Endeavour Energy

About this guide

This guide covers the steps to submit an application or enquiry on the Connections Portal.
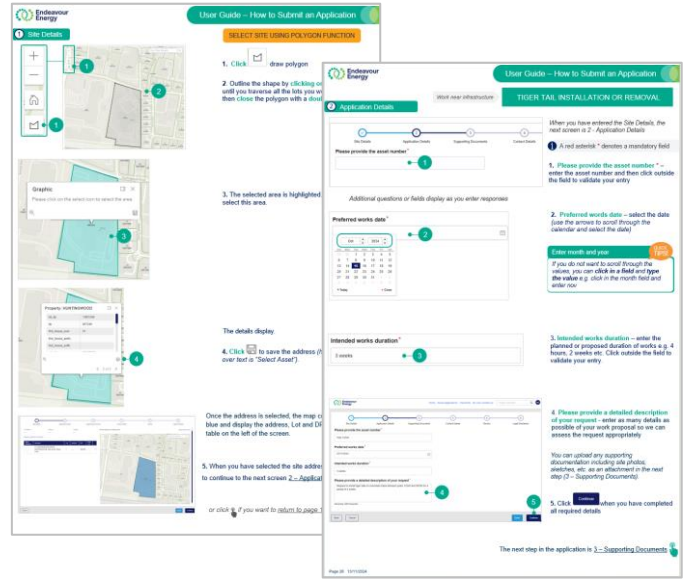
How to use this guide

The next page of this guide has a brief overview of the steps in the applications process and the guide then has detailed instructions for each screen.

There are links 👆 so you can jump to the section of the guide that is relevant for you and your application type.

Brief overview

Detailed instructions

- Some screens in the application process are the **same for all application types** e.g. **Contact Details**, **Supporting Documentation**, **Review**, **Legal Disclaimer**. This guide has general instructions for these screens.

The next step in the application is 3 – Supporting Documents 👆

The next step in the application is 5 – Review 👆

- Other screens **differ depending on the type of application or enquiry** you are completing e.g. the screens for Site Details, Application Details / New Equipment. There are links in the guide to jump to the specific instructions for these screens.

FIND SITE DETAILS BY ADDRESS 👆
Click the link above to jump to the instructions

Click the link below to jump to the instructions
SELECT SITE USING POLYGON FUNCTION 👆

Click this icon 👆 on any page to jump to the instructions
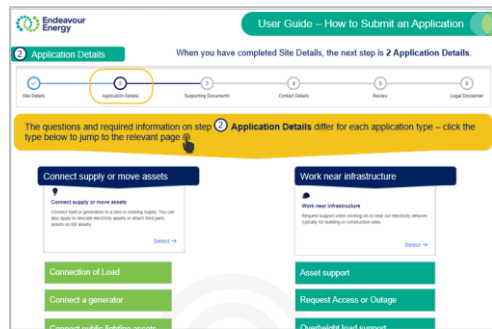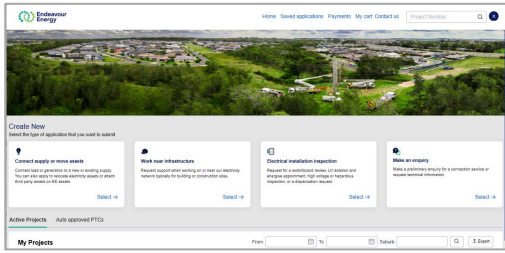
How to video

▶ *These instructions are also covered in a how to video on our Support Materials page*

OVERVIEW OF STEPS TO SUBMIT APPLICATION

Click 👆 if you want to jump to the instructions for a specific screen

Application Type (Create New) 👆

Service or Enquiry Type 👆

Select the application type and then select the service or enquiry type

If you don't know which type to choose, refer to the information on the __Connect online__ page on the Endeavour Energy website 👆

When you have selected the application type and the service type, you are then guided through each screen to submit your application. This guide has instructions for each of the screens below:

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

1 Site Details 👆
Depending on the application type, you are either prompted to enter the NMI (or NMIs), enter the address or plot the site area on a map.

2 Application Details 👆
This screen differs depending on the application type. Click here to jump to the list of applications types where you can then select the link to **instructions for your specific application type**

2 3 Current & New equipment 👆
For a **generator** application (e.g. solar, battery), you are prompted to enter 2 Current Equipment and 3 New Equipment

3 Supporting Documents 👆

4 Contact Details 👆

5 Review 👆

6 Legal Disclaimer 👆

These screens are the same for all application types

Click 👆 if you want to jump to the instructions for a specific screen

*Note: If you click **Save** or **Cancel** on any of the above screens, your application can be edited and completed (or deleted) via **Saved Applications***

Payment Lodgement 👆
This guide includes a summary of the steps to pay via credit card, BPAY or EFT when you lodge your application. Refer to the **Make a Payment** guide for instructions on combining payments, nominating another billing party and paying at a later date
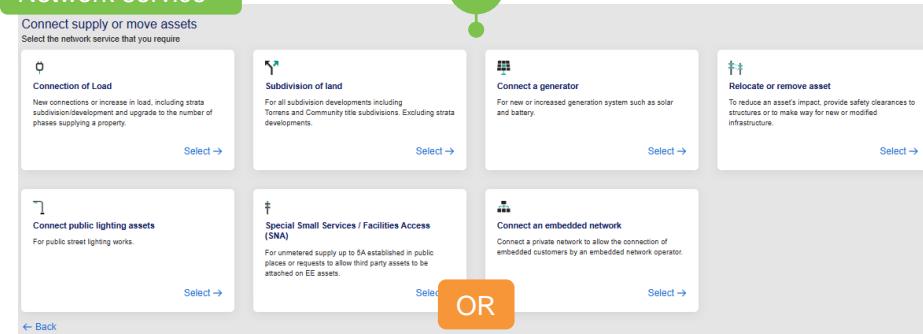
Application type (Create New)
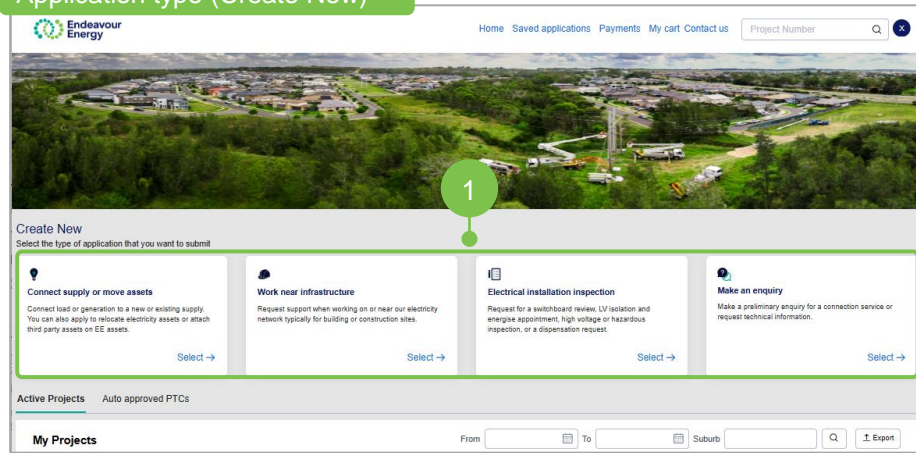
The first step to complete your application is to select the application type and the service type.

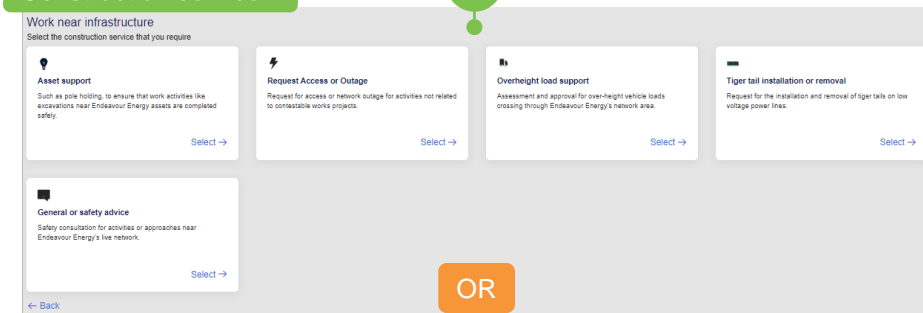**1.** Click Select → to select the **type of application**

Each application type is then split across different categories.

Network service

OR

2. Click Select → to select the **network service** or **construction service** or **inspection service** or **enquiry type**

or click ← Back to return to the Home screen

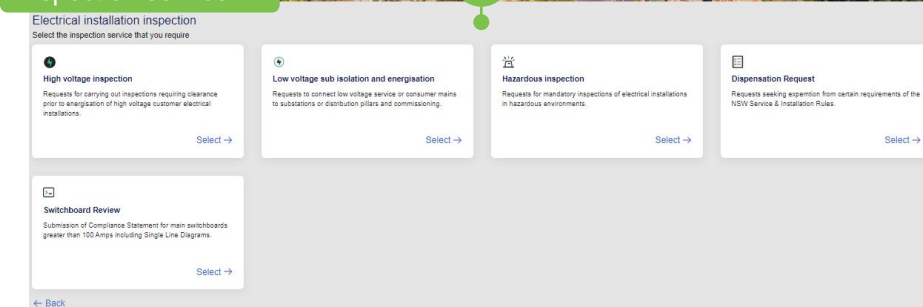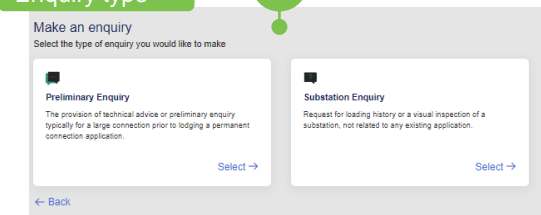## Construction service

OR

When you have selected the service or enquiry type, the ① **Site Details** page displays

Inspection service

OR

Enquiry type

Endeavour Energy

1 Site Details

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

THE FIRST STEP (FOR ALL APPLICATION TYPES) IS **SITE DETAILS**

Depending on the application type, you are either prompted to enter the **address** *(or plot the area on the map)* or enter the **NMI**.

This section of the user guide provides instructions for the following prompts:

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

- **Please enter your National Meter Identifier (NMI)**

- **Is the Application for a Temporary Builder Supply? Do you have a NMI?**

- **What is the address of the property you want us to provide a service to?**
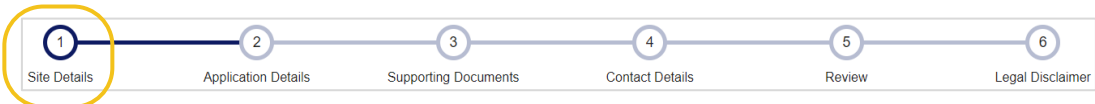
HINTS & TIPS!

There are also hints & tips in this guide for:

- **Site within a Road Reserve**

- **Multiple Addresses**

- **Manually update address**

- **Site Address details don't display**

1 Site Details

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

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

For all **ELECTRICAL INSTALLATION INSPECTION** application types, you are prompted to enter the NMI (or multiple NMIs)

1. Enter the **NMI** and **click outside the** field *(anywhere on the screen)* to validate the entry

The **Site Address** is populated from the NMI and the NMI status displays.

2. Click Continue to continue to the next screen **Application Details**

Multiple NMIs

Note: If you have multiple NMIs for the site, click *+Add NMI* and repeat step 1
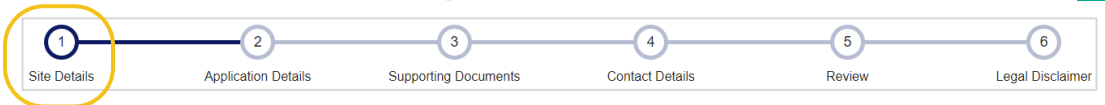
NMI errors

If you enter an invalid NMI or an extinct NMI – *when you click outside the field, an error message will display.*

Enter the correct NMI (type over the existing entry) and click outside the field to validate the new entry

1 Site Details

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

Click 👆 to jump to the instructions for a specific option

Please enter your National Meter Identifier (NMI)

For a **Generator** application (such as **solar** and **battery**), you are prompted to enter your NMI:

1	2	3	4	5	6	7
Site Details	Current Equipment	New Equipment	Supporting Documents	Contact Details	Review	Legal Disclaimer

Please enter your National Meter Identifier (NMI) ❓

I don't have a NMI

- If you select **I don't have a NMI**, you are prompted to enter the **address** or plot the area on the map

  FIND SITE DETAILS BY ADDRESS 👆

  SELECT SITE USING POLYGON FUNCTION 👆

  Click the link to jump to the instructions

OR   **OR**

- If you **enter the NMI**, you are then prompted to select **Yes** or **No** to confirm if the address is correct. If you click:

  ➢ **Yes** (*the address is correct*), when you click **Continue**, you proceed to the **2 Current Equipment** screen
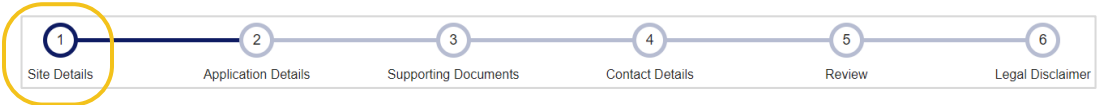
    CONNECT A GENERATOR 👆

  ➢ **No** (*address is incorrect*), you are prompted to enter the correct address

    ADDRESS IS NOT CORRECT 👆

    Click the link to jump to the instructions

1 Site Details

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

Click 👆 to jump to the instructions for a specific option

Is the Application for a Temporary Builder Supply? Do you have a NMI?

For **Connection of Load** application types, you are first prompted to confirm if the application is for a **TBS**.

Hover over ❓ *to view helper text / additional guidance*

Is the Application for Temporary Builder Supply? ❓ *

Temporary Builder's Supply means an electricity supply provided on a temporary basis exclusively for the use of civil construction contractor to construct the premises at the site.

You are then prompted to confirm **if you have a NMI**

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

Is the Application for Temporary Builder Supply? ❓ *   [Yes | **No**]

Do you have a NMI? *   [**Yes** | No]

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

S.No	NMI	Status	Site Address	Is the address displayed correct?	
1					🗑

ENTER A NMI 👆

Click the link to jump to the instructions

If you don't have a NMI, you can enter the address or select on the map

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

Is the Application for Temporary Builder Supply? ❓ *   [Yes | **No**]

Do you have a NMI? *   [Yes | **No**]

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

ℹ If your site is within a road reserve, please select the most adjacent private property to proceed with the application.

LGA Name	Region	Locality
—	—	—

☐ click save icon to select a site   Map Help Guide

Display Captured Snapshot

Main Address	Address	Lot	Section	DP	Part Lot
No results					
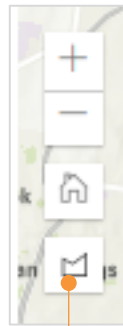
Click the link to jump to the instructions

FIND SITE DETAILS BY ADDRESS 👆   **SELECT SITE USING POLYGON FUNCTION** 👆

1 Site Details

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

For all other application types, you are prompted to use the map to search for an address or plot the area on the map

FIND SITE DETAILS BY ADDRESS 👆

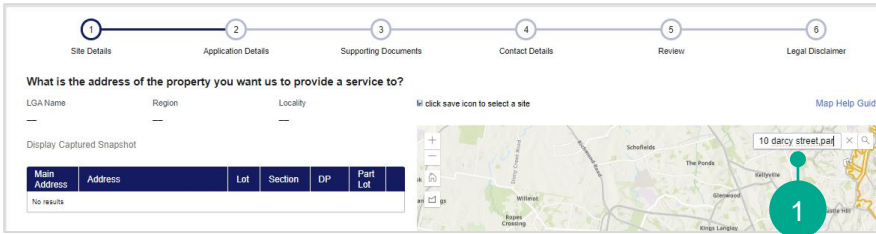*Click the link above to jump to the instructions*

SELECT SITE USING POLYGON FUNCTION 👆
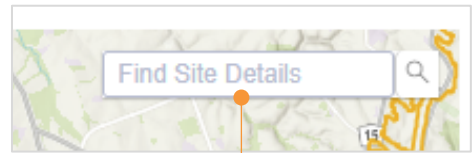
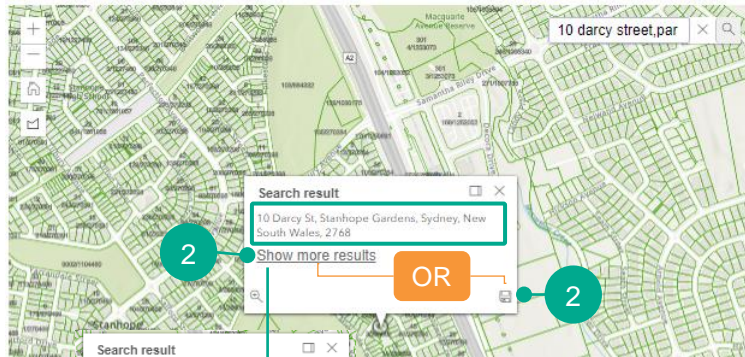*Click the link above to jump to the instructions*

① Site Details

FIND SITE DETAILS BY ADDRESS

1. Start to **enter the address** in the **Find Site Details** search field

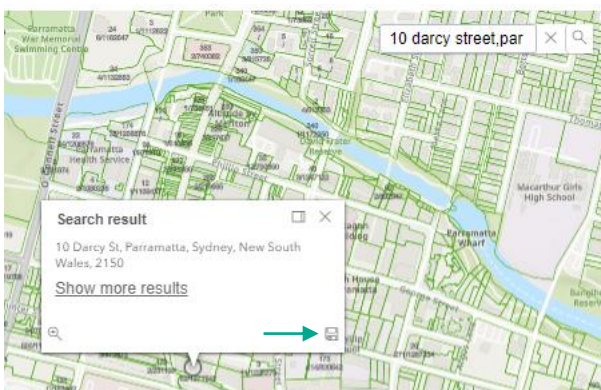**Click** the **search** button 🔍

2. Search result dialog box shows the matching address, and the address is shown on the map:

• If the address is correct, **click** 🖫 to save *(hover text says Select asset)*

OR

• If the correct address is not shown, click **Show more results** > then **select the address** from the list > and click 🖫 *(hover text says Select asset)*

Once the address is selected, the map will colour the property blue and display the address, Lot and DP number in the table on the left of the screen.

Note: A part of the address can be associated to the project by selecting the Part Lot checkbox.
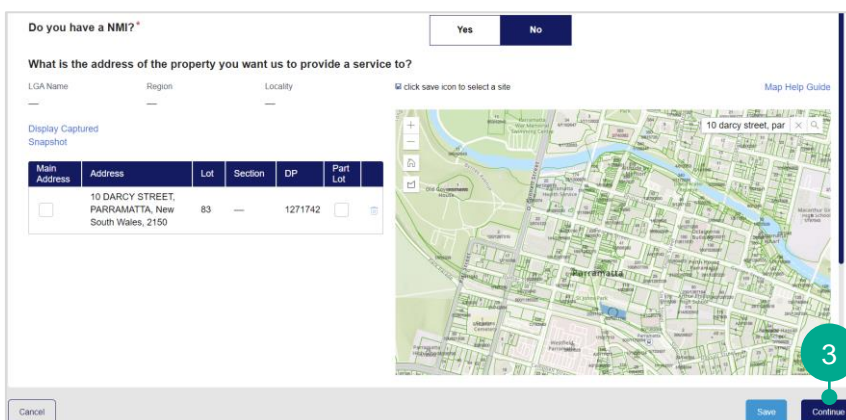
3. Click [Continue] to continue to the next screen Application Details 👆

1 Site Details

HINTS & TIPS!

Site within a Road Reserve

When your work area is within a road reserve and not within a private property:

1. search for the address of a property which is closest or adjacent to your location *(this ensures we have the LGA for your application)*

2. enter the details of your actual site location in the **Detailed description** textbox when you continue to the next section (2 – Application Details).

Multiple Addresses

Repeat the address search steps if you have multiple addresses for the site. You can list multiple addresses, however at least one address must be marked as the Main Address (select the checkbox)

Manually update address

If you need to edit the address for any reason:

1. Click the **Address** (in the table) 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.

When you have selected the site address, click **Continue** to continue to the next screen Application Details 👆

Click the link to jump to the instructions

1 Site Details

HINTS & TIPS!

Site Address details don't display / Site Address not in Endeavour Energy Supply Area
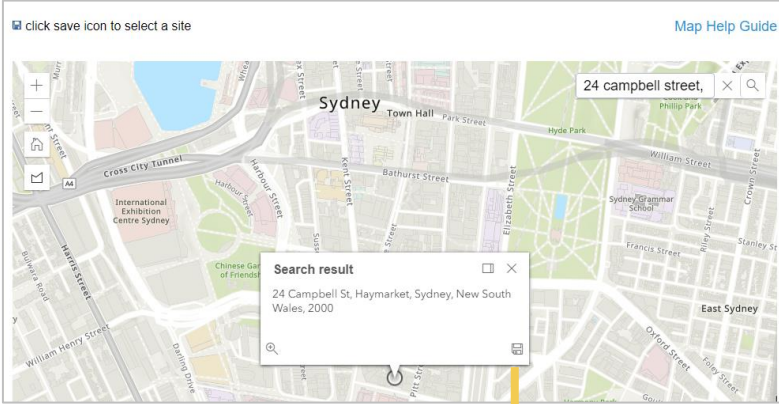
If you click **Save** but the **address details do not display in the table on the left** and the site does not highlight in blue in the map area, this means the area is not covered by Endeavour Energy.
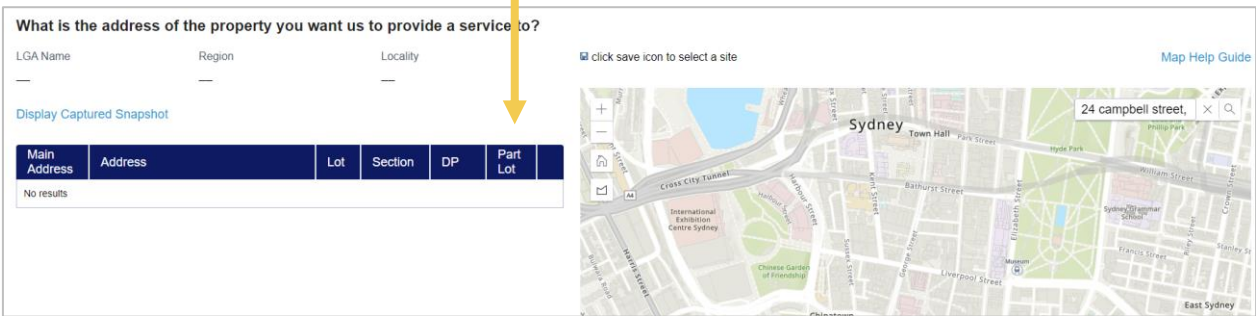
Note the difference in the map detail (green outlines) for an area (below) that **is** covered by Endeavour Energy
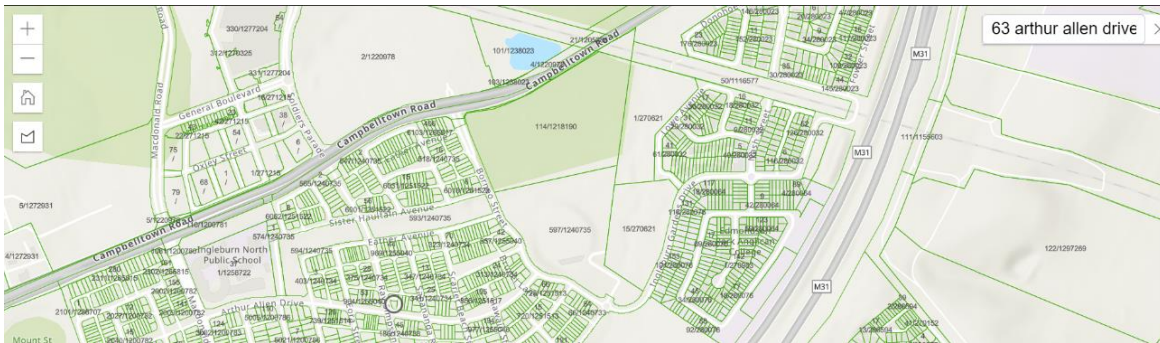
Another option to check if an address is covered by Endeavour Energy is to **enter the address in the Outage Map** on our **website**

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

Endeavour Energy
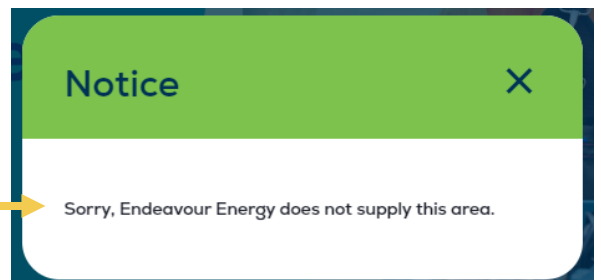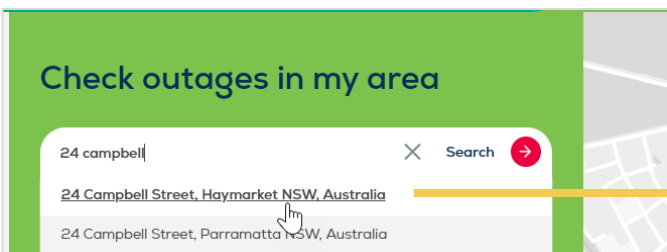
1 Site Details

SELECT SITE USING POLYGON FUNCTION
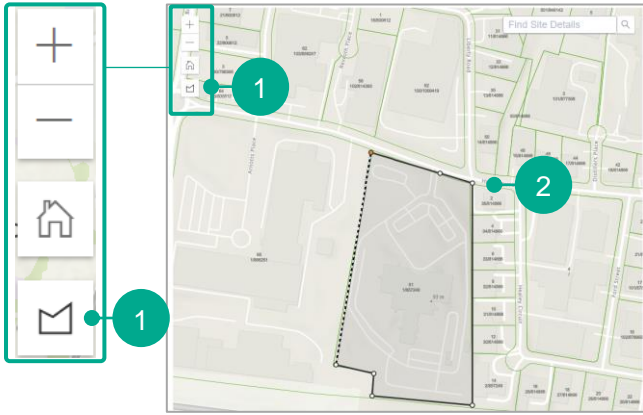
1. Click ⬜ draw polygon

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**
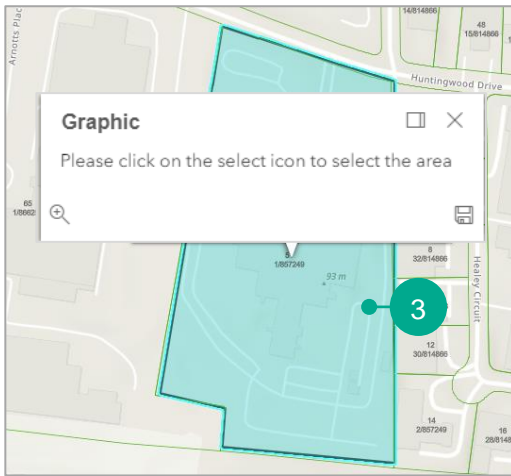
3. The selected area is highlighted. **Click once** to select this area.

Graphic

Please click on the select icon to select the area

Property: HUNTINGWOOD

lot_dp	1/857249
dp	857249
first_house_num	51
first_house_prefix	
first_house_suffix	

2 of 2
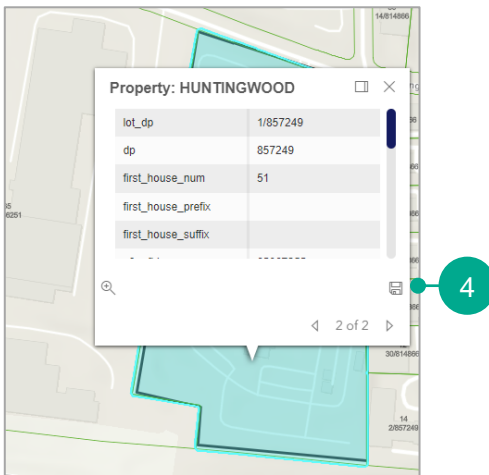
The details display.

4. Click 💾 to save the address
(hover over text is "Select Asset").
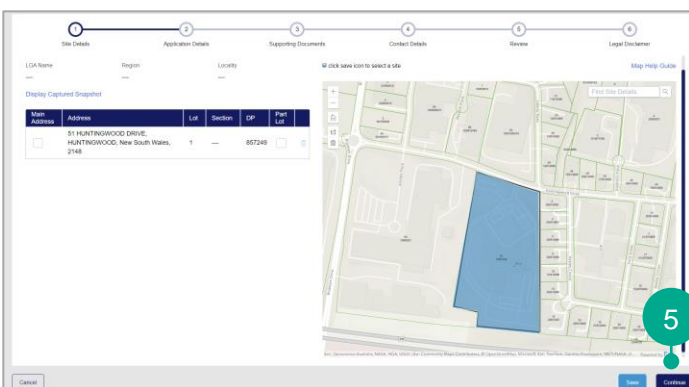
Once the address is selected, the map colours the area blue and displays the address, Lot and DP number in the table on the left of the screen.

Main Address	Address	Lot	Section	DP	Part Lot
	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1	—	857249	

5. Click **Continue** to continue to the next screen

Application Details 👆

1 Site Details

ENTER A NMI

1. Click [Yes] if you have a NMI for your application *(the NMI section then displays)*

2. Enter the **NMI** and **click outside the field** *(anywhere on the screen)* to validate the entry

The **Site Address** is populated from the NMI and the NMI status displays as **Valid**.

- If you <u>entered the wrong NMI</u> ->   click 🗑 to **delete** the entry, click ➕ Add NMI and repeat step 2

- If the site address <u>is correct</u> ->   follow ADDRESS IS CORRECT ✅ steps below

- If the site address is <u>not correct</u> ->   follow ADDRESS IS NOT CORRECT ❌ steps on the next page

ADDRESS IS CORRECT ✅

3. If the address is correct, click [Yes]

ℹ️ *When you click Yes to confirm the address is correct, the + Add NMI button displays. If you have multiple NMIs for the site, click +Add NMI and repeat step 2*

4. Click [Continue] to **save and continue to the next step -** 2 – **Application Details** 👆

Endeavour Energy

1 Site Details

ENTER A NMI *continued*

ADDRESS IS NOT CORRECT ❌

1. Click **No** if the address is not correct

S.No	NMI	Status	Site Address	Is the address displayed correct?	
1	4311447145	Valid	21 760 MAMRE RD KEMPS CREEK 2178 NSW	Yes	No	**1**

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

[   ] **2**

Can't find your address? Click here

These changes will be sent to market services and updated within the next 5 business days. Once updated, please revisit your connections portal to begin a new application.

If you have any queries, please do not hesitate to contact us:
Customer Network Solutions
Ph: 02 9853 7977
E: cwadmin@endeavourenergy.com.au

Cancel   End Application

*When you click **No** to flag the address is not correct, the **Incorrect address** dialog box displays.*

2. Start to enter the correct address

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

761 mam|

761 Mamre Road, Kemps Creek NSW, Australia

761 Mamre Road, Alectown NSW, Australia   **3**

761 Mamic Boulevard, Fraser Rise VIC, Australia

761 Mammoth Court, Ballajura WA, Australia

Cancel   End Application

3. Select the address from the list of matching addresses

OR

Incorrect Address

It is important these details are correct before proceeding.

Please enter the corrected address for NMI 4311447145 below *

[   ] OR Can't find your address? Click here **3**

Street Number	Street Name *	Suburb *	Post Code *
[ ]	[ ]	[ ]	[ ]

State *
[ ]

These changes will be sent to market services and updated within the next 5 business days. Once updated, please revisit your connections portal to begin a new application.

If you have any queries, please do not hesitate to contact us:
Customer Network Solutions
Ph: 02 9853 7977
E: cwadmin@endeavourenergy.com.au

Cancel   End Application

3. If the correct address is not listed, **click** Can't find your address? Click here and **enter the address manually**

4. Click End Application
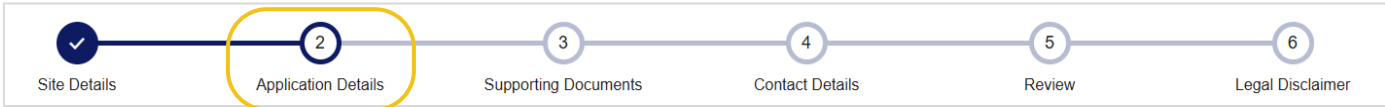
You will receive an email confirming your address correction request.

Our Market Services team will update the address for the NMI.

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② Application Details

When you have completed Site Details, the next step is **2 Application Details**.

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

The questions and required information on step ② **Application Details** differ for each application type – **click the type** below to jump to the relevant page

Connect supply or move assets

💡 **Connect supply or move assets**

Connect load or generation to a new or existing supply. You can also apply to relocate electricity assets or attach third party assets on EE assets.

Select →

- Connection of Load
- Subdivision of land
- Connect a generator
- Relocate or remove asset
- Connect public lighting assets
- Special Small Services / Facilities Access (SNA)
- Connect an embedded network

Work near infrastructure

🪖 **Work near infrastructure**

Request support when working on or near our electricity network typically for building or construction sites.

Select →

- Asset support
- Request Access or Outage
- Overheight load support
- Tiger tail installation or removal
- General or safety advice

Electrical installation inspection

📑 **Electrical installation inspection**

Request for a switchboard review, LV isolation and energise appointment, high voltage or hazardous inspection, or a dispensation request.

Select →

- High voltage inspection
- Low voltage sub isolation and energisation
- Hazardous inspection
- Dispensation Request
- Switchboard Review

Make an enquiry

❓ **Make an enquiry**

Make a preliminary enquiry for a connection service or request technical information.

Select →

- Preliminary Enquiry
- Substation Enquiry

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Connect supply or move assets

CONNECTION OF LOAD

2 Application Details

*When you have entered the Site Details, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Do you have a suitable connection for your Strata Development… – select the relevant response

If **YES** – follow steps below

If **NO** or **NOT APPLICABLE** – follow steps on next page

Note: If you hover over ❓ *you will see helper text that provides guidance on how to answer the question*

❓ If your development is not specific to strata, please select "Not Applicable" to proceed further

Do you have a suitable connection for your Strata Development… **YES**

2. Please provide the Endeavour Energy Reference Number… – enter the reference number

Note: If you hover over What's this, you will see helper text that provides guidance on the reference number to enter in this field

3. Please provide any further details regarding your application - enter as many details as possible so we can assess the application appropriately

4. Click **Continue** when you have completed all required details

The next step in the application is **Supporting Documents**

2 Application Details *(continued)*

CONNECTION OF LOAD *(continued)*

Do you have a suitable connection for your Strata Development**… NO or NOT APPLICABLE**

Note: If you hover over ❓ you will see helper text that provides guidance on how to answer the question

2. Please provide your load details – Select Phase – select the relevant option (Single or Three Phase)

3. What is your total demand – enter the total amps and then click outside the field to validate your entry

4. When you have entered the total demand, you are advised if the application is valid for auto approval

AUTO APPROVED

NMI entered on Site Details and total demand **less than / equal to** 100 Amps for Single Phase OR 63 Amps for Three Phase

Your application will be auto approved and Permission to Connect will be issued after application is submitted.

5. If your application meets the auto approval threshold, there are no further questions on this page

Click Continue

The next step is **Contact Details** 🖱️

(applicant & property owner)

NOT VALID FOR AUTO APPROVAL

Address entered on Site Details or total demand **greater than** 100 Amps for Single Phase OR 63 Amps for Three Phase

Please note your application is not valid for auto-approval. Your application will go through a review process and an application fee of $310.02 will be charged. To proceed, please respond to below questions.

5. If your application is not valid for auto-approval, additional questions display

2 Application Details *(continued)*

CONNECTION OF LOAD *(continued)*

5. Is there an existing load – select the relevant option (**Yes** or **No**)

- If you select **YES** – you are then prompted to select the **existing Phase** and enter the **existing load**

- If you select **NO**, these questions are not displayed, and you are prompted to select the type of development

6. What type of development are you applying for– select the relevant option from the list

7. When do you need your connection by - enter the date or click 🗓 to select the date from a calendar

Connection date

QUICK TIPS!

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

8. Please provide any further details regarding your request - enter as many details as possible so we can assess the request appropriately

9. Click [Continue] **when you have completed all required details**

The next step in the application is **Supporting Documents** 👆

Connect supply or move assets	SUBDIVISION OF LAND

2 Application Details

When you have entered the Site Details, the next screen is **Application Details**

1. How would you best describe your subdivision – select from the list

*Note: if you select **Strata Development**, you are advised that this requires a New Connection Load application. Click Proceed to return to the Home page (where you can then select the correct application type).*

*For **all other subdivision** types, the next question displays (**intended use** - step 2 below)*

2. What is the intended use of the development – select from the list

3. Do you have a suitable connections…and only require a Notification of Arrangement letter from us – select **Yes** or **No**

- If you select **NO**, you are prompted to enter lots / reserves and quantities *(follow step 4 on the next page)*

OR

- If you select **YES** – you are prompted to provide any further details *(follow steps 4 & 5 below)*

4. Please provide any further details regarding your application - enter as many details as possible

5. Click [Continue] when you have completed all required details

The next step in the application is **Supporting Documents**

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2 Application Details

steps continued from previous page

4. Please provide additional details regarding your subdivision - note the following validations on this question:

- the fields **on the left** side of the page will accept entries entered as a **range** e.g. "1-100"

- the fields **on the right** side of the page will accept **single entries** such as "5", "25" or "100"

For example, if **Single Dwelling Lots** is populated, then **Quantity of Single Dwelling Lots** *(on the right)* becomes mandatory

5. When do you need your connection by - enter the date or click ⊞ to select the date from a calendar

Date — QUICK TIPS!

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

6. Please provide any further details regarding your application - enter as many details as possible

7. Click Continue **when you have completed all required details**

The next step in the application is **Supporting Documents** 👆

2 Current Equipment

Connect supply or move assets | **CONNECT A GENERATOR**

2 — ✓ Site Details — **2** Current Equipment — 3 New Equipment — 4 Contact Details — 5 Review — 6 Legal Disclaimer

*When you have entered the Site Details, the next screen is **Current Equipment***

A red asterisk * denotes a mandatory field

Please select available phases at the site *

○ Single Phase | 🔆 Three Phase — **1**

1. Select whether there is a **Single Phase** or **Three Phase** at the site*

After selecting the phase at the site, our records will show that there is either:

- no existing equipment currently on site
- there is existing equipment on site

- If our records are **incorrect** and you need to **+ Add Existing Connection**, steps below

- If our records are **incorrect** and you need to **Edit or Delete Existing Connections**, click here 👆

- If our records are **correct, Click** Continue and follow the steps here 👆

+ Add Existing Connection — **2**

2. If our records are incorrect and you have an existing connection at the site, click on **+ Add Existing Connection**

Additional fields may display as you select responses

3. Select your connection information (**Type**, **Manufacturer**, **Model**), from the drop-down list

ℹ Select 🗑 to delete your inputs at any time

3

	Type *	Manufacturer *	Model *	Quantity *	Capacity *	
AC Connection	Select ⌄	Select	Select	1	—	🗑

Quantity *

1 — **4**

4. Edit the **quantity**, if relevant

5

5. If relevant, select the **device information** from the menu and **edit the quantity** if greater than 1

Device Battery		Select ⌄	Select	1	—	🗑

+ Add Existing Device

6. If relevant, **Add** further Existing Device information

Click Continue when you have completed all required details

CONNECT A GENERATOR *continued*

2 Current Equipment (*continued*)

Follow these steps if our records are **incorrect** and you need to **Edit or Delete Existing Connection**

*Note: If our records are **correct** and you are decommissioning the current equipment on site, don't delete 🗑 the records at this step. You will be able to decommission equipment in the next step "New Equipment"*

To **Edit Current Equipment** (Connections and/or Devices):

1. Click on the pen ✏ icon to edit existing equipment (existing connection or device)

ℹ Click the ↻ symbol to reset changes made to the record

2. Edit connection and/or device fields, where relevant (Type, Manufacturer, Model, Quantity)

3. Click the ✓ icon to save the edits

4. Click Continue

To **Delete Current Equipment** (Connections and/or Devices):

1. Click on the 🗑 icon to delete existing equipment (existing connection or device), which suggests it does not exist at the site

2. The line that has been deleted will become grey greyed out and a **Deleted** icon will appear

3. Click **Continue**

Endeavour Energy

③ New Equipment

| ✓ Site Details | ✓ Current Equipment | ③ New Equipment | ④ Supporting Documents | ⑤ Contact Details | ⑥ Review | ⑦ Legal Disclaimer |

ℹ A red asterisk ***** denotes a mandatory field

*When you have confirmed current equipment at the site, the next screen is **New Equipment***

To **decommission equipment** at the site (connection(s) or device(s)), follow the steps below.

To **add a new connection** click here 👆 to follow the steps on the <u>next page</u>

1. Click 🔧 **Uninstall** on the connection and/or device

Note: Clicking uninstall suggests the relevant equipment will be decommissioned as part of this new connection proposal

2. The relevant line(s) will appear greyed out and an **Uninstalled** icon will appear

Note: Undo edits by clicking the ↻ icon

To **add a new connection** click here 👆 to follow the steps on the <u>next page</u>

CONNECT A GENERATOR *continued*

③ New Equipment *continued*

| Site Details | Current Equipment | New Equipment (3) | Supporting Documents (4) | Contact Details (5) | Review (6) | Legal Disclaimer (7) |

ℹ️ A red asterisk * denotes a mandatory field
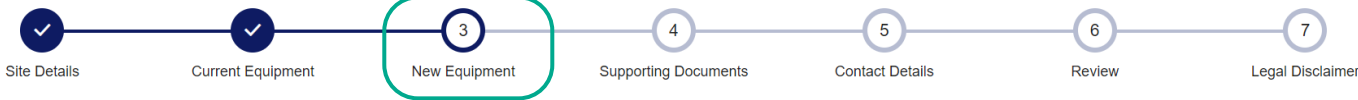
*To **add a new connection** follow the steps below*

New Equipment

ℹ️ Please add any new equipment (AC Connections and Devices) in this section.

+ Add New Connection ⟶ **1**

1. Click **+ Add New Connection**

	Type*	Manufacturer*	Model*	Quantity	Capacity
AC Connection	PV Inverter ⌄	Enphase Energy Australia P ⌄	Select ⌄	1	🗑
Device	PV Panel ⌄	Select ⌄	Select ⌄	1	🗑

⟶ **2**

2. Select your connection information (**Type**, **Manufacturer**, **Model**), from the drop-down list

Quantity *
[1] ⟶ **3**

3. Edit the **quantity**, if relevant

+ Add New Device ⟶ **4**

4. To add another device to this connection, click **+Add New Device**, if relevant

+ Add New Connection ⟶ **5**

5. To add another device to this proposal, click **+Add New Connection**, if relevant

NOTE: After new connection information has been added, you will be advised whether your proposal has an associated fee based on the size of the connection. Applications with no fee will be automatically approved by the system. Application that have associated fees will require payment.

Is there an associated load application or technical enquiry with your generator application?* [Yes | No] ⟶ **6**

6. Click **Yes** or **No** to the question

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*

[_____] ⟶ **7**

Is there an associated load application or technical enquiry with your generator application?* [Yes | **No**]

When do you intend to commission your generator?*
[26/02/2025 📅]

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

7. If you click:

Yes, an Endeavour Energy reference number will need to be provided

No, an intended commission date will need to be provided and any further details about the application

8. Click [Continue] when you have completed all required details

The next step in the application is <ins>Contact Details</ins> 👆

Connect supply or move assets

RELOCATE OR REMOVE ASSET

2 Application Details

*After you have entered the site address in Site Details, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Please provide a description… – enter a description of the asset relocation work or asset removal work

2. Click outside the field to validate your entry. The next question then displays

3. Is there an associated load application… - select **Yes** or **No**

- If you select **Yes**, you are then prompted to enter the Endeavour Energy reference number for the associated load application

- This question does not display if you select **No**

4. When do you need your relocation works by - enter the date or click 📅 to select the date from a calendar

Date QUICK TIPS!

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

5. Click **Continue** when you have completed all required details

The next step in the application is **Supporting Documents** 👆

Endeavour Energy

Connect supply or move assets

CONNECT PUBLIC LIGHTING ASSETS

② Application Details

*When you have entered the address in Site Details, the next screen is **Application Details***

All fields on this screen are mandatory

1. Please provide a description of the public lighting works – enter a description of the public lighting works and then click outside the field to validate your entry
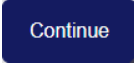
Additional questions or fields will display as you enter responses

2. Please provide details of the public lighting customer – enter the following details:

- **Company Name**
- **Contact Person Name**
- **Contact Number**
- **Contact Email Address**

3. When do you need your connection by - enter the date or select the date from the calendar

QUICK TIPS!

Connection date

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

4. Click [Continue] when you have completed all required fields

The next step in the application is **Supporting Documents**

2 Application Details

*When you have entered the address in Site Details, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. What type of service do you require – select the relevant service (**Special Small Service** / Site Nomination Agreement)

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications***

SPECIAL SMALL SERVICE - *follow steps on the next page* 👆

SITE NOMINATION AGREEMENT

2. Who is the Asset Owner – select from the list:

• **OPTUS / TELSTRA / VODAFONE (TPG)**

  follow steps on page 3X 👆

• **JOLT / EVX**

  follow steps on page 3X 👆

• **COUNCIL**

  follow steps on page 3X 👆

Hover over 🛈 to view helper text / additional guidance and click X to close

Who is the Asset Owner? 🛈

Select...

Does the Attachment of Equipment to the Facilities require Make Ready Works?
Separate application such as "RELOCATE ASSETS" maybe required if for e.g.
1. Replacing a structure such as pole or steel street light column
2. Replacing low voltage bare or PVC insulated conductor circuits along or across the street with XLPE insulated aerial bundled cables so that the asset can be attached
3. Undergrounding mains

Endeavour Energy

② Application Details *(continued)*

SPECIAL SMALL SERVICE

A red asterisk ***** denotes a mandatory field

2. Are you applying for a new unmetered connection or alteration – select the relevant option

(**New unmetered connection** or **Alter an existing…**)

Additional questions display as you select responses

3. What type of device are you connecting – select from the list. *If not listed, select Other and the Specify Other field then displays where you can then enter the device type*

4. Please enter your National Meter Identifier (NMI)… – click **+ Add NMI** and enter the NMI for the site.

Then **click outside the field** to validate your entry

Note**: If you do not have a NMI, enter the reason in **Reason for NMI unavailability

> ⚠ **NMI:** Please enter a valid input for NMI.

If you enter a NMI with the incorrect number of digits, an error displays.

Type over the existing NMI and click outside the field to validate your new entry.

5. Comments – when you click outside the field to validate your NMI entry, the NMI **Status** displays (Valid) and you are prompted to **enter a comment**

If you have multiple NMIs, click **+ Add NMI** and enter the next NMI

6. Please specify the customer asset identifier or number – enter the asset number or asset ID

Then **click outside the field** to validate your entry

SPECIAL SMALL SERVICES / FACILITIES ACCESS

② Application Details *(continued)*

SPECIAL SMALL SERVICE *(continued)*

Please provide some installation details ⑦

Maximum demand *

| 1234 | Amps |

Duty cycle *

Select... ⌄

Daily energy consumption

—

7. Please provide some installation details – enter the **Maximum demand** and select the **Duty cycle**

The **Daily energy consumption** is auto calculated based on these values

---

When do you need your connection by? *

| 01/03/2025 | 📅 | ⑧

Please provide any further details regarding your application *

⑨

Remaining: 3000 characters

⑩

Back   Cancel   Save   Continue

8. When do you need your connection by - enter the date or click 📅 to select the date from a calendar

Connection date   QUICK TIPS!

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

9. Please provide any further details regarding your application - enter as many details as possible

10. Click Continue **when you have** completed all required details

---

Site Details — Application Details — ③ Supporting Documents — ④ Contact Details — ⑤ Review

Please provide supporting documents

Attach   No attachments

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

☐ Site Plan (showing proposed device location and network connection point)*   ☐ Documentation confirming max demand load specified in the application*

Reason for Required Documents Unavailable *

Remaining: 256 characters

The next step in the application is **Supporting Documents** 👆

SPECIAL SMALL SERVICES / FACILITIES ACCESS

2 Application Details *(continued)*

SITE NOMINATION AGREEMENT

- **OPTUS / TELSTRA / VODAFONE (TPG)**

When you have selected Site Nomination Agreement and the Asset Owner is Optus, Telstra or Vodafone (TPG), you are then prompted to complete the following:

A red asterisk * denotes a mandatory field

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

What type of service do you require? *
[Special Small Service] [Site Nomination Agreement]

Who is the Asset Owner? ❓
[TELSTRA ⌄]

Are you applying for a new site or augmentation? * ①
[New Installation] [Alter an existing installation]

What type of asset are you attaching? *
[Select... ⌄] ②

1. Are you applying for a new site or augmentation – select the relevant option

2. What type of asset are you attaching – select the relevant type (**small cell** / **large cell**)

Additional questions display as you select responses

What type of asset are you attaching? *
[Small Cell ⌄]

ℹ Separate small services application is not required. A PTC will be issued as part of this application.

Facility Description *
[Select... ⌄]

SMALL CELL

When you select **Small Cell**, an information message advises that **a separate small services application is not required. A Permission to Connect (PTC) will be issued as part of this application**

What type of asset are you attaching? *
[Large Cell ⌄]

ℹ Please submit a separate New Connection Load application to obtain a Permission to connect.

Facility Description *
[Select... ⌄]

LARGE CELL

When you select **Large Cell**, an information message advises that you must **submit a separate New Connection of Load application to obtain a Permission to connect** (PTC)

② Application Details *(continued)*

SITE NOMINATION AGREEMENT

• **OPTUS / TELSTRA / VODAFONE (TPG)**

What type of asset are you attaching? *
Small Cell

ⓘ Separate small services application is not required. A PTC will be issued as part of this application.

Facility Description *
Pole ③

How many site in total are you applying for? *
1-10 ④

3. Facility Description – select from the list

4. How many sites are you applying for – enter the number of sites (between 1 and 10) and then **click outside the field** to validate your entry

The next questions then display

5. Complete the following fields **for each site:**

⑤
Customer Site ID *
RFNSA ID *
Site Address *
Endeavour Energy Asset Number *
Carrier's Equipment/ Location *
Select...
Power Source Pole/Pillar No *

Please provide details required for Permission to Connect.
Maximum demand *
1234   Amps
Duty cycle *
Select... ⑥

Daily Energy Consumption
—

• **Customer Site ID**
• **RFNSA ID** *(Radio Frequency National Site Archive ID)*
• **Site Address**
• **Endeavour Energy Asset Number**
• **Carrier's Equipment Location** – select from the list of options
• **Power Source Pole/Pillar No**

6. Please provide details required for Permission to Connect – enter the **Maximum demand** and select the **Duty cycle**

The **Daily Energy Consumption** is auto calculated based on these values

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

S.No	NMI	Status	Comments *
No items			

+ Add NMI ⑦

Reason for NMI unavailability *

7. Please enter your National Meter Identifier (NMI)… – click **+ Add NMI** and enter the NMI for the site.

Then **click outside the field** to validate your entry

Note**: If you do not have a NMI, enter the reason in **Reason for NMI unavailability

Hover over ❓ to access a link to a NMI factsheet (click x to close)

2 Application Details *(continued)*

SITE NOMINATION AGREEMENT

• **OPTUS / TELSTRA / VODAFONE (TPG)**

S.No	NMI		Status	Comments *	
1	431141509	⚠			🗑
+ Add NMI			Please enter a valid input for NMI		

If you enter a NMI with the incorrect number of digits, an error displays.

Type over the existing NMI and click outside the field to validate your new entry.

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

S.No	NMI	Status	Comments *	
1	4311415098	Valid	⎯⎯⎯ 8	🗑
+ Add NMI				

8. Comments – when you click outside the field to validate your NMI entry, the NMI **Status** displays (Valid) and you are prompted to **enter a comment**

If you have multiple NMIs, click **+ Add NMI** and enter the next NMI

9. Select the response for the following **Cellular Mobile Telephone Service (CMTS) Details** fields**:**

Additional questions display as you select responses

Cellular Mobile Telephone Service (CMTS) Details **9**

Field	Options
Details of replacement structure provided. *	Yes / No / NA
Details of new structure foundation provided. *	Yes / No / NA / TBC
Will Fibre Optic Cable be installed on Endeavour Energy's structure. *	Yes / No
Certificates demonstrating the predicted emission levels provided. *	Yes / No
Emission exclusion zones are identified. *	Yes / No
Details of Endeavour Energy Assets within non-radiation worker emission exclusion zone. *	Nil / Yes / No
Details of CMTS isolation provided. *	Yes / No
Locations of telecommunications cable pits within 1 metre of Endeavour Energy structures. *	Yes / No
Current and proposed structure loadings. *	Yes / No
A separate box mounted on the shelter with Endeavour Energy's specific key access. *	Yes / No
Control Equipment Location *	

- **Details of replacement structure provided**
- **Details of new structure…**
- **Will Fibre Optic Cable be installed…**
- **Certificates…**
- **Emission exclusion zones…**
- **Details of EE Assets within …**
- **Details of CMTS isolation provided**
- **Locations of telco cable pits…**
- **Current and proposed structure loadings**
- **A separate box mounted on the shelter…**

Endeavour Energy

② Application Details *(continued)*

SPECIAL SMALL SERVICES / FACILITIES ACCESS

SITE NOMINATION AGREEMENT

• **OPTUS / TELSTRA / VODAFONE (TPG)**

Control Equipment Location *

⎯ **10**

EME Isolation switch location for Endeavour's use *

⎯ **11**

Please provide a Description, Quantity, and Dimension of Communication Antenna, Ancillary equipment MHAs, TMAs, RRUs, Combiners, Dish Diplexers etc. *

⎯ **12**

Remaining: 2865 characters

Rental Commencement Date *

1/03/2025 ⎯ **13** 🗓

Please provide other associated application number(s) (where applicable) *

⎯ **14**

Please provide any further details regarding your application *

⎯ **15**

Remaining: 3000 characters

16

Back   Cancel   Save   Continue

10. Control Equipment Location – enter the location and click outside the field to validate your entry

11. EME Isolation switch location for Endeavour's use – enter the location and click outside the field to validate

12. Please provide a Description, Quantity, and Dimension…- enter the details and click outside the field to validate

13. Rental Commencement Date - enter the date or click 🗓 to select the date from a calendar

14. Please provide other associated application number(s) – enter the application number(s) and *click outside the field* to validate your entry

15. Please provide any further details regarding your application - enter as many details as possible

16. Click [Continue] **when you have completed all required details**

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

Please provide supporting documents

[Attach]   No attachments

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

☐ Site Plan (showing proposed device location and network connection point)*   ☐ Documentation confirming Environmental report   ☐ Landowner approvals

☐ Letter of Confirmation of Planning Activity Closure (Council and community consultation)   ☐ EME report showing all zones

☐ Structural strength assessment and certification   ☐ A valid copy of Public Liability and Workers Compensation insurances

☐ All equipment mount drawings (including isolation switch locations / enclosures)

Reason for Required Documents Unavailable *

Remaining: 256 characters

Back   Cancel   Save   Continue

The next step in the application is **Supporting Documents** 👆

② Application Details *(continued)*

SITE NOMINATION AGREEMENT

• JOLT / EVX

When you have selected Site Nomination Agreement and the Asset Owner is Jolt or EVX, you are then prompted to complete the following:

A red asterisk * denotes a mandatory field

1. Are you applying for a new site or augmentation – select the relevant option

2. An information message advises that you must also submit a **Connection of Load request to obtain a PTC**

3. Facility Description – select from the list

4. Endeavour Energy Asset Number – enter the asset number

5. Please specify the customer asset identifier or number – enter the customer asset number or asset ID

6. Then **click outside the field** to validate your entry

7. Does the Attachment of Equipment to the Facilities require any Make Ready Works – select **Yes** or **No**

8. Rental Commencement Date - enter the date or click 🗓 to select the date from a calendar

click outside the field to validate your entry if the next question does not display

9. Please provide other associated application number(s) – enter the application number(s) and *click outside the field* to validate your entry

Endeavour Energy

② Application Details *(continued)*

SITE NOMINATION AGREEMENT

• **JOLT / EVX**

Please provide any further details regarding your application *

Remaining: 3000 characters

| Back | Cancel | | Save | Continue |

10 **10. Please provide any further details regarding your application** - enter as many details as possible

11

11. Click Continue **when you have completed all required details**

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

Please provide supporting documents

Attach   No attachments

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

☐ Site Plan (showing proposed device location and network connection point)*
☐ Landowner approvals
☐ EME report showing all zones
☐ A valid copy of Public Liability and Workers Compensation insurances

☐ Documentation confirming Environmental report
☐ Letter of Confirmation of Planning Activity Closure (Council and community consultation)
☐ Structural strength assessment and certification
☐ All equipment mount drawings (including isolation switch locations / enclosures)

Reason for Required Documents Unavailable *

Remaining: 256 characters

The next step in the application is **Supporting Documents** 👆

---

2 Application Details *(continued)*

SITE NOMINATION AGREEMENT

• **COUNCIL**

A red asterisk * denotes a mandatory field

When you have selected Site Nomination Agreement and the Asset Owner is Council, you are then prompted to complete the following:

1. Are you applying for a new site or augmentation – select the relevant option

2. Specify the details of other assets you are attaching – enter the asset details

3. Then **click outside the field** to validate your entry

The next question then displays

4. How many sites in total are you applying for – enter the number of sites and then **click outside the field** to validate your entry

The next question then displays

5. Does your equipment require power – select **Yes** or **No**

6. Complete the following fields **for each site**:

• **Street Name & Number**

• **Suburb**

• **Endeavour Energy Asset Number (if applicable)**

• **Structure Type –** select from the list of options

• **Attachment type** – select from the list of options

• **Material use for mounting attachment…**

• **Purpose of the attachment**

• **Proposed dates – Installation… -** enter the date directly in this field or click 📅 to select from the calendar

• **Proposed dates – Removal…** enter the date directly or select from the calendar

SPECIAL SMALL SERVICES / FACILITIES ACCESS

② Application Details *(continued)*

SITE NOMINATION AGREEMENT

• **COUNCIL**

Does your equipment require power? * [Yes | No]

Street Name & Number *

Suburb *

Endeavour Energy Asset Number (if applicable)

Structure Type *
Select...

Attachment type *
Select...

Material used for mounting attachment which is in physical contact with Endeavour Energy Structure *

Purpose of the attachment *

Proposed dates - Installation of attachment *

Proposed dates - Removal of attachment *

Please provide details required for Permission to Connect.   ⑦
Maximum demand *
1234   Amps

Duty cycle *
Select...

Daily Energy Consumption
—

(this page is not relevant if your equipment does not require power – go to the next page)

If your **equipment does require power**, the following additional fields are displayed if you select **Yes**:

7. Please provide details required for Permission to Connect – enter the **Maximum demand** and select the **Duty cycle**

The **Daily Energy Consumption** is auto calculated based on these values

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

S.No	NMI	Status	Comments *	
No items				

+ Add NMI   ⑧

Reason for NMI unavailability *

8. Please enter your National Meter Identifier (NMI)… – click **+ Add NMI** and enter the NMI for the site.

Then **click outside the field** to validate your entry

Note: *If you do not have a NMI, enter the reason in **Reason for NMI unavailability***

If you enter a NMI with the incorrect number of digits, an error displays.

Type over the existing NMI and click outside the field to validate your new entry.

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

S.No	NMI	Status	Comments *	
1	4311415097	Valid	⑨	🗑

+ Add NMI

Please provide any further details regarding your application *

Remaining: 3000 characters

[Back] [Cancel]   [Save] [Continue]

9. Comments – when you click outside the field to validate your NMI entry, the NMI **Status** displays (Valid) and you are prompted to **enter a comment**

If you have multiple NMIs, click **+ Add NMI** and enter the next NMI

Endeavour Energy

② Application Details *(continued)*

SITE NOMINATION AGREEMENT
• **COUNCIL**

Please provide any further details regarding your application *

10

Remaining: 3000 characters

11

Back   Cancel   Save   Continue

---

10. Please provide any further details regarding your application - enter as many details as possible

11. Click [Continue] when you have completed all required details

---

Please provide supporting documents

Attach   No attachments

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

☐ Site Plan (showing proposed device location and network connection point) *
☐ Documentation confirming Environmental report
☐ Letter of Confirmation of Planning Activity Closure (Council and community consultation)
☐ Structural strength assessment and certification
☐ All equipment mount drawings (including isolation switch locations / enclosures)

☐ AS3000 Max. Demand Calculations *
☐ Landowner approvals
☐ EME report showing all zones
☐ A valid copy of Public Liability and Workers Compensation insurances

Reason for Required Documents Unavailable *

Remaining: 256 characters

Back   Cancel   Save   Continue

The next step in the application is **Supporting Documents** 👆

Endeavour Energy

Connect supply or move assets

CONNECT AN EMBEDDED NETWORK

2 Application Details

When you have entered the address in Site Details, the next screen is Application Details

A red asterisk ***** denotes a mandatory field

1. Is your application related to a new connection or upgrade of a generator… – select the relevant response

• If you select **YES** – you are advised that you require a generator application

2. Click [proceed] to return to the Home screen *(click OK if prompted to discard changes).* Select **Connect supply or move assets** application type and then select **Connect a generator** service

OR

OR

• If you select **NO**, the next question is displayed

2. Please provide a description of your embedded network request – enter as much information as possible and then **click outside the field** to validate your entry

Additional questions will then display

3. Please enter your Parent NMI… – click **+ Add NMI**

4. Enter the **Parent NMI** and then **click outside the field** to validate your entry, *OR, if you do not have a NMI, enter a reason in the Reason for NMI unavailability field*

Endeavour Energy

2 Application Details *(continued)*

Is there an associated load application with your embedded network application?*   Yes   No

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

Is there an associated load application with your embedded network application?*   Yes   No

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

Company Name*

Contact Person Name*

Contact Number*

Email*

5. Is there an associated load application… - select the relevant response:

- 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)*

- If you select **NO**, this question is not relevant and does not display

6. Please provide details of the nominated Embedded Network Manager – complete the following fields:

- **Company Name**
- **Contact Person Name**
- **Contact Number** *(enter the number without spaces)*
- **Email**

7. When do you need the Embedded Network registration by - enter the date or select the date from the calendar

Date   QUICK TIPS!

You can enter the date directly in this field. As you enter the date the system automatically formats the date i.e. adds the forward slash /

8. Click **Continue** when you have completed all required details

The next step in the application is **Supporting Documents**

Endeavour Energy

2 Application Details

Work near infrastructure

*When you have entered the Site Details, the next screen is **Application Details***
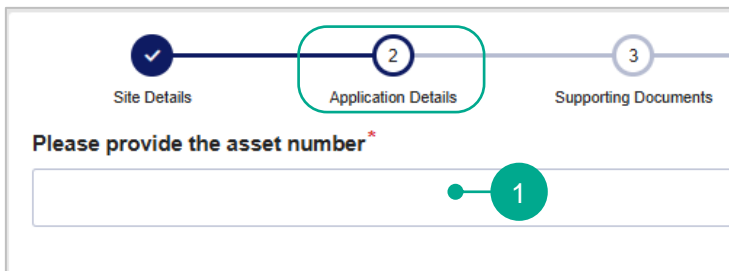
ASSET SUPPORT

REQUEST ACCESS OR OUTAGE

OVERHEIGHT LOAD SUPPORT

TIGER TAIL INSTALLATION OR REMOVAL

The required questions and fields are identical for:

- **Asset support**
- **Request Access or Outage**
- **Overheight load support**
- **Tiger tail installation or removal.**

A red asterisk * denotes a mandatory field
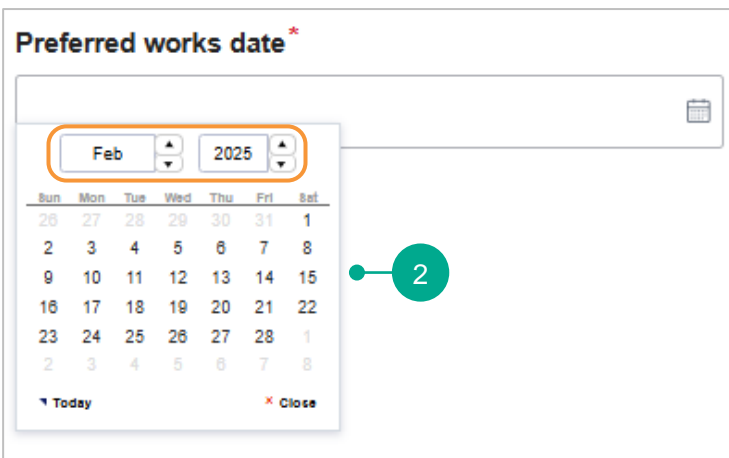
Site Details ✓ ── 2 Application Details ── 3 Supporting Documents

Please provide the asset number*

[1]

1. Please provide the asset number – enter the asset number **and then click outside the field** to validate your entry

Additional questions or fields will display as you enter or select responses

Preferred works date*

Feb	2025
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

◥ Today   × Close

[2]

2. Preferred works date - select the date from the calendar *(use the arrows to scroll through the months / years)*

QUICK TIPS!

Month and year

*If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter the first three letters of the month e.g. mar*

(instructions are continued on the)

2 Application Details *(continued)*

Intended works duration*

3 weeks ● ③

3. Intended works duration – enter the planned or proposed duration of works e.g. 4 hours, 2 weeks etc.

Click outside the field to validate your entry.

Please provide a detailed description of your request*

Request to install tiger tails on overhead mains between poles 12345 and 56789 for a period of 3 weeks ④

Remaining: 2897 characters

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

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

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications***

5. Click [Continue] **when you have completed all required details**

The next step in the application is **Supporting Documents** 👆

Work near infrastructure

GENERAL OR SAFETY ADVICE

2 Application Details

*When you have entered the Site Details, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Select the type of network asset located near the site – select the asset type from the drop-down list

Additional questions will display after you select the type of asset

2. Please provide the network asset number if available – enter the asset number or leave this field blank if not known or not available

3. Proposed work/site distance from the network asset – enter the distance in metres or leave blank if not applicable

4. Please select the Work/Request Type – select from the drop-down list

*Note: If the required option isn't listed, select **Other**. The **Specify Other** field then displays, and you can enter the work or request type*

2 Application Details *(continued)*

Additional fields will display as you enter or select responses

Your estimated work commencement date*

11/03/2025 — 5

Your estimated work completion date*

— 6

| Mar ▲▼ | 2025 ▲▼ |

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

◥ Today   ✕ Close

**5. Your estimated work commencement date - ** select the date from the calendar *(use the arrows to scroll through the months / years)*

**6. Your estimated work completion date - ** select the date from the calendar

QUICK TIPS!

Month and year

*If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter the first three letters of the month e.g. mar*

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed (or deleted) later via **Saved Applications***

Endeavour Energy

Home Saved applications Payments My cart Contact us   Project Number 🔍 ✕

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

Select the type of network assets located near the site*

Underground ▼

Please provide the network asset number if available

DS19815

Proposed work/site distance (in meters) from the network asset (where applicable)

5

Please select the Work/Request Type*

Excavation work ▼

Your estimated work commencement date*

11/03/2025 📅

Your estimated work completion date*

14/03/2025 📅

Please provide any further details regarding your request*

— 7

Remaining: 2988 characters

Back   Cancel   Save   Continue — 8

7. Please provide any further details regarding your request - enter as many details as possible so we can assess the request appropriately

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

8. Click [Continue] **when you have** completed all required details

The next step in the application is **Supporting Documents** 👆

Endeavour Energy

2 Application Details — *Electrical installation inspection* — HIGH VOLTAGE INSPECTION

When you have entered the NMI in Site Details, the next screen is **Application Details**

A red asterisk * denotes a mandatory field

1. HV Customer Number – enter the customer number and **then click outside the field** to validate your entry

Additional questions will display after you enter or select responses

Note*: If you click* **Save** *or* **Cancel** *on this page, your application can be edited and completed or deleted via* **Saved Applications**

2. Please provide the Endeavour Energy Reference Number – enter the reference number

Note: By hovering over *What's this*, you can see helper text that offers instructions on what to enter in this field

3. Isolation has been arranged and confirmed via our Control Room – select the relevant response:

- If you select **NO** – you are then prompted to confirm if the **site is subject to local isolation**

- If you select **YES**, the question *(is the site subject to local isolation)* is not relevant so does not display

4. Preferred Inspection Date and Time – click the **calendar icon** and select the **time** and then select the **date**

Use the arrows to scroll through the times and dates or enter directly (see Quick Tips)

If you click on the calendar again to change the time, select the new time and then click on the date again

Hover over ❓ to view helper text / additional guidance

QUICK TIPS!

Time and Date

Select the **time** first and **then select the date** – the calendar view closes when you select a date.

If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter dec, or click in the minutes field and enter 30

5. Please provide any further details regarding your request - enter as many details as possible so we can assess the request appropriately

6. Click [Continue] **when you have completed all required fields**

The next step in the application is **Supporting Documents** 👆

2 Application Details

*When you have entered the NMI in Site Details, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Please provide the asset number – enter the asset number and **then click outside the field** to validate your entry

Additional questions will display as you enter or select responses

2. Is the asset an indoor substation or within an indoor substation – select the relevant response:

- If you select **YES** – you are advised that this work requires full Endeavour Energy supervision

- If you select **NO**, this note is not displayed

3. Preferred Isolation Date & Time – click the **calendar icon** and select the **time** and then select the **date**

Use the arrows to scroll through the times and dates

Time and Date — QUICK TIPS!

Select the **time** first and **then select the date** – the calendar view closes when you select a date.

If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter mar, or click in the minutes field and enter 30

*If you click on the calendar again **to change the time**, select the new time and then click on the date again*

Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications**

LOW VOLTAGE SUB ISOLATION AND ENERGISATION *continued*

2 Application Details *(continued)*

Preferred Isolation Date & Time ❓ *

31/03/2025 7:00 AM

Preferred Restoration Date & Time ❓ *

4

4. Preferred Restoration Date & Time – click the **calendar icon** and select the **time** and then select the **date**

*If you click on the calendar again **to change the time**, select the new time and then click on the date again*

Hover over ❓ to view helper text

❓ *

Whenever changing the time please click on date again for change of time to be saved.

Zoom

QUICK TIPS!

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

Are you working on Endeavour Energy's isolated equipment such as LV circuit breaker or fuse? *   Yes No   5

Installation Inspector Requirement Guide

Low voltage Access Authority (LVAA) Required

Padmount substation

HV | Transformer | LV | Service/consumer mains

Operating Agreement Required

Main switchboard

SPD

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

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

If further guidance is required, please contact Inspections via inspection@endeavourenergy.com.au

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

Detailed description & scope of work being undertaken *

Remaining: 3000 characters

Back   Cancel   Save   Continue

6

5. Are you working on EE's isolated equipment such as LV circuit breaker or fuse

- If you select **NO**, you are prompted to enter a **Detailed description** of the work

(and there are no further questions on the Application Details step)

Continue

6. Click ▮ to proceed to the next screen - Supporting Documents 🖱️

(instructions are continued on)

OR

OR

Are you working on Endeavour Energy's isolated equipment such as LV circuit breaker or fuse? *   Yes NO   5

Installation Inspector Requirement Guide

Low voltage Access Authority (LVAA) Required

Padmount substation

HV | Transformer | LV | Service/consumer mains

Operating Agreement Required

Main switchboard

SPD

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

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

If further guidance is required, please contact Inspections via inspection@endeavourenergy.com.au

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

Will there be an authorised person to accept LVAA? *   Yes No

5. Are you working on EE's isolated equipment such as LV circuit breaker or fuse

- If you select **YES**, additional questions will display

(instructions are continued on the)

LOW VOLTAGE SUB ISOLATION AND ENERGISATION *continued*

② Application Details *(continued)*

Note: Please provide the details of the authorized person, including their NAAS ID, in the later 'ASP' contact section

6. **Will there be an authorised person to accept LVAA** (Low Voltage Access Authority)

- If you select **YES**, a prompt requests that you provide the details of the authorised person in the later **ASP** section *(this is on step 4 – Contact Details)*

7. Detailed description & scope of work being undertaken - enter as many details as possible so we can assess the request appropriately

8. Click **Continue** to proceed to the next screen - Supporting Documents

---

OR   OR

6. **Will there be an authorised person to accept LVAA** (Low Voltage Access Authority)

- If you select **NO**, an additional LVAA question will display (see below)

7. **Is Endeavour Energy required to provide a staff member to hold the LVAA** – select Yes or No

8. Detailed description & scope of work being undertaken - enter as many details as possible so we can assess the request appropriately

9. Click **Continue** to proceed to the next screen - Supporting Documents

Electrical installation inspection | **HAZARDOUS INSPECTION**

② Application Details

*When you have entered the NMI on the Site Details step, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Preferred Inspection Date and Time – click 📅 to display the calendar

2. Select the **time** and then select the **date**

(use the arrows to scroll through the times and dates or enter directly – see Quick Tips)

> **Time and Date**
> QUICK TIPS!
>
> Select the **time** first and **then select the date** – the calendar view closes when you select a date.
>
> If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter mar, or click in the minutes field and enter 30

3. Click outside the field to validate your entry

4. Please provide any further details regarding your request - enter as many details as possible so we can assess the request appropriately

You can upload the CCEW as an attachment in the next step (Supporting Documents)

5. Click [Continue] when you have completed all required details

The next step in the application is **Supporting Documents** 👆

Electrical installation inspection

DISPENSATION REQUEST

② Application Details

*When you have entered the NMI on the Site Details step, the next screen is **Application Details***

A red asterisk ***** denotes a mandatory field

Additional questions or fields will display as you enter responses

1. Please provide the Endeavour Energy Reference Number * – enter the reference number

Note: By hovering over *What's this*, you can see helper text that offers instructions on what to enter in this field

2. **Service and Installation Rules Clause Number** - specify the clause(s) that applies to your exemption eligibility

3. Please provide any further details regarding your request - enter as many details as possible so we can assess the request appropriately

You can upload a site plan as an attachment in the next step (3 – Supporting Documents).

4. Click [Continue] **when you have completed all required details**

The next step in the application is **Supporting Documents** 👆

Electrical installation inspection | **SWITCHBOARD REVIEW**

② Application Details

*When you have entered the NIM (Site Details screen), the next step is **Application Details***

A red asterisk ***** denotes a mandatory field

1. Please provide the Endeavour Energy Reference Number – enter the reference number

and **then click outside the field** to validate your entry

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications***

2. Please provide any further details regarding your request - enter as many details as possible

3. Click Continue **when you have completed all required details**

The next step in the application is **Supporting Documents** 👆

*Note: For Switchboard Reviews, there is a link to download the template for the **Signed Switchboard Compliance Statement** on the Supporting Documents screen*
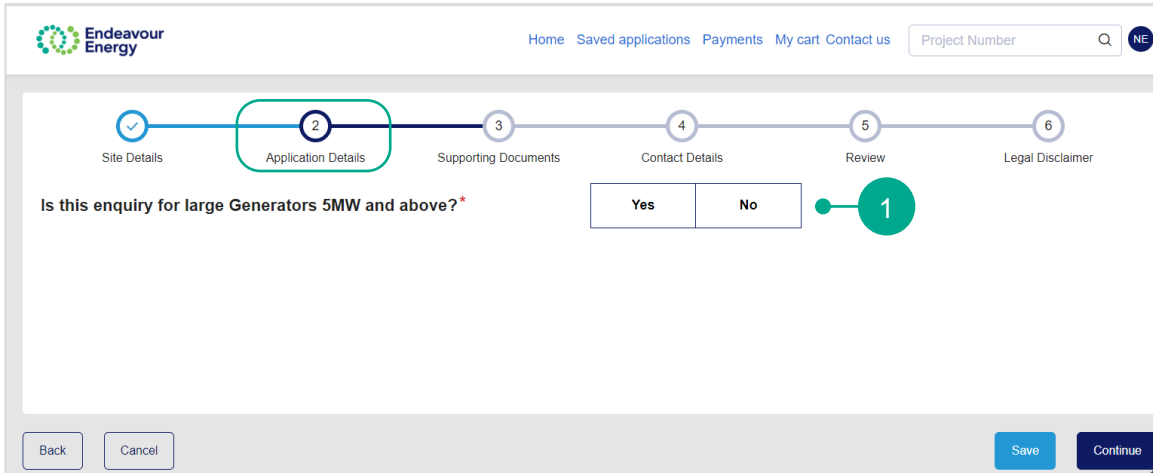
Make an enquiry

PRELIMINARY ENQUIRY

② Application Details

When you have entered the address on the Site Details step, the next screen is **Application Details**

A red asterisk * denotes a mandatory field

1. **Is this enquiry for large Generators 5MW and above?** – select **Yes** or **No**

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

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

3. Click **Continue** when you have completed all required details

Note: If you click Save or Cancel on this page, your application can be edited and completed or deleted via Saved Applications

The next step in the application is **Supporting Documents**

Make an enquiry 〉   **SUBSTATION ENQUIRY**

② Application Details

*When you have entered the address on the Site Details step, the next screen is **Application Details***
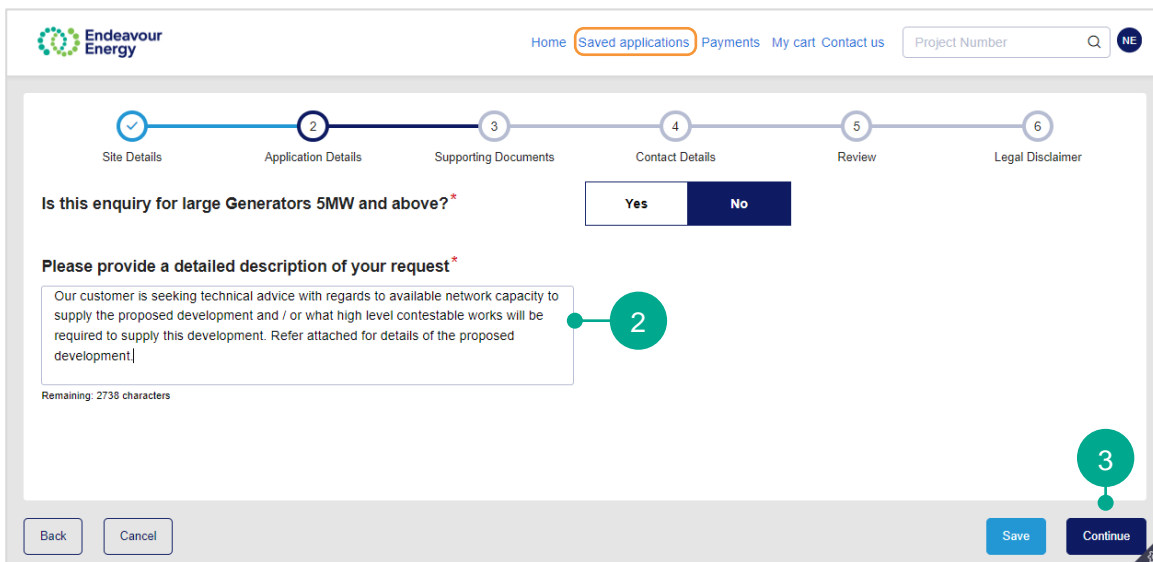

A red asterisk ***** denotes a mandatory field

1. Please provide the asset number – **enter the asset number** and then click outside the field to validate your entry

Additional questions or fields display as you enter responses

2. What type of service do you require? – select the required option (**Load History** / **Site Visual Inspection** / **Both**)

3. Preferred inspection date and time – select the time and date *(use the arrows to scroll through the times and the calendar or enter directly)*

Time and Date   QUICK TIPS!

Select the **time** first and **then select the date** – the calendar view closes when you select a date.

If you do not want to scroll through the values, you can **click in a field** and **type the value** e.g. click in the month field and enter dec, or click in the minutes field and enter 30
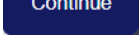

4. Please provide a detailed description of your request - enter as many details as possible of your work proposal so we can assess the request appropriately

You can upload a site plan, sketch or photos as attachments in the next step (Supporting Documents)

5. Click [Continue] when you have completed all required fields

The next step in the application is **Supporting Documents** 👆

*Note: If you click **Save** or **Cancel** on this page, your enquiry can be edited and completed or deleted via **Saved Applications***

3 Supporting Documents

*When you have completed Application Details, the next step is **Supporting Documents***

A red asterisk * denotes a mandatory attachment or field

⚠️ Mandatory attachments **differ depending on the application type**

1. Click [Attach]

2. To upload the documents:

- **Drag and drop documents** into the box

OR

- Click **Select files** to select the files from your drive.

The files are listed. Repeat step 2 if you have more files to attach.

3. Click [Attach] when you have uploaded all relevant documents.

4. Select the checkbox for each document type you have attached.

5. Click [Continue] when you have completed all required details.

The next step in the application is **Contact Details** 👆

ℹ️ **No documents to attach?**

If you do not upload and attach the documents, you must populate the reason for not uploading the required documents.

4 **Contact Details**

When you have attached the Supporting Documents, the next step is **Contact Details**

❗ Contact types differ depending on the application type.

You may be prompted to enter any of the following:
- **Applicant**
- **Site Contact**
- **Property Owner**
- **Developer**
- **ASP**

Applicant details

Your **Contact Name**, **Company Name**, **Contact Number**, **Email** and **Address** are prepopulated from your Customer Portal user profile

1. Contact Number – change, if required

2. Address – this can also be changed, if required

A red asterisk * denotes a mandatory field

Contact types differ depending on the application type so you may not be prompted to enter these details

Site Contact / Developer/ Property Owner details

3. If the **Site Contact** or **Developer** or **Property Owner** details **are the same** as the applicant details, select the **Same as Applicant** checkbox.

If the details **are not the same** as the Applicant details, you will need to manually enter the contact information.

ⓘ If your application type prompts you to enter a site contact, they will receive an email when you submit your application (the email advises that they have been nominated as a site contact for this project).

④ Contact Details *continued*

ASP details

4. Is there an Accredited Service Provider... - if prompted, select the relevant response:

- If there is no ASP - select **NO** and go to step 5 below

  OR

- If there is an ASP or ASPs, select **YES**

  Select the checkbox for the relevant type or types:

  - **ASP1 – Construction**
  - **ASP2 – Connection**
  - **ASP3 - Design**

  Enter the details for the ASP or ASPs

5. Click [Continue] when you have completed all required details

The next step in the application is Review 👆

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications** (top of the screen)*

5 Review

*When you have reviewed or entered the Contact Details, the next screen is **Review***

1. Scroll down the page to review all the information you have entered and check the details are correct

*Note: If you click **Save** or **Cancel** on this page, your application can be edited and completed or deleted via **Saved Applications***

2. If you need to make any changes, **click** Back to go back to each previous screen

Alternatively, click on the step at the top of the page to jump to that page e.g. Site Details

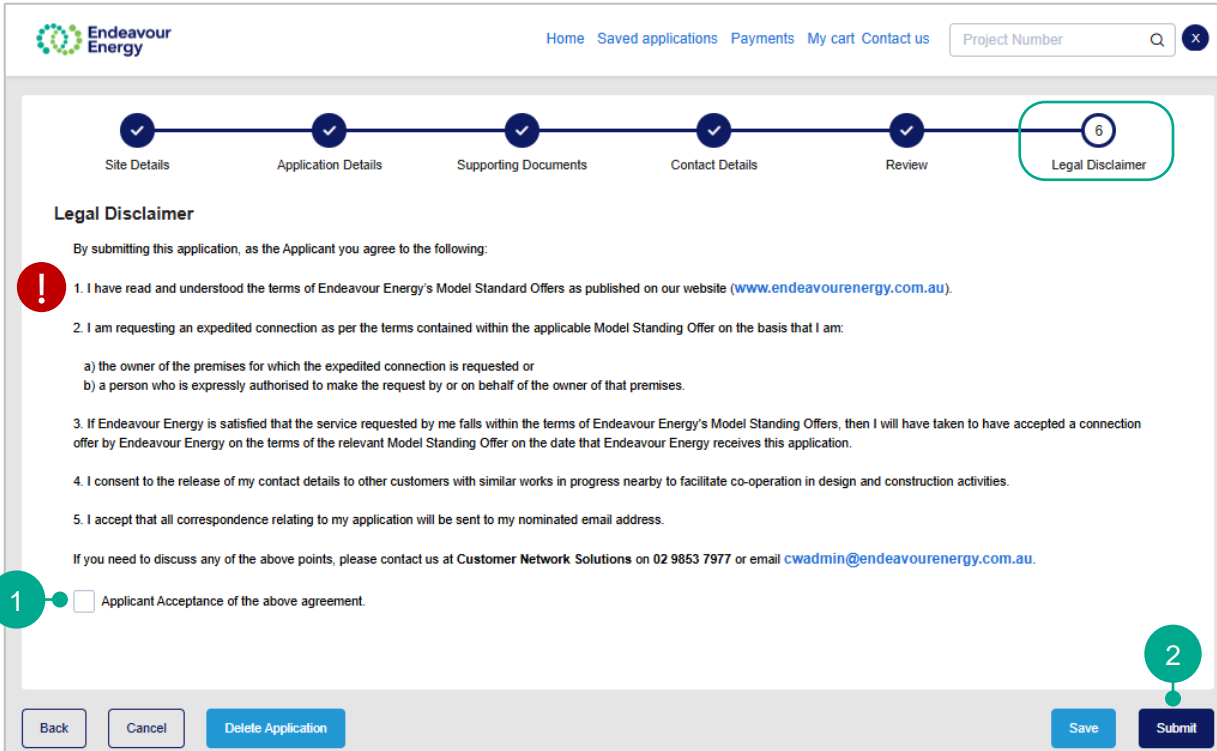**Make the required changes** and click Continue to save the changes and move through each page

3. When you have reviewed the information, **click** Continue

The next step in the application is Legal Disclaimer 👆

⑥ Legal Disclaimer

*When you have reviewed the application, the next screen is **Legal Disclaimer***

> ❗ **Note**: *The wording of the Legal Disclaimer differs depending on the application type*

Read the Legal Disclaimer

1. If you want to proceed with the application, **select** the [✓ Applicant Acceptance of the above agreement] checkbox

2. Click [Submit] to proceed

The next step in the application 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.

Thank you for your application submission   OR   **Payment Lodgement**

When you have read and accepted the Legal Disclaimer, the next screen is either:

- ***Thank you for your application submission*** *– if there is no fee so* **no payment required**

  OR

- ***Payment Lodgement*** *– if there is a fee so* **payment is required**

Thank you for your application submission

Thank you for your application submission.

The application will now progress to assessment unless all required documents have not been received. We will send you an email confirming your Endeavour Energy reference number and provide you with a copy of your submitted application form for your reference.

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

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

Customer Ne
P: 02 9853 7:
E: cwadmin

Close

Thank you for your application submission.

Permission to Connect letter will be issued to you and the nominated Retail customer/Property owner via email. You can also access it from our Connections Portal under Project dashboard..

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

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

Close

1. Click [Close]. You are returned to the Connections Portal Home page.

OR   OR

Payment Lodgement

Home Saved applications Payments My cart Contact us Project Number

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	$▮▮▮

✓ Site Details ✓ Application Details ✓ Supporting Documents ✓ Contact Details

[✎ Edit Application] [⇨ Proceed To Payment] ①

Cancel Delete Application

1. Click [⇨ Proceed To Payment]
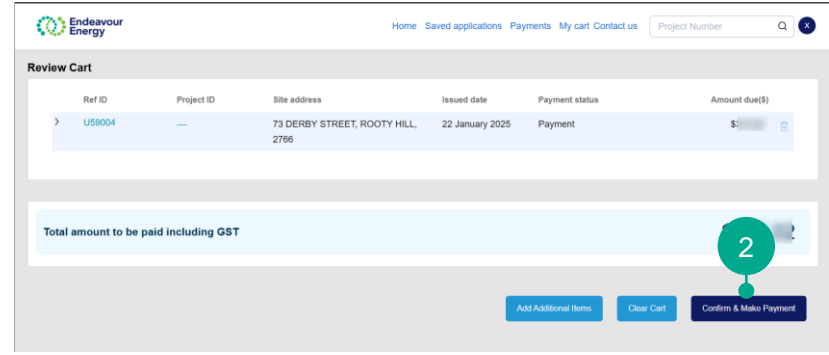
(instructions are continued on the next page) 👆

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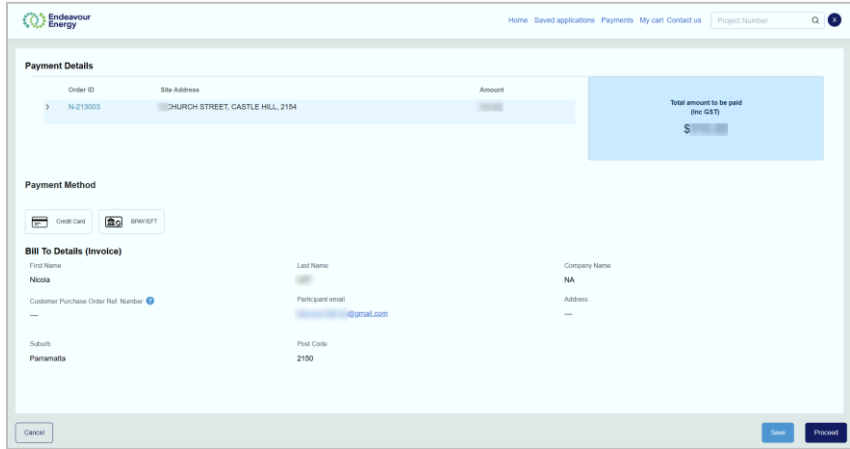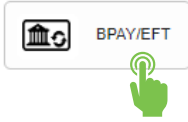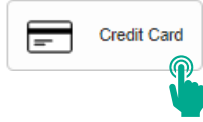
Review Cart

Click > to expand the row if you want to display additional details

2. Click [Confirm & Make Payment]

Payment Details

Next steps - differ depending on the payment method you want to select

ℹ The next pages in this guide include a summary of the steps to pay via credit card, BPAY or EFT when you lodge your application.

For instructions on combining payments, nominating another billing party and paying at a later date, refer to the **Make a Payment user guide** 👆 or **how to video** 👆 on our **Support Materials** 👆 page

HOW TO PAY BY CREDIT CARD

Payment Details

3. Click [Credit Card]

Only the account holder of the Connections Portal account can pay via credit card.

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]

Thank you for choosing Credit Card as your payment option

5. Click [Pay]

Non Refundable Fee
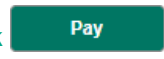

6. Click [Proceed] if you are happy to continue

Payment Details

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

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

8. **Click** [Pay] to complete the payment

Thank you for your payment
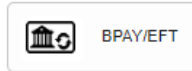

9. Click [Close]

You are returned to the Connections Portal Home page. Your application is listed in the **My Projects** section (*it may take a few minutes for it to be listed*).

Endeavour Energy
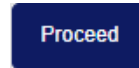
HOW TO PAY BY BPAY / EFT

Payment Details

1. Click [BPAY/EFT]

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

3. Click [Proceed]

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

BPAY Payment Details

4. Click [Proceed]

Non Refundable Fee

5. Click [Proceed] if you are happy to continue

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

6. Click [Close]

An email will be sent to the nominated **billing party** with the BPAY and EFT details to use for the payment.

You are returned to the Connections Portal Home page. Your application is **not listed** in the **My Projects** section as the fee has not yet been paid.

Email Notifications and Tax Invoices

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. **The reference number only applies to this application**. A different BPAY and EFT reference number is generated for other applications / fee payments.