

# Connections Portal User Guide



# Table of Contents

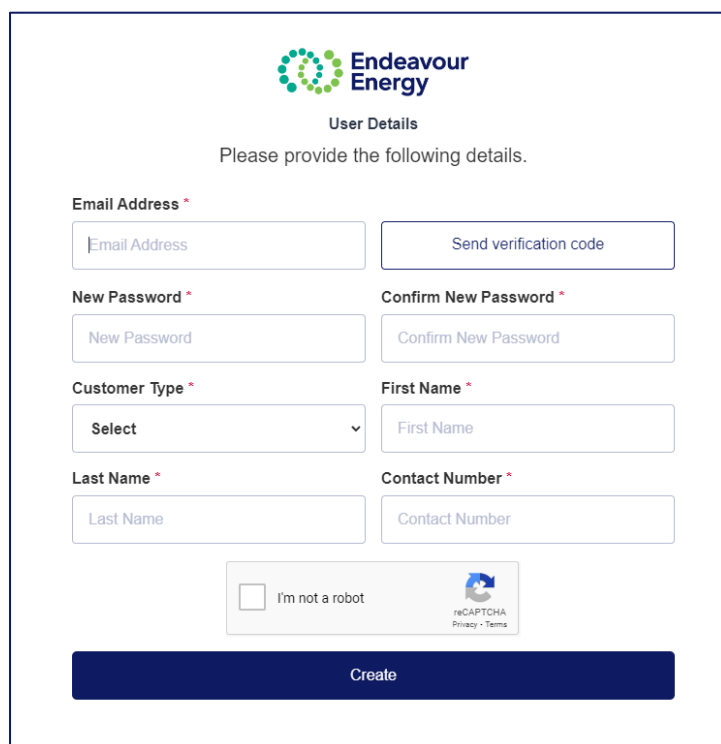
<b>Self-Registration</b>	<b>5</b>
<b>Home page</b>	<b>6</b>
<b>New Connection/Increase Load</b>	<b>7</b>
Site details	7
Additional Load to an existing connection	10
New Permanent Connection	11
Temporary Builder Supply	11
Upgrade an Existing Service to 3 Phase	12
National Meter Identifier (NMI) Validation	12
Connection Details	13
Supporting Documents	13
Contact Details	14
Applicant Contact Details	14
Applicant Address – Auto Search	14
Developer Contact details	14
Accredited Service Provider (ASP) Contact Details	15
Review	15
Legal Disclaimer	15
Payment Lodgement	16
Payment	16
<b>Dashboard</b>	<b>17</b>
Project details	17
Project Contact	17
Milestone Details	18
Fee Details	18
Report Export	18
<b>Sub-Divisions</b>	<b>19</b>
Site Details	19
Application Details	19
Connection Details	19

Supporting Documents	19
Contact Details	19
Review	20
Legal Disclaimer	20
Payment Lodgement	20
Payment Details	20
<b>Generator Connections</b>	<b>21</b>
Site Details	21
Application details	21
Generator Type	21
National Meter Identifier (NMI) Validation	22
Supporting Documents	22
Contact Details	22
Review	22
Legal Disclaimer	22
Payment Lodgement	22
Payment Details	22
<b>Unmetered Supply/Special Small Service (SSS)</b>	<b>23</b>
Site Details	23
Application Details	23
Unmetered Supply National Meter Identifier (NMI) Validation	23
Supporting Documents	24
Contact Details	24
Review	24
Legal Disclaimer	24
Payment Lodgement	24
Payment Details	24
<b>Public Lighting Assets</b>	<b>25</b>
Site Details	25
Application Details	25
Supporting Documents	26
Contact Details	26
Review	26
Legal Disclaimer	26
Payment Lodgement	26
Payment Details	26
<b>Remove/Relocate Assets</b>	<b>27</b>

Site Details	27
Application Details	27
Supporting Documents	27
Contact Details	27
Review	27
Legal Disclaimer	27
Payment Lodgement	28
Payment Details	28
<b>Embedded Network</b>	<b>29</b>
Site Details	29
Application Details	29
Supporting Documents	30
Contact Details	30
Review	30
Legal Disclaimer	30
Payment Lodgement	30
Payment Details	30
<b>Technical Enquiry</b>	<b>31</b>
Site Details	31
Application Details	31
Supporting Documents	31
Contact Details	31
Review	31
Legal Disclaimer	31
Payment Lodgement	31
Payment Details	31
<b>Notifications</b>	<b>32</b>
<b>Troubleshooting</b>	<b>35</b>
Calendar icon not working	35

# Self-Registration

- [Click here](#) to access the Connections Portal log in page
- From here, you can either sign in, or to register, click *Sign up now*
- Enter your email address and click *Send verification code*. An email will then be sent with the verification code
- Do not close the login screen, as you will need to come back to it once you have your verification code



**Endeavour Energy**

User Details


Please provide the following details.

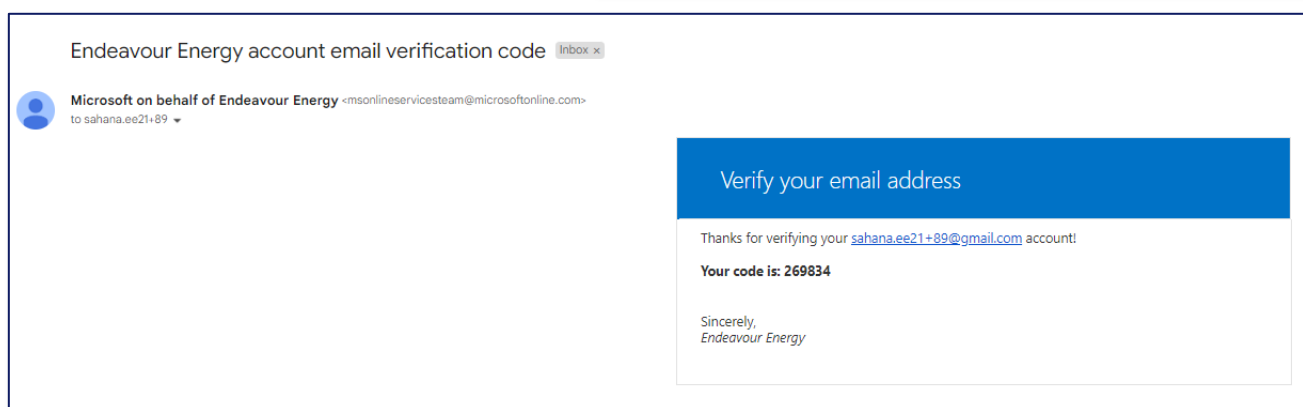
Email Address \*

New Password \*  Confirm New Password \*


Customer Type \*  First Name \*

Last Name \*  Contact Number \*

☐ I'm not a robot 



Endeavour Energy account email verification code Inbox x

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

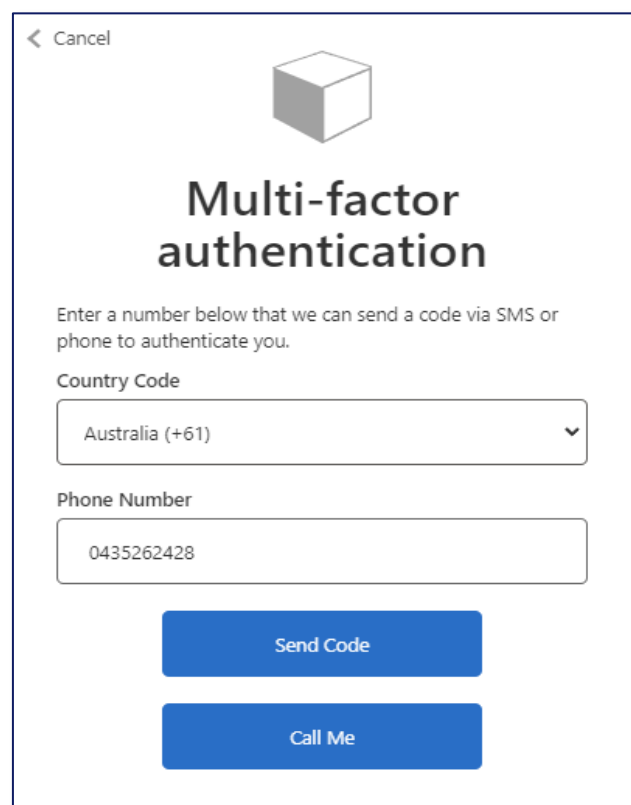
**Verify your email address**

Thanks for verifying your [sahana.ee21+89@gmail.com](#) account!


**Your code is: 269834**

Sincerely,  
Endeavour Energy

- Once you receive the verification code (shown above), input it into the appropriate box on the log in screen, and select *Verify code*
- Continue to input your details into the subsequent fields to complete the form
- Once the form has been submitted, you will need to set up multi-factor authentication (MFA). Input the same mobile number you used on the registration page and select either *Send code* or *Call me*
  - If you select *Send code*, please input the code in the box and proceed
  - If you select *Call me*, please answer the call (it will probably come from an international phone number) and follow the prompts
- You will then be logged in to the Connections Portal



[Cancel](#)



**Multi-factor authentication**

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Phone Number



# Home page

Endeavour Energy

Contact Us Project Number

What service do you require?

New Connection / Increase Load Sub-Division Generator Un Metered Supply / Special Small Service Public Lighting Assets Relocate / Remove Assets Embedded Network Technical Enquiry

My Projects

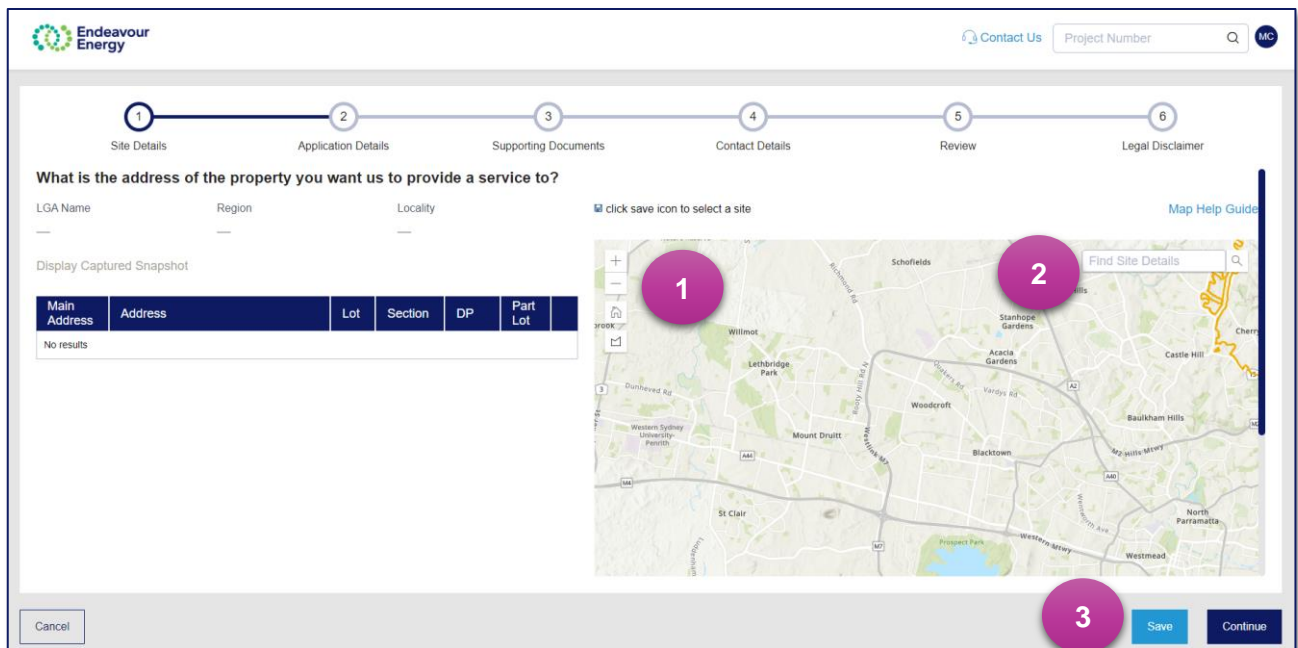
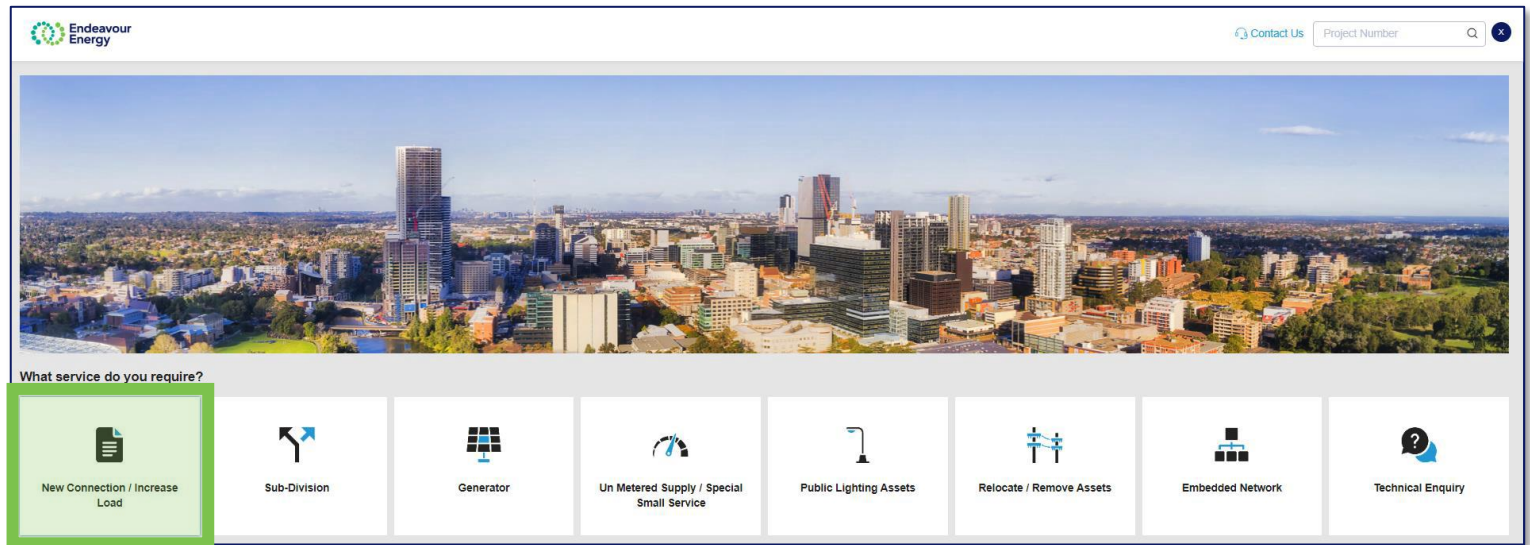
Project ID	Project Street	Project Suburb	Project Status	Status Date	EE Contact
UML10523		HUNTINGWOOD	WORK IN PROGRESS	28 October, 2022	Sunny Mehfooz
NRL9969	7 Drapers Road	COLO VALE	AWAITING ACTION	24 December, 2013	George Tziavopoulos
NRL15974		HUNTINGWOOD	WORK IN PROGRESS	28 October, 2022	Sunny Mehfooz
NRL15972		HUNTINGWOOD	WORK IN PROGRESS	27 October, 2022	Sunny Mehfooz
NRL15971		HUNTINGWOOD	WORK IN PROGRESS	27 October, 2022	Sunny Mehfooz
NRL15969		HUNTINGWOOD	AWAITING ACTION	26 October, 2022	Sunny Mehfooz

Application Pending Processing

ID	Type	Created on	Suburb
N-10011	New Connections	03 November, 2022	
PLT-2002	Public Lighting Asset	03 November, 2022	
ENL-8002	Technical Enquiry	03 November, 2022	
PLT-2001	Public Lighting Asset	03 November, 2022	
ENL-8001	Technical Enquiry	03 November, 2022	
N-10009	New Connections	02 November, 2022	
N-10007	New Connections	02 November, 2022	HUNTINGWOOD
SCL-2001	Special Small Service	27 October, 2022	HUNTINGWOOD

- 1 The Application tiles are displayed here. You can click on any of the service icons to apply for a specific service
- 2 Any project associated with your user email address will be displayed here
- 3 You can use the various search functions to filter your projects
- 4 All saved Applications and/or Applications with payments not completed will be displayed here

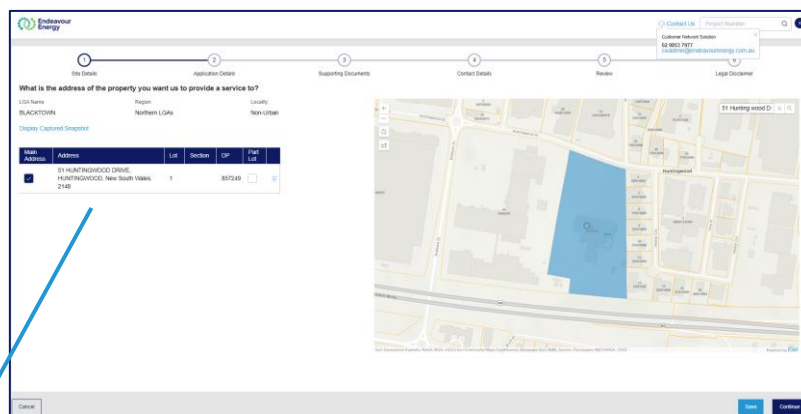
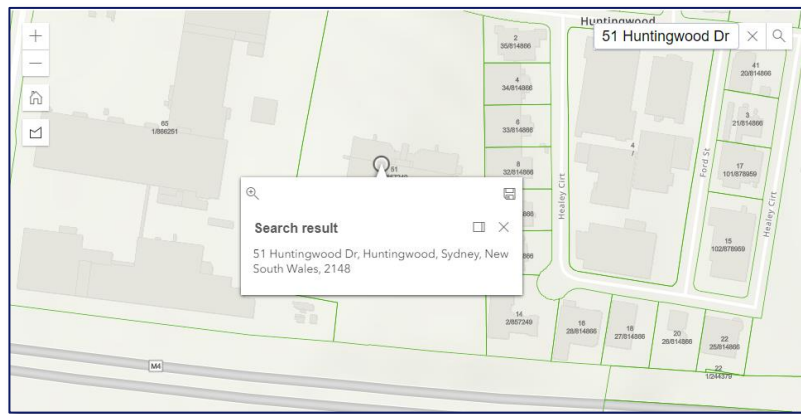
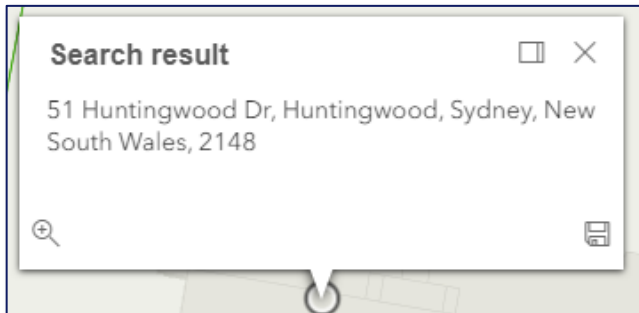
# New Connection/Increase Load



## Site details

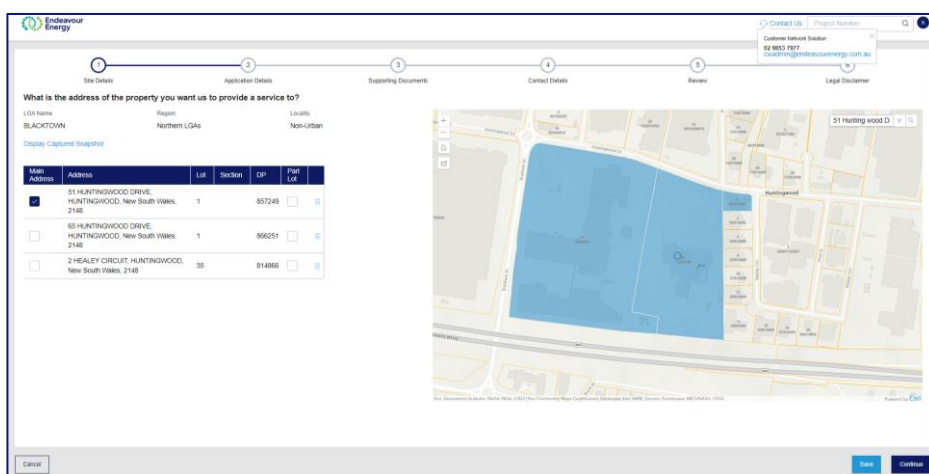
- 1 Use the map buttons to zoom in/out, return to the home location and toggle the polygon feature on/off
- 2 Search for the site address
- 3 You can either save your progress to return to it later, or continue now

- After inputting the address into the search bar and selecting the search button, the address will be displayed on the map
- You can select *Show more results* if the address pictured is not the address required
- Once you find the correct address, click the save icon at the bottom right-hand corner of the pop-up box



- Once the address is selected, the map will colour the property blue and display:
  - LGA
  - region
  - locality
  - whether the site is the main address
  - address

- lot number and section
- DP
- You can choose the check box to indicate partial selection of an address




- If needed, you can select multiple addresses, however at least one address should be marked as the Main Address

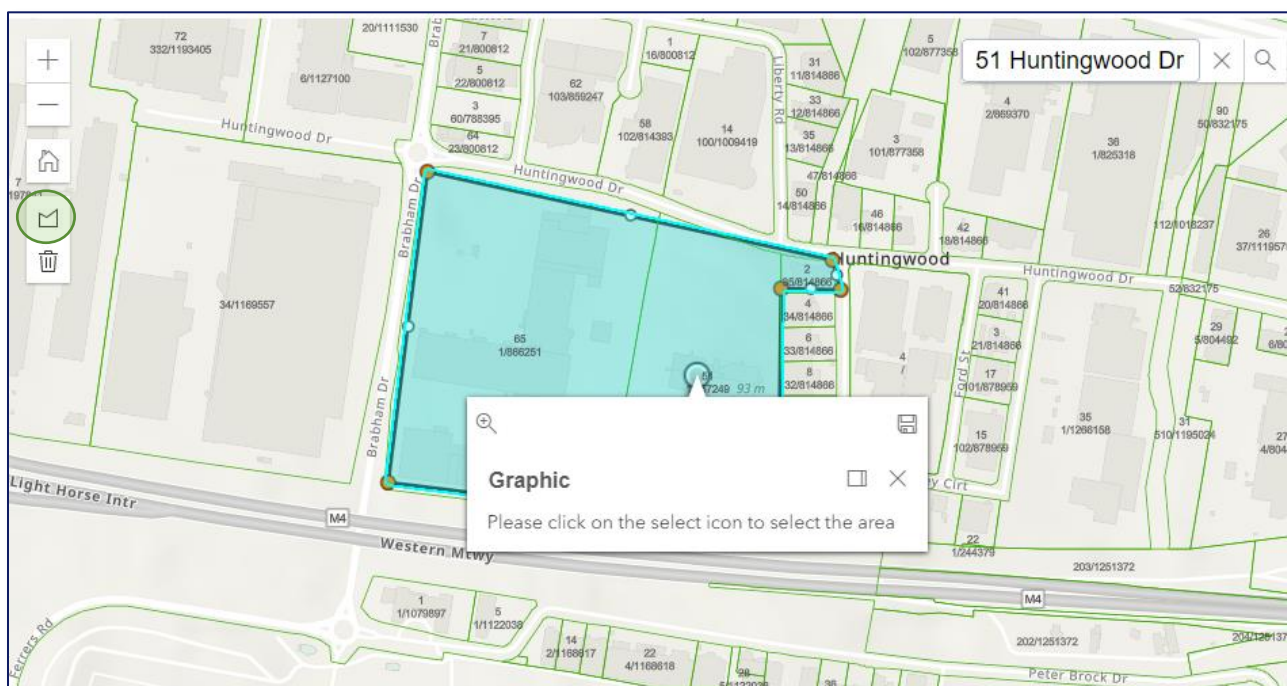
- A part of the address can be associated to the project by checking the *Part Lot* box



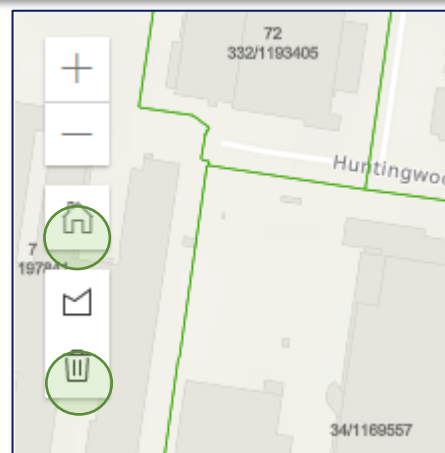
- Should you need to edit the address for any reason, you can do so by:
  - Clicking the address and a pop-up window will display
  - Edit the sections of the address that need to be updated
  - All mandatory fields indicated with \* need to be populated
  - Click on **Submit** to save the changes

You can also select the site with the polygon feature. To do this:

- Select the polygon icon
- Outline the shape by one click until you traverse all the lots you would like to select then close the polygon with a double click.
- 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



## Additional Load to an existing connection

The screenshot displays the 'Additional Load to an existing connection' form within the Endeavour Energy Connections Portal. The form is part of a multi-step process, with the current step being 'Application Details' (Step 2). The progress bar at the top shows steps: Site Details, Application Details, Supporting Documents, Contact Details, Review, and Legal Disclaimer. The contact information for Endeavour Energy is displayed in the top right corner: 02 9853 7977 and customers@endeavourenergy.com.au.

**What type of connection service do you require? \***

Additional load to an existing connection | A New Permanent Connection | A temporary builder supply | Upgrade an existing service to 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	1234 Amps		
Removed Load	1234 Amps		
New Load	1234 Amps		
Total	0 Amps		

Back | Save | Continue

- Select the *Additional load to an existing connection* tab
- From the drop down, select the 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 is applicable to Phase B & C

## New Permanent Connection

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

What type of connection service do you require? \*

Additional load to an existing connection **A New Permanent Connection** A temporary builder supply Upgrade an existing service to 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

NMI	Status	Comments *
No items		

+ Add NMI

Back Save Continue

- Select the *A New Permanent Connection* tab
- From the drop down, select the 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

## Temporary Builder Supply

Site Details Application Details Supporting Documents Contact Details Review Legal Disclaimer

What type of connection service do you require? \*

Additional load to an existing connection A New Permanent Connection **A temporary builder supply** Upgrade an existing service to 3 phase

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 Save Continue

- Select the *Temporary Builder Supply* tab
- Select the decommission date for the supply from the calendar
- 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

## Upgrade an Existing Service to 3 Phase

What type of connection service do you require? \*

Additional load to an existing connection   A New Permanent Connection   A temporary builder supply   **Upgrade an existing service to 3 phase**

What type of development are you applying for? \*

Residential: Individual dwellings

Please provide your load details

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

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

NMI	Status	Comments *
No items		

+ Add NMI

Reason for NMI unavailability \*

Back   Save   Continue

- Select the *Upgrade an existing connection to 3 phase* tab
- From the drop down, select the development you are applying for. Only 1 value can be selected from the drop-down list
- Provide the new load to upgrade the connection to three phase

## National Meter Identifier (NMI) Validation

- Select *Add NMI* to add NMI
- Enter a valid NMI in the field and step off the record/click the mouse outside of the table
- The NMI is validated, and the status of NMI is displayed in the status field

### NMI errors

- If you enter a 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
- When you enter an invalid NMI (with correct number of characters) and step off the record, the status of the NMI is populated as Invalid NMI under the status field. A text box is displayed to mention comments on the usage of Invalid NMI
- If NMI is unavailable, user has to provide a reason for unavailability. It is a mandatory field to proceed with the application

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

	NMI	Status	Comments	
1	4311310327	Valid		
2	411111111			

+ Add NMI

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

	NMI	Status	Comments	
1	4311310327	Valid		
2	411111111	Invalid NMI		

+ Add NMI

## Connection Details

- *When do you need the connection by* is a mandatory field. Please select the date using the calendar icon
- Any further details on the application can be provided here. The text area accepts up to 3000 characters

When do you need your connection by? \*

17/11/2022

Please provide any further details regarding your application \*

Remaining: 3000 characters

✓

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

Reason for Required Documents Unavailable \*

Remaining: 250 characters

## Supporting Documents

- Select the Attach button to attach documents
- Drag and drop documents into the box for uploading documents
- Click on select files, to select the files from your drive and upload the documents
- Uploaded documents can be seen in the list of documents. The documents will be of the category Application Documents. The uploaded document can be deleted by clicking on the delete icon
- The file extensions allowed for the upload are pdf, doc, docx, xls, dwg, xlsx, jpeg, png. The file limit is up to 15MB for each document
- After the documents are uploaded, you can check the mandatory check boxes. To proceed with the application, Site Plan must be checked
- AS3000 is a mandatory check box and also needs to be checked to proceed
- 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
- The name of the document can be edited and can be up to 59 characters. No 2 files can have the same name
- Once uploaded, the documents are displayed in a list
- You can delete the documents using the delete button
- If the mandatory check boxes are not checked and you try to proceed with the application, an error message will be displayed, and the *Reason for Required Documents Unavailable* text box will be highlighted

Upload Documents

Drag and drop files here

or

Select file(s)

Name *	File	Category	
CDU Demo	CDU Demo.pptx	Application Documents	

Requirements:

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

Cancel

Attach

✓

Site Details

✓

Application Details

3

Supporting Documents

4

Contact Details

5

Review

6

Legal Disclaimer

Please provide supporting documents

Attach

CDU Demo.pptx

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)

Reason for Required Documents Unavailable \*

Value cannot be blank

Remaining: 250 characters



## Contact Details

### Applicant Contact Details

Please review applicant details

Contact Name: Sahana Prakash

Company Name: ASP12347

Contact Number\*: 0435262428

Email: sahana.ee21+96@gmail.com

Address\*: 8/66 Acres Road, Kellyville NSW, Australia

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

Street Number\*: 66

Street Name\*: Acres Road

Suburb\*: Kellyville

Post Code\*: 2155

State\*: NSW

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

Contact Us

Project Number

MC

Edit Profile

Log off

### Applicant Address – Auto Search

Address\*: 8/66

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

Street Number\*

Street Name\*

Suburb\*

Post Code\*

State\*

- 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

### Developer Contact details

- If the developer details are the same as the applicant details, check the box *Same as Applicant*. If it 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

**ASP1 – Construction**

Contact Name\*

Company Name\*

Contact Number\*

Email\*

ASP Accreditation number

Address\*

Street Number\*

Street Name\*

Suburb\*

Post Code\*

State\*

**ASP2 – Connection**

Contact Name\*

Company Name\*

Contact Number\*

Email\*

ASP Accreditation number\*

Address\*

Street Number\*

Street Name\*

Suburb\*

Post Code\*

State\*

**ASP3 – Design**

Contact Name\*

Company Name\*

Contact Number\*

Email\*

ASP Accreditation number\*

Address\*

Street Number\*

Street Name\*

Suburb\*

Post Code\*

State\*

- Check the ASP1, 2 and 3 check boxes appropriate. Populate all the mandatory fields marked with \*

## Review

- The Review page is a summary displaying all the fields/values populated in the previous pages.

Site Details   Application Details   Supporting Documents   Contact Details   **Review**   Legal Disclaimer

**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
<input checked="" type="checkbox"/>	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	1		857249	<input type="checkbox"/>

## Legal Disclaimer

- Accept the *Legal Disclaimer* and click on Submit button to proceed

Site Details   Application Details   Supporting Documents   Contact Details   **Review**   Legal Disclaimer

**Legal Disclaimer**

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

- 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)).
- 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.
- I am requesting an expedited connection as per the terms contained within the applicable Model Standard Offer.
- 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.
- 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)

☐ Accept

## Payment Lodgement

**Payment Lodgment**

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.  
Following payment you will receive an email from Cybersource.

\*\*\*Endeavour Energy will not call you directly or ask for your bank account details.

**Total amount to be paid** **\$284.58**

☒ Site Details ☒ Application Details ☒ Supporting Documents ☒ Contact Details

**Billing Information**

☒ Same as Applicant

First Name	Last Name	Email	
Sahana	Prakash	sahana.ee21+96@gmail.com	
Street Number	Street Name	Suburb	Post Code
88	Acres Road	Kellyville	2155
State	Country		
NSW	Australia		

- Check the details are correct before selecting *Proceed To Payment*. Clicking this option will take you to a third-party payment page
- Uncheck *Same as Applicant* to edit the details on the page
- Error messages will be displayed if the mandatory fields are not populated. If this happens, the *Proceed to Payment* button will not be enabled

## Payment

**Payment Details**

\* Required field

☐ 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.

123

**Your Order**

Subtotal	AUD 258.71
GST	AUD 25.87
<b>Total amount</b>	<b>AUD 284.58</b>

- Select a Card Type
- Enter a valid Card Number, select the Expiry Month from the drop-down list, select a year from the drop-down list and enter a valid 3-digit CVN number
- Verify the Amount to be paid
- Click on the *Pay* button to complete the payment
- Error messages will appear if these fields are not completed correctly
- Once the payment is successful, you will see the Payment Success screen

# Dashboard

My Projects					
From <input type="text"/>		To <input type="text"/>	Suburb <input type="text"/>	<input type="button" value="Q"/>	More projects found. Change date range <input type="button" value="Export"/>
<input type="button" value="Group"/>		<input type="button" value="Fields"/>		<input type="button" value="Density"/>	<input type="button" value="Refresh"/>
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 takes 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

## Project details

Project Information

Project ID

NRL15985

Street

HUNTINGWOOD DRIVE

Suburb

HUNTINGWOOD

Project Contact

Name

Sunny Mehfooz

Role

Customer Network Engineer

Email address

Sunny.Mehfooz@endeavourenergy.com.au

Milestone Stages

Application Acknowledged

Supply Offer Issued

Request for Connection Received

Project Details

Project Contacts

Milestone Details

Fee Details

Project ID

NRL15985

Street Number

51

Street

HUNTINGWOOD DRIVE

Suburb

HUNTINGWOOD

Postal Code

2148

Region

NORTHERN

Status

WORK IN PROGRESS

Last Updated Time

21/11/2022 10:29 PM

Project Contact

Sunny Mehfooz

Location Details

Group

Fields

Density

Refresh

Lot No

1

Section No

Dp No

857249

- Click on the Project ID to view the details of the project
- The three Milestone Stages are displayed in a progress bar. Completed milestones have a tick, in progress milestones have an arrow and the remaining milestones have three dots
- Project information is displayed on the top left corner
- The project contact is displayed on the top right corner

## Project Contact

Project Information

Project ID

Street

Suburb

NRL15985

HUNTINGWOOD DRIVE

HUNTINGWOOD

Project Contact

Name

Role

Email address

Sunny Mehfooz

Customer Network Engineer

Sunny.Mehfooz@endeavourenergy.com.au

Milestone Stages

✓

→

⋮

Application Acknowledged

Supply Offer Issued

Request for Connection Received

Project Details

Project Contacts

Milestone Details

Fee Details

Name

Role

Email address

Contact Number

Sunny Mehfooz

Customer Network Engineer

Sunny.Mehfooz@endeavourenergy.com.au

0437 213 935

Group

Fields

Density

Refresh

- Additional contact details for the project contact will be shown here

## Milestone Details

Milestone Stages

✓

Application Acknowledged

➔

Supply Offer Issued

...

Request for Connection Received

Project Details

Project Contacts

Milestone Details

Fee Details

Group

Fields

Density

Refresh

- Additional details about the milestones will be displayed here

## Fee Details

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

- Additional details about the milestones will be displayed here

## Report Export

My Projects

From  To  Suburb

More projects found. Change date range

Export

Group

Fields

Density

PDF

Excel

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
NRL15984	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	15 November, 2022	Sunny Mehfooz
URS27555	36 POLDING STREET	FAIRFIELD	WORK IN PROGRESS	11 November, 2022	Kek Tang
ENL4701	10 CHURCH STREET	PARRAMATTA	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz
NRL15983	51 HUNTINGWOOD DRIVE	HUNTINGWOOD	WORK IN PROGRESS	11 November, 2022	Sunny Mehfooz
DBL2777	3 WHISTLER CRESCENT	ERSKINE PARK	WORK IN PROGRESS	10 November, 2022	Ken Brodrick
PLT1596	24 JERVIS BAY ROAD	FALLS CREEK	WORK IN PROGRESS	10 November, 2022	Sunny Mehfooz
LIS1030	90 ALDINGTON ROAD	KEMPS CREEK	WORK IN PROGRESS	10 November, 2022	Abeyralne Perera

Application Pending Processing

Export

Group

Fields

Density

Refresh

ID	Type	Created on	Suburb
N-21076	New Connections	17 November, 2022	HUNTINGWOOD
S-35018	Sub Division	17 November, 2022	HUNTINGWOOD
EML-5006	Embedded Network	17 November, 2022	
N-21074	New Connections	16 November, 2022	HUNTINGWOOD
N-21070	New Connections	16 November, 2022	
S-35014	Sub Division	14 November, 2022	
N-21066	New Connections	14 November, 2022	
N-21051	New Connections	11 November, 2022	

- You can view projects for a date range by mentioning 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



# Sub-Divisions

The screenshot shows the Endeavour Energy Connections Portal. At the top left is the Endeavour Energy logo. At the top right are links for 'Contact Us' and a 'Project Number' search bar. Below the header is a large banner image of a city skyline. Underneath the banner is a section titled 'What service do you require?' with eight service tiles. The 'Sub-Division' tile, which features a green icon of a power line and a house, is highlighted with a green border. The other tiles are: 'New Connection / Increase Load', 'Generator', 'Un Metered Supply / Special Small Service', 'Public Lighting Assets', 'Relocate / Remove Assets', 'Embedded Network', and 'Technical Enquiry'.

## Site Details

- For assistance with the site details, [click here](#)

## Application Details

The screenshot shows the 'Application Details' step of the application process. At the top is a progress bar with six steps: 1. Site Details, 2. Application Details (current step), 3. Supporting Documents, 4. Contact Details, 5. Review, and 6. Legal Disclaimer. The main content area is titled 'How would you best describe your subdivision?' and has a dropdown menu set to 'Residential'. Below this is a question: 'Are suitable electricity supply arrangements already in place for each lot in your subdivision?' with three radio button options: 'Yes', 'No', and 'Not Sure'. The 'Please provide additional details regarding your subdivision' section contains two columns of input fields. The left column lists lot types: 'Single Dwelling Lots', 'Multiple Dwelling Lots', 'Residue Lots', 'Public Reserves', and 'Road Reserves', each with a text input field. The right column lists the corresponding quantities: 'Quantity of Single Dwelling Lots', 'Quantity of Multiple Dwelling Lots', 'Quantity of Residue Lots', 'Quantity of Public Reserves', and 'Quantity of Road Reserves', each with a text input field.

- All fields in this section are mandatory to proceed
- The fields on the left hand side of the page will accept entries such as “1-100”
- The fields on the right hand side of the page will accept entries such as “5”, “25” or “100”
- If Single Dwelling Lots is populated, then Quantity of Single Dwelling Lots is mandatory. If Multiple Dwelling Lots is populated, then Quantity of Multiple Dwelling Lots is mandatory

## Connection Details

- For assistance with connection details, [click here](#)

## Supporting Documents

- For assistance with supporting documents, [click here](#)

## Contact Details

- For assistance with contact details, [click here](#)

## **Review**

- For assistance with the review page, [click here](#)

## **Legal Disclaimer**

- For assistance with the legal disclaimer, [click here](#)


## **Payment Lodgement**


- For assistance with payment lodgement, [click here](#)

## **Payment Details**


- For assistance with payment details, [click here](#)


# Generator Connections


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

- For assistance with the site details, [click here](#)

## Application details

1

2

3

4

5

6

Site DetailsApplication DetailsSupporting DocumentsContact DetailsReviewLegal Disclaimer

What type of generator are you connecting?\*

Standby generator only

Please provide change over details for your standby generator\*

Manual break before makeSynchronous close transfer tripOther

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

YesNo

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

Ref123

- From the drop-down, select which type of generator you are using
- Proceed to complete the following questions, as they are mandatory
- You will need to include the Endeavour Energy reference number (which includes letters and numbers) in order to proceed with the application

## Generator Type

- Select the Generator type as Combined Solar + Battery, Solar, Wind, Battery
- Populate the Generator and Inverter details for Existing, New and Removed
- Select Single/Three Phase
- Mention the Manufacturer Name.
- Populate the CEC Certificate Number. This accepts alphanumeric entries

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 phaseThree phase

Manufacturer Name\*

Test

CEC Certificate Number\*

EE1234566

## **National Meter Identifier (NMI) Validation**

- For assistance with NMI validation, [click here](#)

## **Supporting Documents**

- For assistance with supporting documents, [click here](#)

## **Contact Details**

- For assistance with contact details, [click here](#)

## **Review**

- For assistance with the review page, [click here](#)

## **Legal Disclaimer**

- For assistance with the legal disclaimer, [click here](#)


## **Payment Lodgement**


- For assistance with payment lodgement, [click here](#)

## **Payment Details**


- For assistance with payment details, [click here](#)


# Unmetered Supply/Special Small Service (SSS)


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

- For assistance with the site details, [click here](#)

## Application Details

1

2

3

4

Site DetailsApplication DetailsSupporting DocumentsContact Details

Are you applying for a new unmetered connection or alteration? \*

New unmetered connection

Alter an existing unmetered connection

What type of device are you connecting? \*

Illuminated advertising

- Choose between *new unmetered connection* or *alter an existing unmetered connection*
- Select the type of device you are connecting from the drop-down list

## Unmetered Supply National Meter Identifier (NMI) Validation

- Enter a valid NMI step off the record for validation or provide a reason for NMI unavailability
- Specify the Customer Asset Identifier or Number
- Provide the Maximum Demand in Amps. Maximum demand allowed is not more than 10 Amps
- Select the Duty Cycle from the drop-down list
- The Daily Energy consumption is auto calculated
- Select the date by when you need the connection
- Provide further details on the application

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

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

Reason for NMI unavailability \*

Need the connection

Please specify the customer asset identifier or number \*

Test123

Please provide some installation details

Maximum demand \*

10.00

Amps

Duty cycle \*

Sunset to sunrise

Daily energy consumption

27.60 kWh/day

When do you need your connection by? \*

24/11/2022

Please provide any further details regarding your application \*

Need the connection

Remaining: 2881 characters



## **Supporting Documents**

- For assistance with supporting documents, [click here](#)

## **Contact Details**

- For assistance with contact details, [click here](#)

## **Review**

- For assistance with the review page, [click here](#)

## **Legal Disclaimer**

- For assistance with the legal disclaimer, [click here](#)


## **Payment Lodgement**


- For assistance with payment lodgement, [click here](#)

## **Payment Details**


- For assistance with payment details, [click here](#)


# Public Lighting Assets


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

For assistance with the site details, [click here](#)

## Application Details

- Please provide a description of the public lighting works. This field accepts 3000 characters
- All fields in this section are mandatory

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

Remaining: 2957 characters

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

Company Name \*

Contact Person Name \*

Contact Number \*

Contact Email Address \*

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

## **Supporting Documents**

- For assistance with supporting documents, [click here](#)

## **Contact Details**

- For assistance with contact details, [click here](#)

## **Review**

- For assistance with the review page, [click here](#)

## **Legal Disclaimer**

- For assistance with the legal disclaimer, [click here](#)


## **Payment Lodgement**


- For assistance with payment lodgement, [click here](#)

## **Payment Details**


- For assistance with payment details, [click here](#)


# Remove/Relocate Assets


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

- For assistance with the site details, [click here](#)

## Application Details

1 Site Details

2 Application Details

3 Supporting Documents

4 Contact Details

5 Review

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

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 \*

When do you need your relocation works by \*

- All fields are mandatory
- Provide a description of the relocation/removal works. The field accepts 3000 characters.
- Provide Endeavour Energy Reference Number. The format for this number is 3 letters followed by 4 or 5 digits (e.g. EEE12344)

## Supporting Documents

- For assistance with supporting documents, [click here](#)

## Contact Details

- For assistance with contact details, [click here](#)

## Review

- For assistance with the review page, [click here](#)

## Legal Disclaimer

- For assistance with the legal disclaimer, [click here](#)

## Payment Lodgement


- For assistance with payment lodgement, [click here](#)


## Payment Details

- For assistance with payment details, [click here](#)





# Embedded Network


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

- For assistance with the site details, [click here](#)

## Application Details

- Please enter details of the embedded network request
- For assistance with National Meter Identification (NMI) validation, [click here](#)
- All fields in are mandatory and you will need your Endeavour Energy Reference Number. The format for this number is 3 letters followed by 4 or 5 digits (e.g. EEE12344)

### Please provide a description of your embedded network request\*

Need the connection.

Remaining: 2980 characters

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

NMI	Status	Comments
No items		

[+ Add NMI](#)

Reason for NMI unavailability\*

Not available

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

## **Supporting Documents**

- For assistance with supporting documents, [click here](#)

## **Contact Details**

- For assistance with contact details, [click here](#)

## **Review**

- For assistance with the review page, [click here](#)

## **Legal Disclaimer**

- For assistance with the legal disclaimer, [click here](#)


## **Payment Lodgement**


- For assistance with payment lodgement, [click here](#)

## **Payment Details**


- For assistance with payment details, [click here](#)


# Technical Enquiry


 Contact Us





What service do you require?


  
New Connection / Increase Load


  
Sub-Division


  
Generator

  
Un Metered Supply / Special Small Service

  
Public Lighting Assets

  
Relocate / Remove Assets

  
Embedded Network

  
Technical Enquiry

## Site Details

- For assistance with the site details, [click here](#)

## Application Details

- Please enter details of the technical enquiry
- For assistance with National Meter Identification (NMI) validation, [click here](#)

## Supporting Documents

- For assistance with supporting documents, [click here](#)

## Contact Details

- For assistance with contact details, [click here](#)

## Review

- For assistance with the review page, [click here](#)

## Legal Disclaimer

- For assistance with the legal disclaimer, [click here](#)

## Payment Lodgement

- For assistance with payment lodgement, [click here](#)

## Payment Details

- For assistance with payment details, [click here](#)

**Please provide a description of your request\***

Remaining: 2975 characters

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

NMI	Status	Comments
No items		


[+ Add NMI](#)


**Reason for NMI unavailability\***

# Notifications

An example of the email sent with payment/invoice details for an application. This will be sent to the email address mentioned in the billing information

Endeavour Energy Payment Reference Details: N20049 Inbox x

 **support@cybersource.com**  
to sahana.ee21+96



**Receipt** Date: 21-11-2022  
Order Number: N20049

Sahana Prakash


**Billing Information**  
Sahana Prakash  
Account number: 10004754  
Invoice number: N20049  
AU  
[sahana.ee21+96@gmail.com](mailto:sahana.ee21+96@gmail.com)

Payment Details	Order Total	
Visa	Subtotal	AUD 258.71
xxxxxxxxxxxx1111	GST	AUD 25.87
	Total amount	AUD 284.58

Please keep a copy of this receipt for your records

An example of the email received by the nominated Developer.

NRL15985 and New Connections You have been nominated as a Developer Inbox x

 **cwadmin\_sit@endeavourenergy.com.au**  
to sahana.ee21+96

Hi Sahana Prakash,

We've received a New Connections application and you have been nominated as the Developer for the project. Details as follows:

Site Address	51, HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148
Project No	NRL15985
Applicant	Sahana Prakash ASP12347 <a href="mailto:sahana.ee21+96@gmail.com">sahana.ee21+96@gmail.com</a> 0435262428

As the nominated Developer, you have certain obligations in relation to undertaking the connection works and engaging suitable accredited services providers. For more information please refer to our Connection Contracts and fees page on our [website](#).

For visibility of this project, go to our Connections Portal which allows you to view the relevant information and progress of the project.

Please register with email address [sahana.ee21+96@gmail.com](mailto:sahana.ee21+96@gmail.com) if you haven't already. [Register Now!](#)


Otherwise, [Login](#) to our Connections Portal.



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

With Thanks,  
Customer Network Solutions

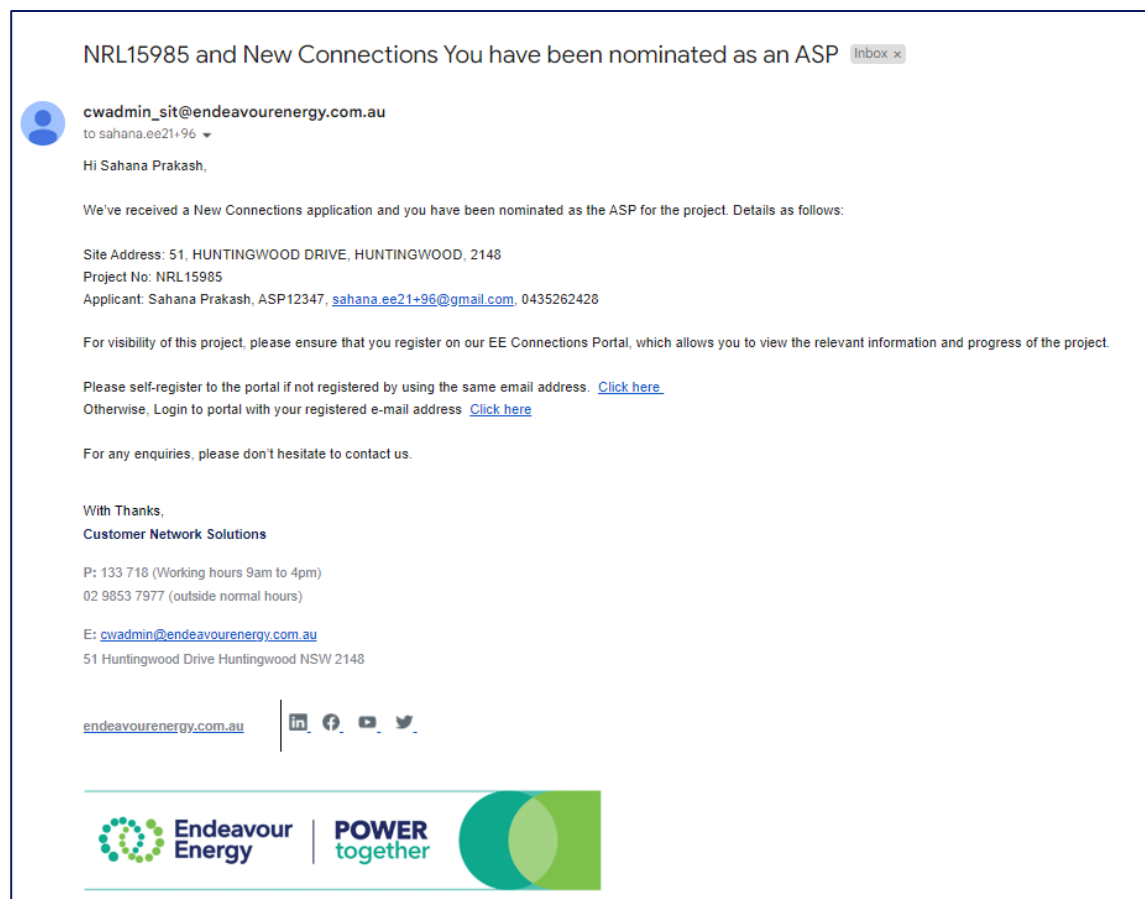
P: 133 718 (Working hours 9am to 4pm)  
02 9853 7977 (outside normal hours)

E: [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au)  
51 Huntingwood Drive Huntingwood NSW 2148

[endeavourenergy.com.au](http://endeavourenergy.com.au) 

 **POWER together** 

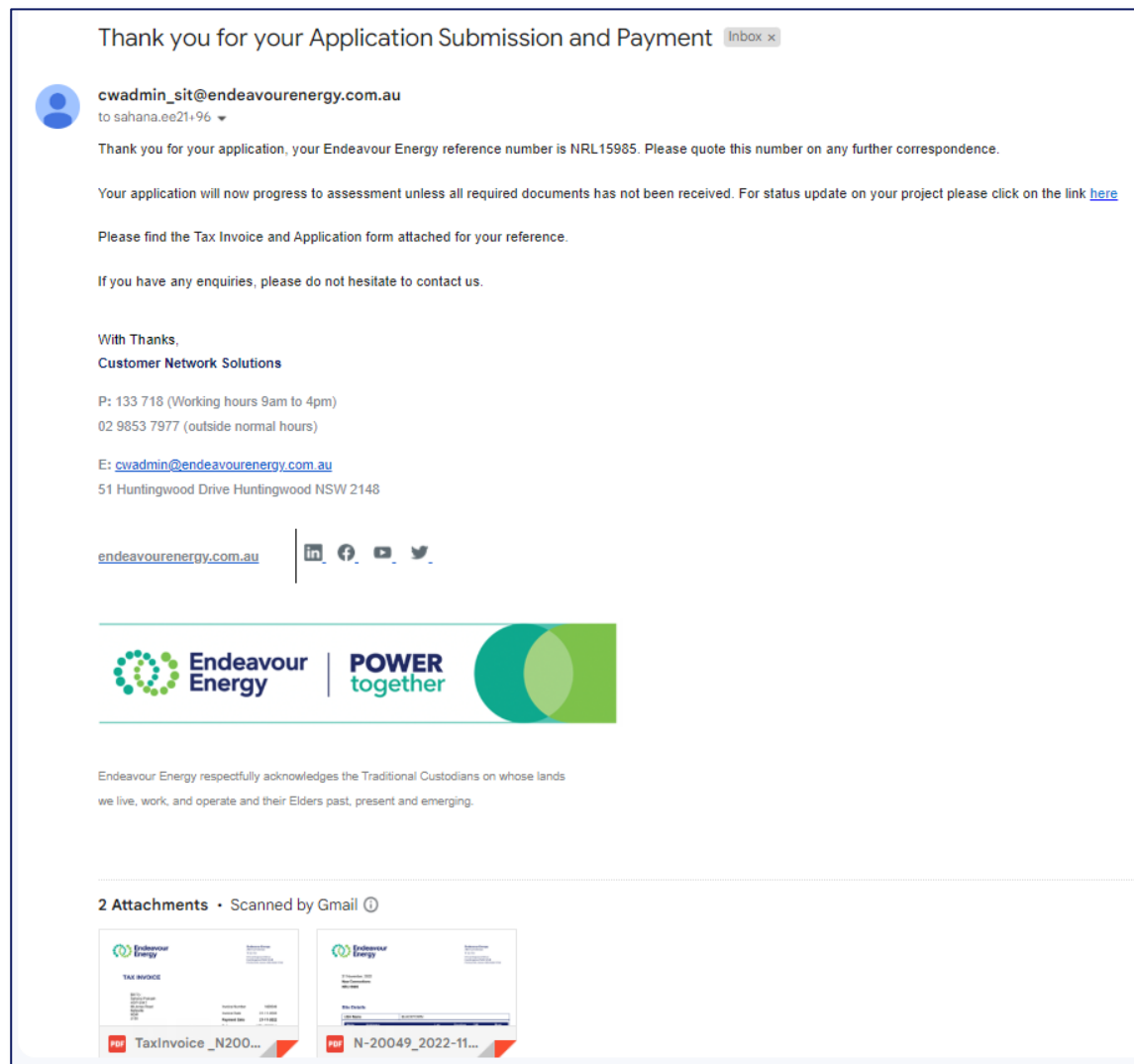
An example of the email received by the nominated ASP



An example of the email received by the applicant after successful payment.

The project reference number is mentioned in the email.

A copy of the application details and the tax invoice are attached in the email for reference



An example of the payment pending/not successful email received by the billing contact.

Your Endeavour Energy New Connection / Increase Load Application is **Pending** Payment Inbox x



cwadmin\_sit@endeavourenergy.com.au  
to sahana.ee21+96

Thank you for starting an application with us.

Street Name: HEALEY CIRCUIT  
Suburb: HUNTINGWOOD

**Please take note that your application will be submitted for assessment upon completion of payment.** Login here [N-18007](#) to go back to portal to complete your payment. Thanks.

Once payment is completed, we will assess your application and we will provide you with an appropriate response which will address your requirements generally within two weeks.

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

With Thanks,  
Customer Network Solution

P: 133 718 (Working hours 9am to 4pm)  
02 9853 7977 (outside normal hours)

E: [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au)  
51 Huntingwood Drive Huntingwood NSW 2148

[endeavourenergy.com.au](http://endeavourenergy.com.au)



Endeavour Energy respectfully acknowledges the Traditional Custodians on whose lands we live, work, and operate and their Elders past, present and emerging.



# Troubleshooting

## Calendar icon not working

If you are unable to launch the calendar from clicking the icon, please close the *Contact Us* pop up on the top right-hand corner of the screen



When do you need your connection by? \*

