



A message from

# Customer Network Solutions

**06/2024**

## Outage cancellation process

4 March 2024

### We're implementing a new process for outage cancellations

Customer Network Solutions remains focused on having clear, transparent and consistent processes that give confidence to our stakeholders while they connect to the Endeavour Energy network. Our ASPs and Developers have told us that our outage cancellation process has been inconsistent and needs improvement. In order to develop transparency and consistency, we are introducing a level of accountability and consequence.

From Monday 11<sup>th</sup> March 2024, we will be taking the below actions, depending on the scenario, when a planned outage is cancelled:

- 1. ASP/Customer cancels the outage within 3 weeks of scheduled outage date**  
Endeavour Energy will charge a fee for rescheduling the outage, and will not refund the access permit fee
- 2. Endeavour Energy cancels the outage within 3 weeks of the outage date**  
Endeavour Energy will reschedule the outage at no cost, and will refund the access permit fee (unless the circumstance is as described in item 3, below)
- 3. Endeavour Energy cancels the outage due to unforeseen/force majeure events, such as network incidents, extreme weather, industrial action etc.**  
Endeavour Energy will reschedule the outage at no cost, and will not refund the access permit fee
- 4. Any party cancels the outage with a minimum of 3 weeks' notice before the outage date**  
Endeavour Energy will reschedule the outage at no cost, and will not refund the access permit fee

Reserving backup outage dates is not a common practice, however, can be considered on a case-by-case basis through the existing dispensation process. Where a backup outage date is agreed by the Customer Connections Manager, the backup date will incur non-refundable fees.

If you have any questions regarding these outage scenarios, please speak to the Construction Coordinator for your project.

Kind regards,

**Customer Network Solutions**