon displays hover over help text which provides guidance for a question.

Do you have a suitable connection for your Subdivision and only require a Notification of Arrangement letter from us?

Yes No

Subject to technical assessment, Contestable Works may be required to make suitable electricity supply arrangements for the subdivision. The cost of Contestable Works is the Developer's responsibility.

2. All fields are mandatory to proceed.

Site Details    Application Details    Supporting Documents    Contact Details    Review    Legal Disclaimer

How would you best describe your subdivision?  
Torrens

What is the intended use of development? \*  
Residential

Do you have a suitable connection for your Subdivision and only require a Notification of Arrangement letter from us? \*  
Yes    No

Please provide additional details regarding your subdivision

Single Dwelling Lots Enter Proposed Single Dwelling Lot labels e.g. A&B, 1-10, 15, 251-299, etc	Quantity of Single Dwelling Lots Enter total number of Single Dwelling Lots eg 2, 25, 100, etc
Multiple Dwelling Lots Enter Proposed Multiple Dwelling Lot labels e.g. A&B, 1-10, 15, 251-299, etc	Quantity of Multiple Dwelling Lots Enter total number of Multiple Dwelling Lots eg 2, 15, 20, etc
Residue Lots Enter Proposed Residue Lot labels e.g. A&B, 1-10, 15, 251-299, etc	Quantity of Residue Lots Enter total number of Residue Lots eg 2, 15, 20, etc
Public Reserves Enter Proposed Public Reserve Lot labels e.g. A&B, 1-10, 15, 251-299, etc	Quantity of Public Reserves Enter total number of Public Reserve Lots eg 2, 15, 20, etc
Road Reserves Enter Proposed Road Reserve Lot labels e.g. A&B, 1-10, 15, 251-299, etc	Quantity of Road Reserves Enter total number of Road Reserve Lots eg 2, 15, 20, etc

Back    Cancel    Save    Continue

3. Note the following validations on this step:

- The fields on the left hand side of the page will accept entries entered as a **range** e.g. "1-100"
- The fields on the right hand side of the page will accept **single entries** such as "5", "25" or "100"
- If **Single Dwelling Lots** is populated, then **Quantity of Single Dwelling Lots** (on the right) is mandatory
- If **Multiple Dwelling Lots** is populated, then **Quantity of Multiple Dwelling Lots** (on the right) is mandatory.

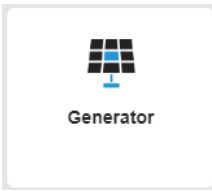
When do you need your connection by? \*  
24/07/2024

Please provide any further details regarding your application \*  
Remaining: 3000 characters

4. Enter or select the date you **need your connection by**.
5. When you have entered the date (and clicked outside the field), the text box (for **further details**) displays. Any further details on the application must be provided here.
6. Click [Continue](#)

The next step is [3 – Supporting Documents](#)

## 2 – Application Details – Generator



When you have completed [1 – Site Details](#), the next step for a **Generator** application is 2 – Application Details.

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

What type of generator are you connecting?\*

Standby generator only

Please provide change over details for your standby generator\*

Manual break before make Synchronous close transfer trip Other

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

Yes No

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

Ref123

1. Select the **type of generator** you are connecting from the drop down list (Combined Solar + Battery, Solar, Wind, Battery).

Specific questions display depending on the type of generator you select.

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

Yes No

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

**Associated Load application or technical enquiry** - If you select **Yes**, you must include the **Endeavour Energy reference number** to proceed with the application.



What type of generator are you connecting?\*

Combined Solar + Battery

Please provide details of your generator system

	Generator Capacity	Inverter Rating
Existing kW	111	100
New kW	100	100
Removed kW	19	100
Total	192	100

Inverter Details

Select phase\*

Single phase

Three phase

Manufacturer Name\*

Test

CEC Certificate Number\*

EE1234568

2. Enter the **Generator Capacity and Inverter Rating** details for:

- Existing
- New
- Removed.

3. **Phase** - select Single or Three Phase.

4. Enter the **Manufacturer Name**.

5. Enter the **CEC Certificate Number**. This field accepts alphanumeric entries.

6. Click

Continue

The next step is [3 – Supporting Documents](#)

## 2 – Application Details – Unmetered Supply / Special Small Service



Unmetered Supply /  
Special Small Service

When you have completed [1 – Site Details](#), the next step for an **Unmetered Supply / Special Small Service** application is **2 – Application Details**.

The screenshot shows a progress bar with four steps: 1. Site Details (checked), 2. Application Details (active), 3. Supporting Documents, and 4. Contact Details. Below the progress bar, there is a question: "Are you applying for a new unmetered connection or alteration?\*" with two buttons: "New unmetered connection" (highlighted in blue) and "Alter an existing unmetered connection". Below this is a dropdown menu labeled "What type of device are you connecting?\*" with "Illuminated advertising" selected.

1. Select **New unmetered connection** or **Alter an existing connection** tab.
2. Select the **type of device** you are connecting from the drop-down list.

As you complete each field, step off the field for validation (*i.e. click outside the field*)

The screenshot shows the "Unmetered Supply National Meter Identifier (NMI) Validation" section. It includes a table for NMI entries, a field for customer asset identifier, installation details (maximum demand, duty cycle, and daily energy consumption), a date field for connection needed by, and a text area for further details.

	NMI	Status	Comments
1	4310258963	Valid	

Maximum demand: 10.00 Amps  
Duty cycle: Sunset to sunrise  
Daily energy consumption: 27.60 kWh/day  
When do you need your connection by?: 31/07/2024

### Unmetered Supply National Meter Identifier (NMI) Validation

3. Click **+ Add NMI** and enter a valid NMI. or provide a reason for NMI unavailability.
4. Enter the **Customer Asset Identifier or Number**.
5. Enter the **Maximum demand** in Amps. Maximum demand allowed is not more than 10 Amps.
6. Select the **Duty cycle** from the drop-down list.

The **Daily Energy consumption** is auto calculated.

7. Select the **date** by when you need the connection and provide **further details** on the application.

8. Click **Continue** The next step is [3 – Supporting Documents](#)

## 2 – Application Details – Public Lighting Assets



### Public Lighting Assets

#### Please provide a description of the public lighting works \*

Need the public lighting works for an event

Remaining: 2957 characters

#### Please provide details of the public lighting customer

Company Name \*

ABV

Contact Person Name \*

Sahana

Contact Number \*

0435262428

Contact Email Address \*

sahana.prakash@gmail.com

#### When do you need your connection by? \*

24/11/2022



1. Please provide a **description of the public lighting works**. This field accepts 3000 characters.

**Note:** When you have entered the description, **click outside the description text box** (as this validates the entry and the additional required fields will then display).

2. **All fields** in this section **are mandatory** – enter the **Company Name**, **Contact Person Name**, **Contact Number** and **Contact Email Address**.
3. Select the **date** by when you need the connection.

Continue

4. Click .

The next step is [3 – Supporting Documents](#)

## 2 – Application Details – Relocate / Remove Assets



### Relocate / Remove Assets

Progress bar: 1 Site Details (checked), 2 Application Details (active), 3 Supporting Documents, 4 Contact Details, 5 Review

**Please provide a description of the relocation or removal works\***

Need the connection to be relocated

Remaining: 2964 characters

Is there an associated load application with your relocation application?\*

Yes  No

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

EEE12345

**When do you need your relocation works by\***

24/11/2022

All fields are mandatory.

1. Enter a **description of the relocation/removal works**. The field accepts 3000 characters.

*Step off the field for validation (i.e. click outside the field) – additional fields then display.*

2. Enter the **Endeavour Energy reference number**. The format for this number is 3 letters followed by 4 or 5 digits (e.g., EEE12344)

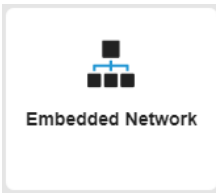
3. Enter the **date you need your relocation works by** or select the date from the calendar.

**Continue**

4. Click **Continue**.

The next step is [3 – Supporting Documents](#)

## 2 – Application Details – Embedded Network



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

Yes No

1. Is your application relate to a new connection or upgrade of a “generator” – select Yes or No.

**Note:** If you select **Yes**, you will be prompted to return to our Home page to select Generator and submit a Generator application.

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

Yes No

This will require a Generator Application. You will be redirected to our main page, then select ‘Generator’ service. Would you like to proceed?

proceed

Site Details Application Details Supporting Documents

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

Yes No

Please provide a description of your embedded network request \*

Need the connection

Remaining: 2551 characters

Please enter your Parent - National Meter Identifier (NMI) associated with the site (first 10 digits).

NMI	Status	Comments
No items		

+ Add NMI

Reason for NMI unavailability \*

2. Enter **details of the embedded network request**. **Step off the record for validation (i.e. click outside the field)**
3. Click **+ Add NMI** and **enter** a valid **NMI** or, if you do not have a NMI, provide a reason for NMI unavailability.

For assistance with National Meter Identification (NMI) validation, click [here](#)

Is there an associated load application with your embedded network application? \*

Yes No

4. Is there an associated load application with your embedded network application? - select Yes or No..

### Associated load application:

- If you select **Yes** you are prompted to enter your Endeavour Energy Reference Number. The format of this reference number is 3 letters followed by 4 or 5 digits (e.g. EEE12344).

Is there an associated load application with your embedded network application? \*

Yes No

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

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

EEE12333

Please provide details of the nominated Embedded Network Manager (ENM)

Company Name\*

Test

Contact Person Name\*

Sahana

Contact Number\*

0435262428

Email\*

sahana.prakash@gmail.com

When do you need the Embedded Network registration by?\*

24/11/2022

5. Complete the following fields for the **details of the Embedded Network Manager**:

**Company Name**  
**Contact Person Name**  
**Contact Number**  
**Email**

6. Enter or select the **date by which you need the Embedded Network registration**.

Is there an associated load application with your embedded network application?\*

Yes

No

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

EEE12333

Please provide details of the nominated Embedded Network Manager (ENM)

Company Name\*

Test

Contact Person Name\*

Sahana

Contact Number\*

0435262428

Email\*

sahana.prakash@gmail.com

When do you need the Embedded Network registration by?\*

24/11/2022

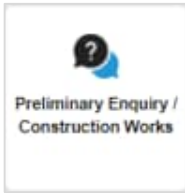
Continue

5. Click **Continue**.

The next step is [3 – Supporting Documents](#)



## 2 – Application Details – Preliminary Enquiry / Construction Works



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 web application interface. At the top left is the Endeavour Energy logo. To the right are navigation links: Home, Saved applications, Payments, My cart, and Contact us. A search bar labeled 'Project Number' with a magnifying glass icon and a 'NC' button is also present. 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. The main content area contains the question: "Is your application related to a new connection or upgrade of a 'generator' e.g. solar system, battery storage etc." with two buttons labeled "Yes" and "No". At the bottom of the form are four buttons: "Back", "Cancel", "Save", and "Continue".

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

## Connections related Technical or Preliminary 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.

What type of service do you require? \*

Connections related Technical or preliminary Enquiry

Please provide a detailed description of your request \*

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.

Remaining: 2740 characters

Back Cancel

2. **What type of service** - select **Connections related Technical or Preliminary Enquiry** from the drop-down list.

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

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

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

Yes No

What type of service do you require? \*

Connections related Technical or preliminary Enquiry

Please provide a detailed description of your request \*

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.

Remaining: 2740 characters

Back Cancel Save Continue

4. Click

The next step is [3 – Supporting Documents](#)

For detailed information on Construction Works applications, please refer to our **Connections Portal User Guide for Construction Works Services** which can be accessed via our [Connect online](#) page.

It contains detailed steps 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.

## Application Details - National Meter Identifier (NMI)

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		
<a href="#">+ Add NMI</a>		
Reason for NMI unavailability*		
<input type="text"/>		

### NMI Unavailable

If NMI is unavailable, you must provide a **reason for NMI unavailability**. It is a mandatory field to proceed with the application (if a valid NMI is not entered).

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

NMI	Status	Comments
No items		
<a href="#">+ Add NMI</a>		

### NMI Available

1. Click **+ Add NMI**
2. Enter a valid **NMI** in the field and step off the record /click the mouse outside of the table

	NMI	Status	Comments
1	4310	Valid	

The NMI is validated, and the status of NMI is displayed in the status field.

## NMI Validation Errors – Please enter a valid input for NMI

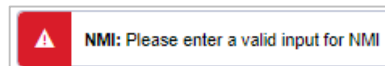
### Please enter a valid input for NMI

Please enter your National Meter Identifier (NMI) associated with your site/s

	NMI	Status	Comments
1	4311310327	Valid	
2	411111111		
<a href="#">+ Add NMI</a>			

If you enter an NMI with invalid number of characters (less than 10) and step off the record, a red triangle is displayed.

An error message will also be displayed at the top of the page



## NMI Validation Errors – Invalid NMI

### Invalid NMI

Please enter your National Meter Identifier (NMI) associated with your site/s

	NMI	Status	Comments	
1	<input type="text" value="4311310327"/>	Valid		
2	<input type="text" value="4111111111"/>	Invalid NMI	<input type="text"/>	

[+ Add NMI](#)

When you enter an invalid NMI (with correct number of characters) and step off the record, there is no error message, but the status of the NMI is populated as **Invalid NMI** under the **Status** column.

A text box is displayed for you to enter comments on the usage of Invalid NMI.

Please enter your National Meter Identifier (NMI) associated with your site/s (first 10 digits)

	NMI	Status	Comments	
1	<input type="text" value="4111111111"/>	Invalid NMI	<input type="text"/>	

[+ Add NMI](#)

## 3 – Supporting Documents

**Please provide supporting documents**

No attachments

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

Site Plan \*  AS3000 Maximum Demand Calculations \*  Development Agreement (DA) or Complying Development Certificate (CDC)

Reason for Required Documents Unavailable \*

Remaining: 250 characters

### Attach Documents

**Please provide supporting documents**

No attachments

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

Site Plan \*  AS3000 Maximum Demand Calculations \*  Development Agreement (DA) or Complying Development Certificate (CDC)

Reason for Required Documents Unavailable \*

Remaining: 250 characters

1. Click  to attach documents.

**Upload Documents** [X]

Drag and drop files here

or

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

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

2. **Drag and drop** documents into the box for uploading documents  
OR

**Click**  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** [X]

Drag and drop files here

or

Select file(s)

Name *	File	Category
Site Plan for 51 Huntingwood	Site Plan for 51 Huntingwood Drive June 2024.pdf	Application Documents
Max Demand Calcs for 51 Huntingwood	Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf	Application Documents

Requirements:

- File size should not be more 15 MB per attachment
- Allowable/Acceptable file types : PDF, DOC, DOCX, DWG, XLS, XLSX, JPEG, PNG

Cancel [Attach]

Uploaded documents are listed.

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 files,

click **Attach**

Site Details [✓] Application Details [✓] Supporting Documents [3] Contact Details [4]

Please provide supporting documents

Attach [Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf] [Site Plan for 51 Huntingwood Drive June 2024.pdf]

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

Site Plan\*  AS3000 Maximum Demand Calculations\*  Development Agreement (DA) or Complying Development Certificate (CDC)

4. After the documents are uploaded, select the relevant check boxes.

To proceed with the application, **Site Plan** and **AS3000 Maximum Demand Calculations** must be checked.

**Note:** If the **mandatory checkboxes are not selected** and you try to proceed with the application, an error message will be displayed. The **Reason for Required Documents Unavailable** text box will also be highlighted.

Please correct flagged fields before submitting the form!

OK

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

Please provide supporting documents

Attach [Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf] [Site Plan for 51 Huntingwood Drive June 2024.pdf]

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

Site Plan\*  AS3000 Maximum Demand Calculations\*  Development Agreement (DA) or Complying Development Certificate (CDC)

Reason for Required Documents Unavailable\*

Value cannot be blank  
Remaining: 250 characters

**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**

No attachments

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

Site Plan \*    AS3000 Maximum Demand Calculations \*    Development Agreement (DA) or Complying Development Certificate (CDC)

Reason for Required Documents Unavailable \*

Endeavour EnergyHome   Saved applications   Payments   My cart   Contact usProject Number

1  Site Details2  Application Details3  Supporting Documents4  Contact Details5  Review6  Legal Disclaimer

**Please provide supporting documents**

Max Demand Calcs for 51 Huntingwood Drive June 2024.pdf 1m ago   Site Plan for 51 Huntingwood Drive June 2024.pdf 1m ago

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

Site Plan \*    AS3000 Maximum Demand Calculations \*    Development Agreement (DA) or Complying Development Certificate (CDC)

5. Click

## 4 – Contact Details

The screenshot shows a multi-step process with six steps: Site Details, Application Details, Supporting Documents, Contact Details (current step), Review, and Legal Disclaimer. The 'Contact Details' form includes the following fields:

- Contact Name: Sahana Prakash
- Company Name: ASP12347
- Contact Number\*: 0435262428
- Email: sahana.ec21+96@gmail.com
- Address\*: 8/66 Acres Road, Kellyville NSW, Australia
- Street Number\*: 66
- Street Name\*: Acres Road
- Suburb\*: Kellyville
- Post Code\*: 2155
- State\*: NSW

A link "Can't find your address? Click here" is located below the main address field.

### Applicant Contact Details

The Contact name, Company name, Contact number, Email and Address will prepopulate from your user profile.

The screenshot shows a user profile dropdown menu. It includes a search bar with "Project Number" and a search icon. Below the search bar are two options: "Edit Profile" and "Log off".

Where this information has not been prepopulated, you will need to enter the information manually **or** update your profile to save your address so for your next application it will be included on the prepopulated information. Refer to [Hint and Tip – Save your Address in your Profile](#)

### Applicant Address – Auto Search

Once you start typing the address into the address bar, a selection of addresses will appear in a drop-down list. You can either click on the suggested address or add the address manually.

The screenshot shows the address form with an auto-search dropdown. The "Address\*" field contains "8/66" and a dropdown list of suggestions is visible. Below it are fields for "Street Number\*", "Street Name\*", "Suburb\*", "Post Code\*", and "State\*". A link "Can't find your address? Click here" is located below the main address field.

## Developer Contact details

If the developer details are the same as the applicant details, check the box *Same as Applicant*. If the details are different, you will need to manually populate the fields.

**Please provide Developer's detail's**

The Developer is an individual or company on whose behalf the building or electrical work is being done. This may be the owner of the land for new or modified building works.

Same as Applicant

Contact Name\*  Company Name\*  Contact Number\*  Email\*

Address\*

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

Street Number\*  Street Name\*  Suburb\*  Post Code\*

State\*

## Accredited Service Provider (ASP) Contact Details

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

Yes

No

If there is an ASP associated with your application, click Yes. You are then prompted to enter the ASP details.

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

Yes  No

ASP1 - Construction	ASP2 - Connection	ASP3 - Design
Contact Name* Sahana Prakash	Contact Name* <input type="text"/>	Contact Name* <input type="text"/>
Company Name* ASP12347	Company Name* <input type="text"/>	Company Name* <input type="text"/>
Contact Number* 0435202428	Contact Number* <input type="text"/>	Contact Number* <input type="text"/>
Email* sahana.sp21+00@gmail.com	Email* <input type="text"/>	Email* <input type="text"/>
ASP Accreditation number ASP987 <small>ASP Accreditation number</small>	ASP Accreditation number* <input type="text"/> <small>ASP Accreditation number</small>	ASP Accreditation number* <input type="text"/> <small>ASP Accreditation number</small>
Address* 888 Acres Road, Killyville NSW, Australia <small>Can't find your address? Click here</small>	Address* <input type="text"/> <small>Can't find your address? Click here</small>	Address* <input type="text"/> <small>Can't find your address? Click here</small>
Street Number* 88	Street Number* <input type="text"/>	Street Number* <input type="text"/>
Street Name* Acres Road	Street Name* <input type="text"/>	Street Name* <input type="text"/>
Suburb* Killyville	Suburb* <input type="text"/>	Suburb* <input type="text"/>
Post Code* 2155	Post Code* <input type="text"/>	Post Code* <input type="text"/>
State* NSW	State* <input type="text"/>	State* <input type="text"/>

If there is an Accredited Service Provider, select the ASP1, 2 and 3 check boxes as appropriate. Populate all the mandatory fields marked with \*

Click **Continue**.

## 5 – Review

Site Details

Street Number: 51, Street Name: HUNTINGWOOD DRIVE, Suburb: HUNTINGWOOD, Postcode: 2148

LOT, DP and Section Details

LGA Name: BLACKTOWN

Main Address	Address	Lot	Section	DP	Part Lot
51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148		1		657249	<input type="checkbox"/>

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**.

Site Details, Application Details, Supporting Documents, Contact Details

## 6 – Legal Disclaimer

The screenshot shows the Endeavour Energy Connections Portal interface. At the top, there is a navigation bar with the Endeavour Energy logo, links for Home, Saved applications, Payments, My cart, and Contact us, a search bar for Project Number, and a user profile icon. Below the navigation bar is a progress indicator with six steps: Site Details, Application Details, Supporting Documents, Contact Details, Review, and Legal Disclaimer (the current step, highlighted with a '6' in a circle). The main content area is titled "Legal Disclaimer" and contains the following text:

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

1. I have read and understood the terms of Endeavour Energy's Model Standard Offers as published on our website ([www.endeavourenergy.com.au](http://www.endeavourenergy.com.au)).
2. I am requesting an expedited connection as per the terms contained within the applicable Model Standing Offer and am doing so on the basis that I am:
  - a) the owner of the premises for which the expedited connection is requested or
  - b) a person who is expressly authorised to make the request by or on behalf of the owner of that premises.
3. 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.
4. 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.
5. 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](mailto:cwadmin@endeavourenergy.com.au)

Applicant Acceptance of the above agreement

At the bottom of the form, there are four buttons: Back, Cancel, Delete Application, Save, and Submit.

1. Read the Legal Disclaimer.

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

Applicant Acceptance of the above agreement

checkbox.

3. Click  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 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](#)

1. Click [➔ Proceed To Payment](#)

**i** **Tip!** If you are planning to lodge more applications and want to combine in one invoice 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(\$)
> N103023	—	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	11 June 2024	Payment	\$310.02

**Total amount to be paid including GST**

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

The payment cart lists the application reference ID, status, created date and amount due.

Click > to expand the row if you want to display additional details (*you can then 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](#)


## Tax Invoices

For credit card payments, only the account holder of the Connections Portal account can pay via credit card.

The tax invoice is issued after the credit card payment and will have a payment due amount of zero (whereas for BPAY or EFT the tax invoice is issued prior to payment).

## Payment via Credit Card

Payment Details screen

 **Tip!** If you click Save at this step, you can continue the steps later by selecting Payments > Pending Payments on the portal Home page.

### Payment Details


Order ID	Site Address	Amount
> N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	310.02

Total amount to be paid  
(inc GST)  
**\$310.02**

### Payment Method

Credit Card  BPAY/EFT

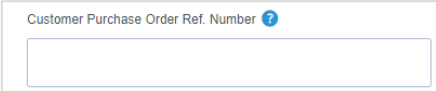
### Bill To Details (Invoice)

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

CancelSaveProceed

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

Credit Card

**Note:** 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. Leave blank if this is not applicable.

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

4. Click

Proceed

**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

[Pay](#)

### 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](mailto: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

[Proceed](#)

### Payment Details \*

Card Type \*

VISA Visa
  Mastercard

Card Number \*

Expiry Month \* Month Expiry Year \* Year

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

### Your Order


Subtotal	AUD 248.52
GST	AUD 24.85
<b>Total amount</b>	<b>AUD 273.37</b>

- 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.

- Click  to complete the payment.

### Thank you for your Payment screen



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

Project Number  Q NE


**Thank you for your Payment.**

Payment reference details are provided below.

Once this payment is fully processed we will notify you via email confirming details of the individual Endeavour Energy reference numbers associated with this payment and provide your Tax Invoice with details of 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. The email referred to above will also provide a copy of the unsubmitted Application form(s) for your reference.

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



Payment Successful

Date of Payment

25/07/23 5:30 PM

Payment Receipt No.


b3b2dee9-5151-49ca-8013-410857fdbbab

Amount Paid


\$273.37

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

Customer Network Solutions  
P. 02 9853 7977  
E: [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au)

- Click 

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




Connections Portal User Guide




54


## Email notifications and Tax Invoices

You will receive an email with your receipt for the credit card payment

Endeavour Energy Payment Reference Details: P-115003  

 Inbox x

 support@cybersource.com 17:30 (5 minutes ago)   



---

**Receipt** Date: 25-07-2023  
Order Number: P-115003

---

Nicola Evans

---

**Billing Information**

Nicola Evans  
Account number: 10007172  
Invoice number: P-115003  
AU

@gmail.com

---

Payment Details	Order Total	
Visa xxxxxxxxxxxx1111	Subtotal	AUD 248.52
	GST	AUD 24.85
	Total amount	AUD 273.37

---

Please keep a copy of this receipt for your records

You will receive an email confirming your credit card payment with the tax invoice attached

#[001000148016] – Thank you for your Credit Card Payment Inbox x

**cwadmin\_sit@endeavourenergy.com.au**  
to me

17:33 (5 minutes ago)

Thank you for your payment of fees relating to the below listed standard connection 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
S-126002	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales,

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

If any fee included within this payment is related to a connection 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](mailto:cwadmin@endeavourenergy.com.au)

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

[endeavourenergy.com.au](http://endeavourenergy.com.au) | [in](#) [f](#) [v](#) [t](#)



TAX INVOICE  
TaxInvoicePDF.pdf

You will receive an email with your reference number for your application submission. A copy of the submitted application form is attached to the email.

[UCS0614] - Thank you for your Application Submission Inbox x

**cwadmin\_sit@endeavourenergy.com.au**  
to me

Thank you for your payment of fees relating to the below listed standard connection service – a copy of the submitted Application form is attached for your reference..

Reference	Description
UCS0614A1	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales,


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.



S-126002\_2023-0...

## Payment via BPAY or EFT

### Payment Details screen

#### Payment Details

Order ID	Site Address	Amount
N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	310.02

Total amount to be paid  
(Inc GST)

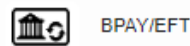
**\$310.02**

#### Payment Method

Credit Card  BPAY/EFT

#### Bill To Details (Invoice)

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



3. Select the Payment Method - click
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.

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

Customer Purchase Order Ref. Number ?

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](#)).

**i 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

### BPAY Payment Details

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	\$281.84
GST	\$28.18
<b>Total Amount</b>	<b>\$310.02</b>

Cancel Back Save Proceed

6. Click

Proceed

### 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](mailto:cwadmin@endeavourenergy.com.au) or on 02 9853 7977.

Cancel Proceed

Non Refundable Fee dialog box displays.

7. If you are happy to continue, click **Proceed**.

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 and 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](mailto:cwadmin@endeavourenergy.com.au)

Close

8. Click

## 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** displayed in the Payment Options in the tax invoice. **This reference number only applies to this application.** A different BPAY and EFT reference number is generated for other applications / fee payments.

### Payment Options

	<b>Billers Code:10004754</b> Reference Number:10003291423		Account Name:Endeavour Energy BSB:012-003 Account Number:837 689 858 Reference Number:001000329142
---	--	---	---

001000944132 – BPAY Payment Pending Inbox x



cwadmin@endeavourenergy.com.au

2:05 PM (1 hour ago) ☆ 😊 ↶ ⋮

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
N-103023	51 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](mailto:cwadmin@endeavourenergy.com.au)

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

[endeavourenergy.com.au](http://endeavourenergy.com.au) | [in](#) [f](#) [v](#) [t](#)





**Endeavour Energy**  
488 91 247 388 803  
T133 718  
Level 40-42, 8 Parramatta Square  
10 Darcy Street  
Parramatta NSW 2150  
PO Box 871, Seven Hills NSW 1330

---

## TAX INVOICE



Invoice Number: **001000944132**

Invoice Date: **11 Jun 2024**  
Due Date: **12 Jun 2024**


**Billing To:** Nicola Cdu C/o NA  
8 Parramatta Square, Parramatta, NSW, 2150

Reference	Fee Description	Quantity	Price	Total Amount
N-103023	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148 Standard Connection Offer	1	\$281.84	\$281.84
Subtotal				\$281.84
Total GST				\$28.18
<b>Total Amount (Including GST)</b>				<b>\$310.02</b>
<b>Amount Paid</b>				<b>\$0.00</b>
<b>Balance Due</b>				<b>\$310.02</b>

**Payment Options**

 <p><b>Bill Code: 160952</b> Reference Number: 10009441329</p>	 <p>Account Name: Endeavour Energy BSB: 012-003 Account Number: 837 689 858 Reference Number: 001000944132</p>
---	---

**Enquiries**  
For any enquiries relating to this invoice please contact Customer Network Solutions on 02 9853 7977 or email [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au)



endeavourenergy.com.au

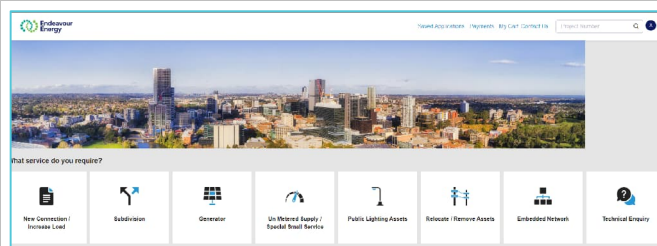
# Pay Multiple Fees in One Payment

## Lodge Application and Pay Other Fees

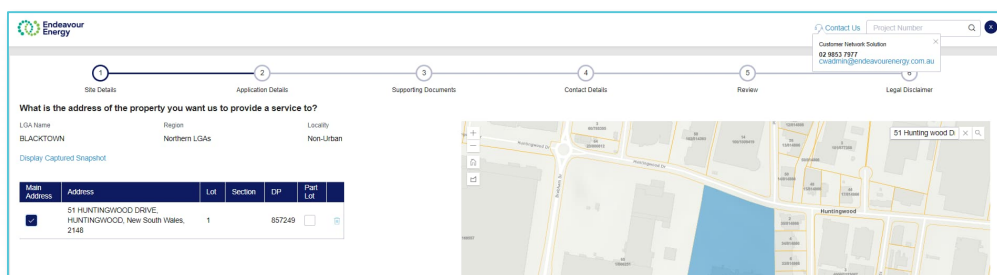
This section details the steps to use the Payment Cart function to pay for multiple items in one transaction.

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, status, created 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

OR


- 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**

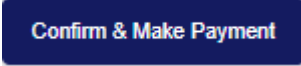
- Click  for the application or project fee you want to include in your payment - the Add to Cart button then changes to a green tick (*click the green tick icon if you want to deselect an item*)
- When you have selected all the pending payments you want to pay now, click **Checkout**

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.*

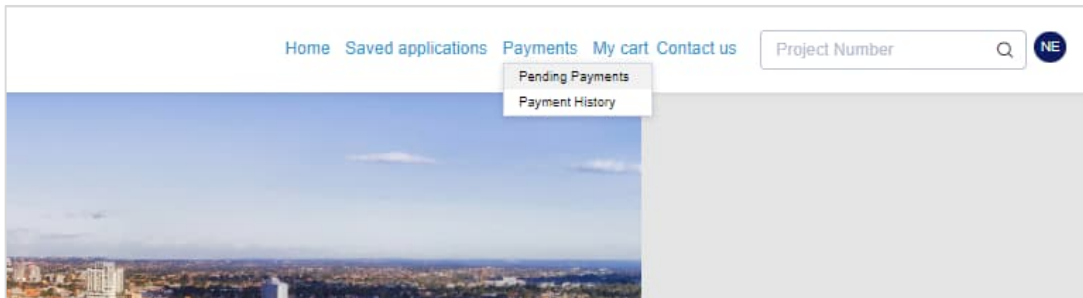
- Click 

The next steps differ depending on the payment method you select.

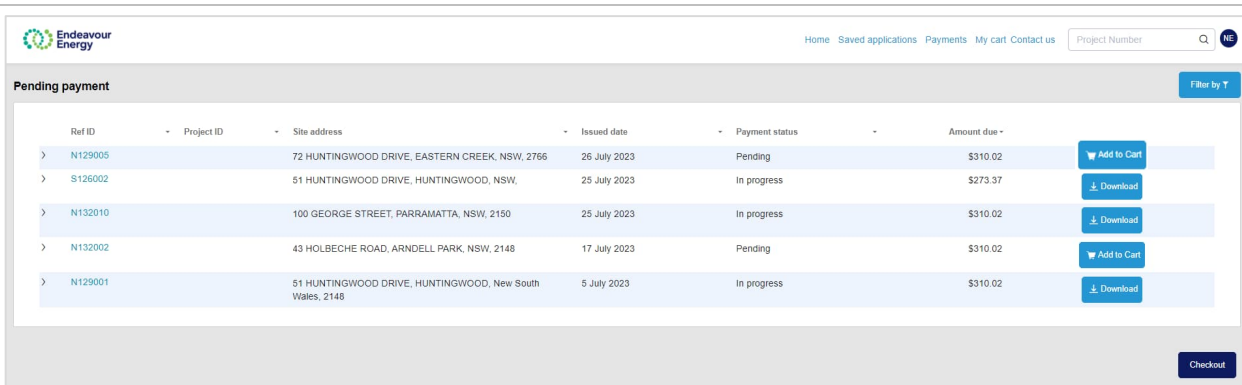
- Credit card – go to [Payment via Credit Card](#)
- BPAY or EFT – go to [Payment via BPAY or EFT](#)

## 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.

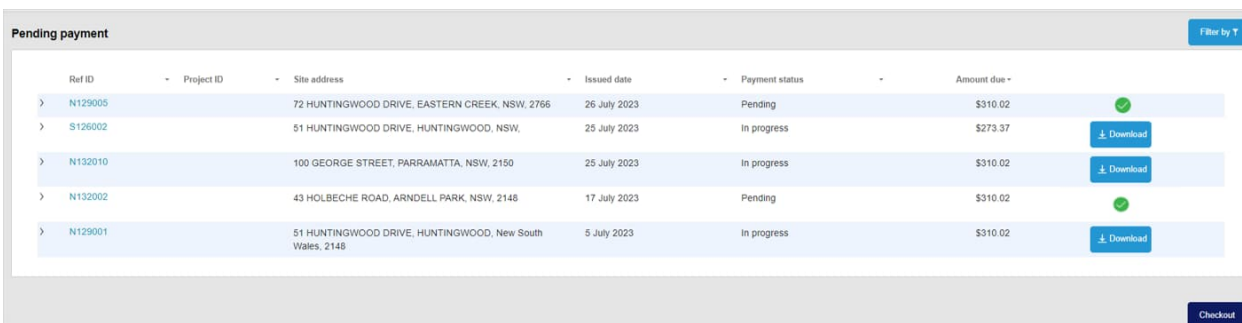


1. Click **Payments > Pending Payments** to view all application and project fees / payments which are Pending or In progress.



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 for each application or project fee you want to include in your invoice.





When you have added a pending payment, the 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 HOLBECHER ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02 
> N126009		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 differ depending on the payment method you select.

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

Project ID	Project Street	Project Suburb	Project Status	Last Status Date ↓	EE Contact
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz

- It may take up to 2 minutes 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 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.
- The **name** of your contact at Endeavour Energy is listed in the **EE Contact** column.

## Report Export

Project ID	Project Street	Project Suburb	Project Status	Last Status Date ↓	EE Contact	ID	Type	Created on	Suburb
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz	N-21076	New Connections	17 November, 2022	HUNTINGWOOD
NRL15984	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	15 November, 2022	Sunny Mehfooz	S-35010	Sub Division	17 November, 2022	HUNTINGWOOD
URS27555	36 POLDING STREET	FAIRFIELD	WORK IN PROGRESS	11 November, 2022	Kek Tang	EML_5006	Embedded Network	17 November, 2022	
ENL4701	10 CHURCH STREET	PARRAMATTA	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz	N-21074	New Connections	16 November, 2022	HUNTINGWOOD
NRL15983	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz	N-21070	New Connections	16 November, 2022	
DEL2777	3 WHISTLER CRESCENT	ERSKINE PARK	WORK IN PROGRESS	10 November, 2022	Ken Brodick	S-35014	Sub Division	14 November, 2022	
PLT11596	24 JERVIS BAY ROAD	FALLS CREEK	WORK IN PROGRESS	10 November, 2022	Sunny Mehfooz	N-21066	New Connections	14 November, 2022	
UIS1030	90 ALDINGTON ROAD	KEMPS CREEK	WORK IN PROGRESS	10 November, 2022	Abeyratne Perera	N-21051	New Connections	11 November, 2022	

- You can view projects for a date range by selecting the dates in *From* and *To*. Click on the Search button to view the projects in the date range
- 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

## Project Details

Project ID	Project Street	Project Suburb	Project Status	Last Status Date ↓	EE Contact
NRL15985	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	21 November, 2022	Sunny Mehfooz

1. Click on the **Project ID** to view the details of the project

- Project information is displayed on the top left corner and the **Project Contact** 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:

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

## Fee Details

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)

Project Details	Project Contacts	Milestone Details	Fee Details		
Application Number NRL15985		Proforma Invoice No NRL15985A1	Fee Description Standard Connection Offer Fee	Issued Amount 284.58	Date Issued 21/11/2022 10:28 PM
Status Paid		Date Paid 21/11/2022 10:28 PM			

## 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 

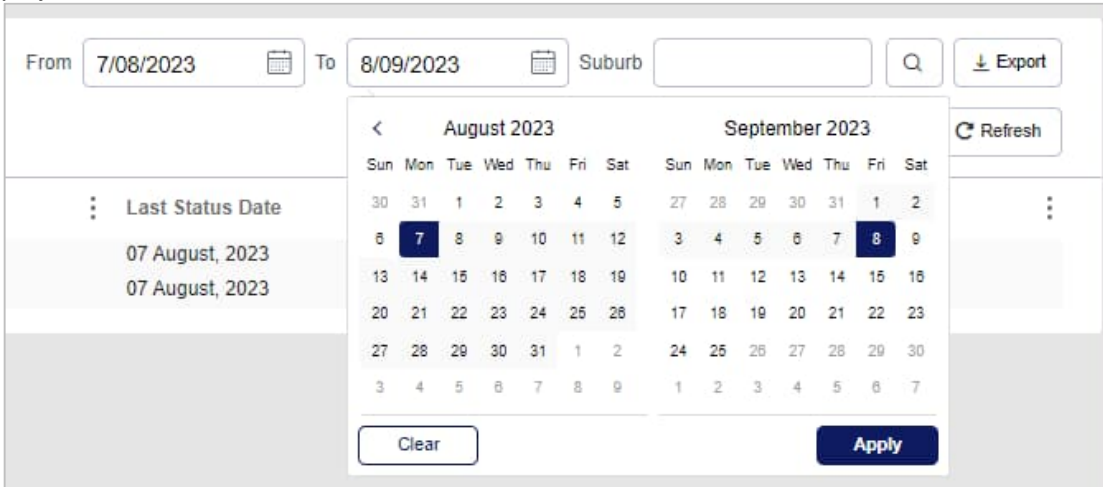
Suburb



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 **Apply** 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 fields for 'From' (7/08/2023) and 'To' (8/09/2023), both with calendar icons. To the right is a 'Suburb' field with a magnifying glass icon. Below these are buttons for 'Apply', 'Export', and 'Refresh'. A calendar is open, showing August and September 2023. The 7th of August and the 8th of September are highlighted. The calendar has columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and rows for weeks. The 'Apply' button is highlighted in blue.

**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

