



A message from

# Customer Network Solutions

## Website upgrade and ASP Portal changes

3 February 2026

We are upgrading the Endeavour Energy website, with the new site going live tomorrow, **Wednesday 4 February 2026**.

Our current website no longer meets customer and stakeholder expectations and the rebuild has been informed by customer and stakeholder research and is designed to make information easier to find, easier to read, and easier to action through improved self-service tools.

### ASP Portal decommissioning (what's changing)

As part of this upgrade, we will decommission the current ASP Portal. The key information you currently access via the ASP Portal will move into a new area on the website called *Standards, forms and guides*.

From go-live, you will find key documents under: *Working with us* → *Standards, forms and guides*

### What else is improving on the new website (what you'll notice)

The new website includes several customer and stakeholder-focused enhancements, including:

- Mobile-first design, so the site works better on any device.
- Task-based navigation, making it faster to find essential content and complete common tasks.
- A new Smart Outage Map with clearer, real-time updates and improved usability.
- Improved self-service tools (including easier ways to report outages and submit requests).
- Enhanced accessibility, including improved readability and support features (e.g. screen readers, contrast and text options, motor-impairment controls, on-page translation).

The new outage map and supporting technology have been rigorously tested to ensure it is robust and reliable during major events.

In addition to this change, please note the following:

#### 1) ASP Portal access end date

- The ASP Portal will no longer be available from 4 February 2026.

#### 2) No change to the content of our technical documents

- This upgrade is about where information lives, not changing the standards themselves.
- All existing technical standards, forms and guides will remain current and on the website.

#### 3) Forms and templates – always use the latest version

- Please avoid using old forms saved on desktops or shared drives.
- From go-live, always download forms directly from the website to ensure you are using the most up-to-date version.

#### 4) Update your internal links and procedures

- Any bookmarks, training material or internal procedures that currently reference the ASP Portal should be updated to point to the new website location.

#### 5) Support and questions

- If you have any questions about these changes or cannot find a document after go-live, please contact the Customer Network Solutions team for assistance.
- We will be monitoring the new site closely during go-live to ensure a smooth transition.

If someone in your organisation hasn't received this message, they may not be on our mailing list. From **4 February**, they can register directly on our website by [clicking here](#) (note: this link will only work once the new website is live).

Kind regards,

**Customer Network Solutions**