



A message from

Customer Network Solutions

Voice of Customer Surveys expanding to ASP2s

27 March 2026

We want to hear from you

We are committed to gaining more meaningful and timely feedback on the services that Customer Network Solutions delivers to our stakeholders.

From April, our Voice of Customer surveys will be expanded to include Level 2 Accredited Service Providers (ASP2).

Our Voice of Customer surveys are short, targeted surveys sent at key project milestones to understand your experience. Your feedback is used to drive process improvements and enhance the overall connections journey.

When will ASP2s receive the survey?

ASP2s will receive a survey once a project has been energised, as this represents the completion of the ASP2 component of the project.

Why your feedback matters

The feedback we receive is used to:

- Identify opportunities to improve processes
- Highlight areas where the experience can be enhanced
- Ensure the services we provide better meet stakeholder needs

We have taken a staggered approach to introducing these surveys across the connections process. Feedback from ASP3s, ASP1s and Developers is already being used to inform improvements, and we look forward to incorporating insights from ASP2s as well.

Confidentiality

While management can see who has submitted a survey response, individual responses will not be shared with the wider team.

We encourage you to be open and honest so we can gain the most value from your feedback.

When will it start?

Look out for survey invitations from April once projects you have worked on reach energisation.

If you have any questions, please contact us at customernetworksupport@endeavourenergy.com.au

Kind regards,

Customer Network Solutions