



A message from

Customer Network Solutions

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Online payments are now live

17 August 2023

Our Connections Portal is live with our newest update.

You can now:

- Receive payment requests by **email notification** for your projects
- **pay all connection project fees online** within the Connections Portal by credit card or BPAY
- **forward payments** to other nominated parties via the BPAY payment method
- view all of your **pending payments** across all active connection projects assigned to you
- add **multiple fees** to the “Cart” to pay them all at once, on a **single tax invoice**
- view the status of **all active projects** (regardless of whether they were lodged in the Connections Portal), where you are the nominated Developer, Applicant or ASP
- review **payment history** and **download tax invoices** for any payments made online

Refreshed letters

Our Connection letter templates, such as Standard Connection Offer/Supply Offer, Design Certification Letter, Letter to Proceed and Permission to Connect, have been refreshed to improve content clarity and align with our online payments.

User registration for existing projects

You need to be registered in order to access the Connections Portal, view existing projects and make payments online. Any existing projects where you have an outstanding pro-forma invoice will now be available and must be paid through the Connections Portal.

You can access our Connections Portal, self-register and view our how-to guides via our [website](#).

Should you need any further information on our Connections Portal or the newest update, please email us at cwadmin@endeavourenergy.com.au.

Kind regards,

Customer Network Solutions