



A message from

Customer Network Solutions

Upcoming improvements to the Connections Portal

24 April 2026

We are improving the way you submit connection requests for EV chargers, complex enquiries and Facilities Access, making it straightforward to provide the right information we need upfront. Better quality information means fewer follow-ups, less back-and-forth, and faster turnaround times, making the process more efficient.

What's changing for you

From Tuesday, 28 April the following changes will be happening:

Streamlined EV charger applications

- The Generator form now supports CEC-approved bidirectional EV chargers for Vehicle-to-Grid (V2G) use.
- EV charger installations on Endeavour Energy assets will be submitted through Facilities Access (Site Nomination Agreements). Connection approval will be issued as part of the Facilities Access application, without needing a separate Connection of Load application to obtain PTC (Permission to Connect).
- The Connection of Load form has been updated to capture whether the proposed load includes EV charging infrastructure.

Improved Enquiry forms

- Enquiry forms are now more detailed and tailored for both general and complex enquiries, including early-stage data centres, large load developments and large generator systems.
- The updated enquiry form allows us to determine complexity upfront. For complex enquiries, the applicable processing fees will now be charged at lodgement to avoid delays and provide faster response.

When is this change happening?

The changes will go live on Tuesday, 28 April 2026.

Connections Portal outage

The Connections Portal will be unavailable on Monday, 27 April 2026 while we implement the updates. The portal will be available again from 7:00 am on Tuesday, 28 April 2026.

What you need to do before go-live

Please finalise and submit any saved applications in the [Connections Portal](#) for:

- Connection of Load
- Generator
- Special small services / Facilities Access (SNA)
- Preliminary Enquiries

To avoid having to start a new application after go-live, submit and proceed to payment by 5:00 pm on Sunday, 26 April 2026. Any saved applications that are not submitted by this time will be removed.

Support

When we go live, support resources will be available on our [website](#) to help you use the updated Connections Portal, including:

- User guides
- The ability to raise a support request

What happens next

On the morning of Tuesday, 28 April 2026, the updated forms will be live. The Connections Portal will continue to be accessed through our [website](#) as usual. These changes are designed to make submitting and managing connection requests easier and more efficient.

If you have any questions, please contact the Customer Network Solutions team at CustomerNetworkSupport@endeavourenergy.com.au.

Kind regards,

Customer Network Solutions