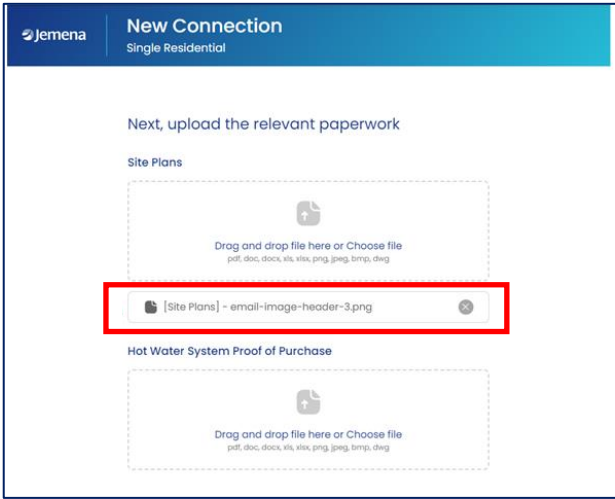
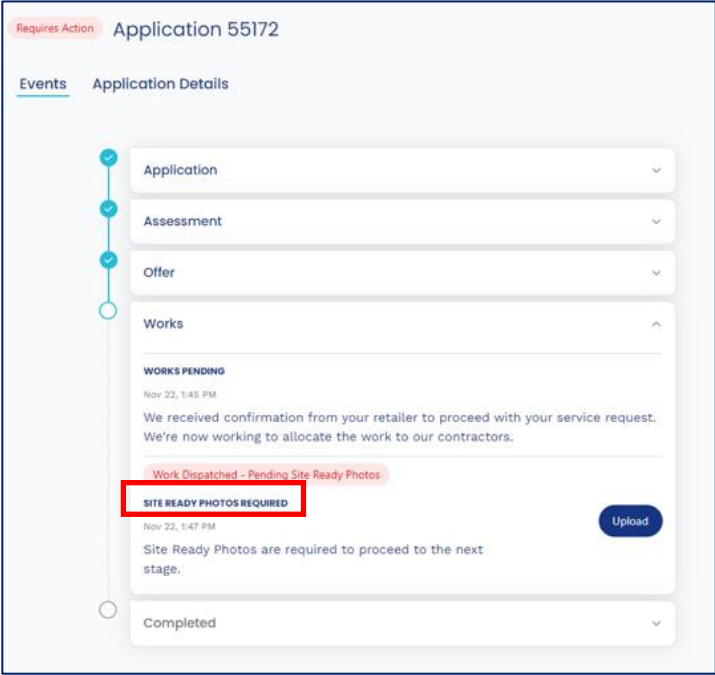


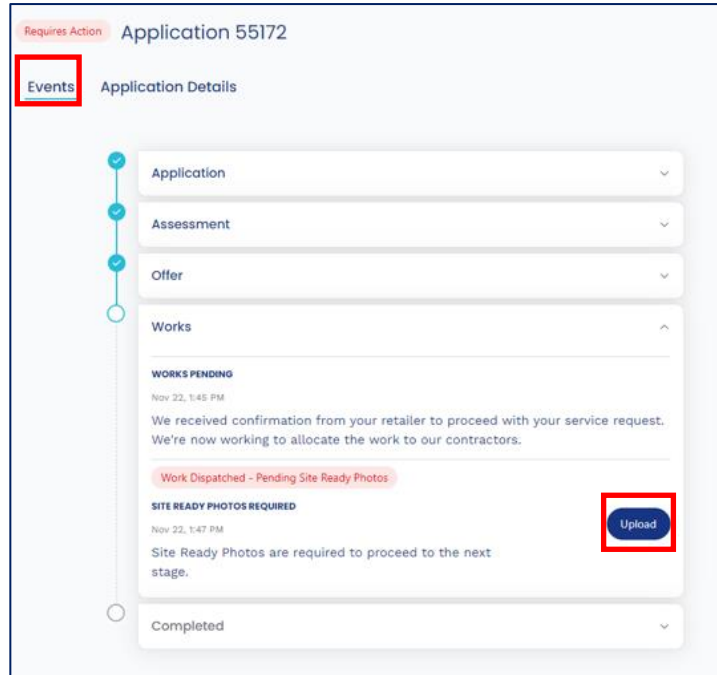
My Portal Cheat Sheet

Uploading Documents

| Step | Screenshot |
|---|--|
| <p>1. When lodging a gas application, you'll need to upload documents relevant to your application type, such as Site Plans or Development Application approvals.</p> |  <p>The screenshot shows the 'New Connection' page for 'Single Residential'. It prompts the user to 'upload the relevant paperwork'. Under 'Site Plans', there is a dashed box for file upload with the text 'Drag and drop file here or Choose file' and supported file types: pdf, doc, docx, xls,.xlsx, png, jpeg, bmp, drg. Below this, a file named '[Site Plans] - email-image-header-3.png' is shown in a selection bar, highlighted with a red box. Under 'Hot Water System Proof of Purchase', there is another dashed box for file upload with the same text and supported file types.</p> |
| <p>2. For example, once works are underway, you may be required to upload documents such as site-ready photos or a leak test notice.</p> |  <p>The screenshot shows the 'Application 55172' page with a 'Requires Action' status. It has tabs for 'Events' and 'Application Details'. A vertical timeline on the left shows stages: Application, Assessment, Offer, Works, and Completed. The 'Works' stage is active. A notification box titled 'Work Dispatched - Pending Site Ready Photos' contains the text 'SITE READY PHOTOS REQUIRED' (highlighted with a red box) and 'Site Ready Photos are required to proceed to the next stage.' An 'Upload' button is visible to the right of the notification.</p> |

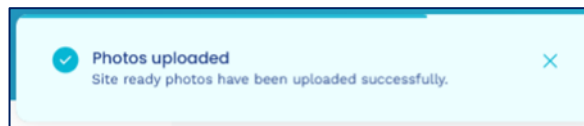
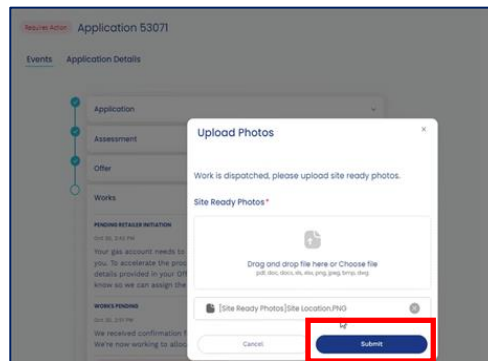
3. With My Portal, the process for providing these documents has changed, and they must now be uploaded in the application **Events** section.

For site-ready photos, click the **Upload** button.



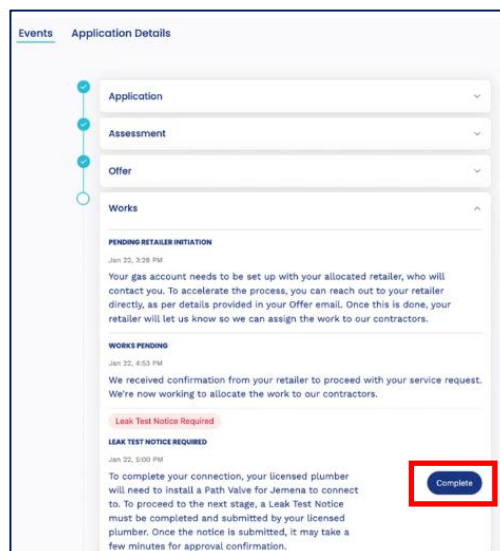
4. Once uploaded, click the **Submit** button.

The portal will confirm your documents have been uploaded successfully.



5. Leak test notices for path valves must now be submitted via My Portal by your licenced plumber, using their own account.

The plumber should click on the **Complete** button to fill out the form.



6. Most information, including the property address and plumber details, will be pre-filled from your application

The screenshot shows a web interface for a 'Leak Test Notice Form'. The form is titled 'Complete Form' and includes the Jemena logo, company name 'Jemena Asset Management Pty Ltd ABN 53086013461', and application number '55295'. Under the 'Property Details' section, the following fields are pre-filled: Address (4A LEONARD CL, DUNLOP ACT 2615), Suburb (DUNLOP), Postcode (2615), State (ACT), and DP Number. There are also empty fields for 'Nearest cross street location' and 'Property Owners Name'. A red box highlights the top header area of the form.

7. Your plumber will need to fill in the remaining details, acknowledge test results, and click the **Submit** button.

You'll receive a status update from us once the documents have been reviewed.

Please Note: If your plumber's details have changed since you provided them at the application or offer stage, please use the message function to provide Jemena with the updated name, contact details and licence number.

This screenshot is identical to the one above, showing the 'Leak Test Notice Form' with pre-filled property details. In this version, a red box highlights the 'Submit' button at the bottom right of the form.