



A message from

Customer Network Solutions

Upcoming improvements to the construction & commissioning process

24 February 2026

Over the past three months, we've taken a close look at what causes delays in the construction and commissioning process - and we've listened closely to feedback from our ASPs, customers, and internal teams. Your insights have helped us pinpoint where the process is harder than it needs to be.

This new initiative is focused on cutting red tape and creating a more consistent, streamlined experience. By simplifying communication, reducing duplication, and setting clearer milestones, we're making the process easier to navigate and more predictable for everyone.

We're now ready to introduce the first stage of these improvements.

What is changing?

A revised Pre-Outage process will apply to all new projects where the LOI is received on or after 1 March 2026. Projects with LOIs received before this date will continue under the current process.

These initial changes focus on:

- Faster allocation
- Fewer follow-up emails
- Clearer documentation requirements
- Reduced delays before initial site meeting and outage planning

Further enhancements to the post-outage stage will be communicated later this year.

The [Level 1 ASP Contestable Work Guidelines](#) have also been updated to reflect these Pre-Outage process changes.

What you need to do – Pre-Outage Milestones

The following steps apply for all new projects from 1 March 2026.

Step 1 - Submit Project Commencement Documentation

When you are ready to proceed into construction and request an initial site meeting, you must pay the outstanding construction fees and submit your project commencement documentation to CustomerNetworkSupport@endeavourenergy.com.au

Your submission must include the applicable documents (as relevant to the project):

- FPJ 2021 – Project Commencement Notification

- Completed Summary Environmental Report
- Before You Dig Australia plan (if applicable)

The updated ASP1 forms (which include FPJ 2021) are [available here](#).

Step 2 - Documentation Review and Allocation

A Construction Coordinator (CC) will be allocated to your project once:

- All required documentation is received, and
- Construction fees are confirmed as paid,

You will receive receipt confirmation via email, which will also include the name of the project CC and, in order to expedite an initial site meeting, you will be asked to supply available dates to meet the CC at the project site.

Step 3 - Initial Site Meeting

Upon allocation:

- The CC will review your submitted documentation.
- An initial site meeting will be scheduled.

We aim to schedule the initial site meeting within three (3) weeks of receiving complete documentation and confirmed payment.

To support this timeframe, please ensure:

- Site readiness activities have been completed
- All relevant design, safety and environmental documentation has been reviewed
- The project is ready to proceed

Complete and accurate submissions will reduce follow-ups and enable faster allocation.

Communication Pathway

Until a Construction Coordinator has been allocated, all correspondence and documentation must be sent to the CustomerNetworkSupport mailbox.

This ensures:

- Clear tracking
- Faster processing
- Reduced duplication
- Improved visibility across teams

Post-Commissioning Reminder

While this communication focuses on Pre-Outage changes, we remind ASP1s that:

Completion documentation must be provided as soon as possible and no later than 10 business days after final commissioning, in accordance with the Level 1 ASP Contestable Work Guidelines, to enable timely issue of the Letter of

Acceptance.

What to expect in the coming months

This Pre-Outage update is the first stage of improvements being introduced to the construction and commissioning process.

Over the coming months, you can expect:

- Improvements to completion documentation processes
- Enhancements to the post-outage stage of the project lifecycle

We appreciate your cooperation as we introduce these improvements to support clearer communication and more efficient project delivery.

Kind regards,

Customer Network Solutions