

How to complete a pending action

This instruction steps you through how to complete any pending actions that have been sent to your myEnergy account.

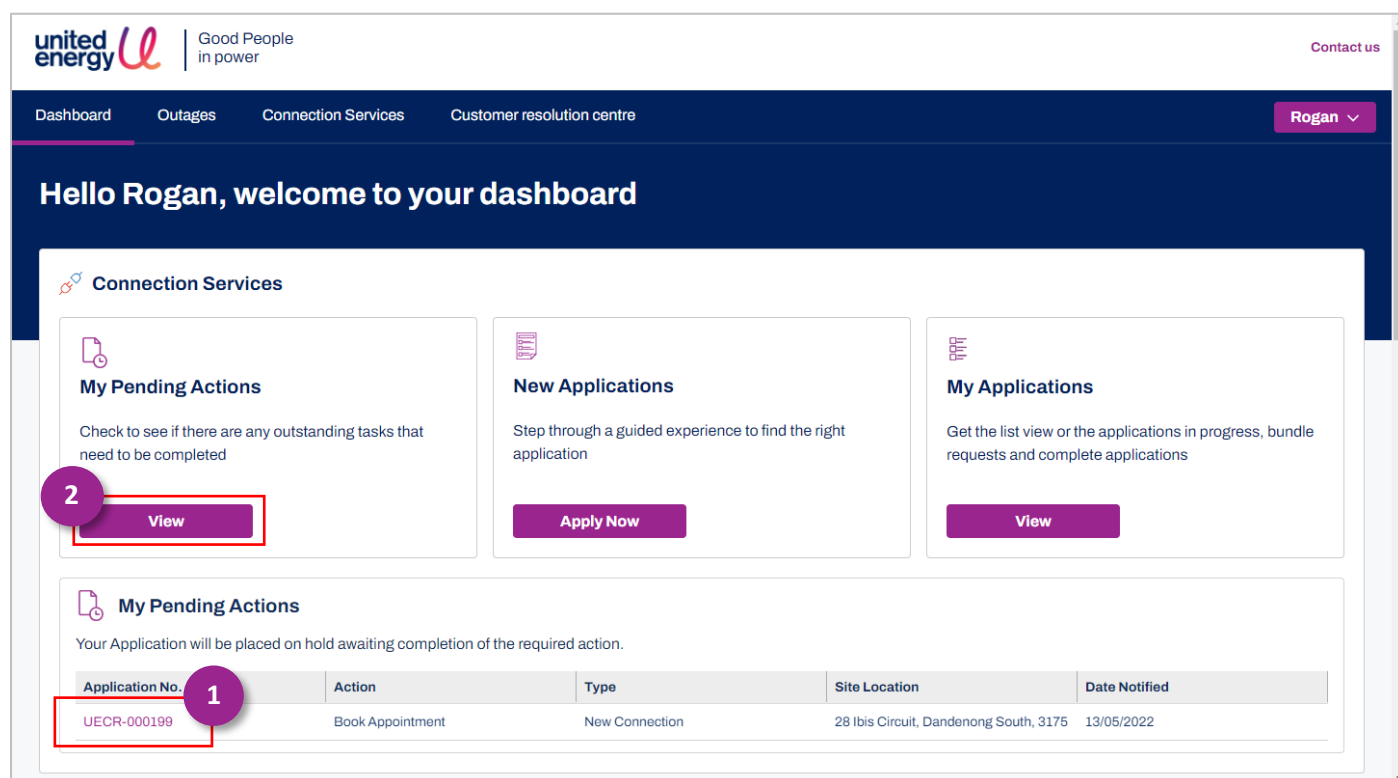
Pending actions that you may receive include:

- Book Appointment
- Resubmit CES
- Provide Additional Information
- Provide Evidence of Site Address
- Pay Invoice
- Make Site Compliant

The instructions in this document will demonstrate a pending action to book an appointment, however the process for accessing the action will be the same regardless of the type.

Accessing the Pending Action

From the **Dashboard** select the action directly by clicking on the **Application No.** (1) in the list provided, if you have multiple actions and the item you wish to see is not visible, select **View** (2) in the **My Pending Actions** tile to open the full list of items.

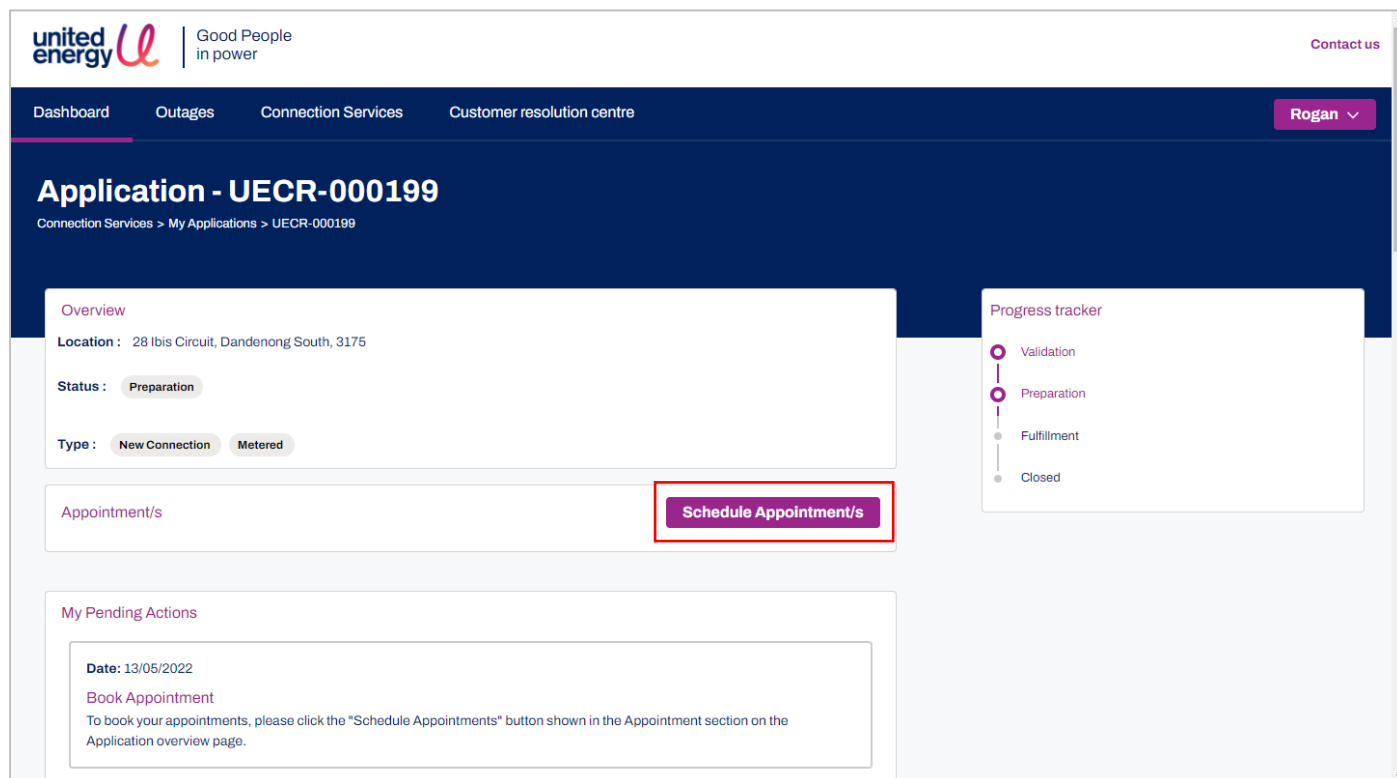


The screenshot shows the United Energy dashboard for a user named Rogan. The dashboard has a dark blue header with the United Energy logo and tagline 'Good People in power'. Below the header is a navigation bar with links to Dashboard, Outages, Connection Services, and Customer resolution centre. A 'Contact us' link is in the top right corner. The main content area is titled 'Hello Rogan, welcome to your dashboard'. Under the 'Connection Services' section, there are three tiles: 'My Pending Actions', 'New Applications', and 'My Applications'. The 'My Pending Actions' tile has a 'View' button highlighted with a red box and a purple circle with the number 2. Below this, there is a table titled 'My Pending Actions' with a message: 'Your Application will be placed on hold awaiting completion of the required action.' The table has five columns: Application No., Action, Type, Site Location, and Date Notified. The first row of the table has 'UECR-000199' in the Application No. column, 'Book Appointment' in the Action column, 'New Connection' in the Type column, '28 Ibis Circuit, Dandenong South, 3175' in the Site Location column, and '13/05/2022' in the Date Notified column. The 'Application No.' cell is highlighted with a red box and a purple circle with the number 1.

Application No.	Action	Type	Site Location	Date Notified
UECR-000199	Book Appointment	New Connection	28 Ibis Circuit, Dandenong South, 3175	13/05/2022

Responding to the Action

From the **Application** page which appears, you will see an **overview** of the application, the current **progress** and additional information on the pending actions against this application. Verify that this is the correct application and then select **Schedule Appointment/s**.



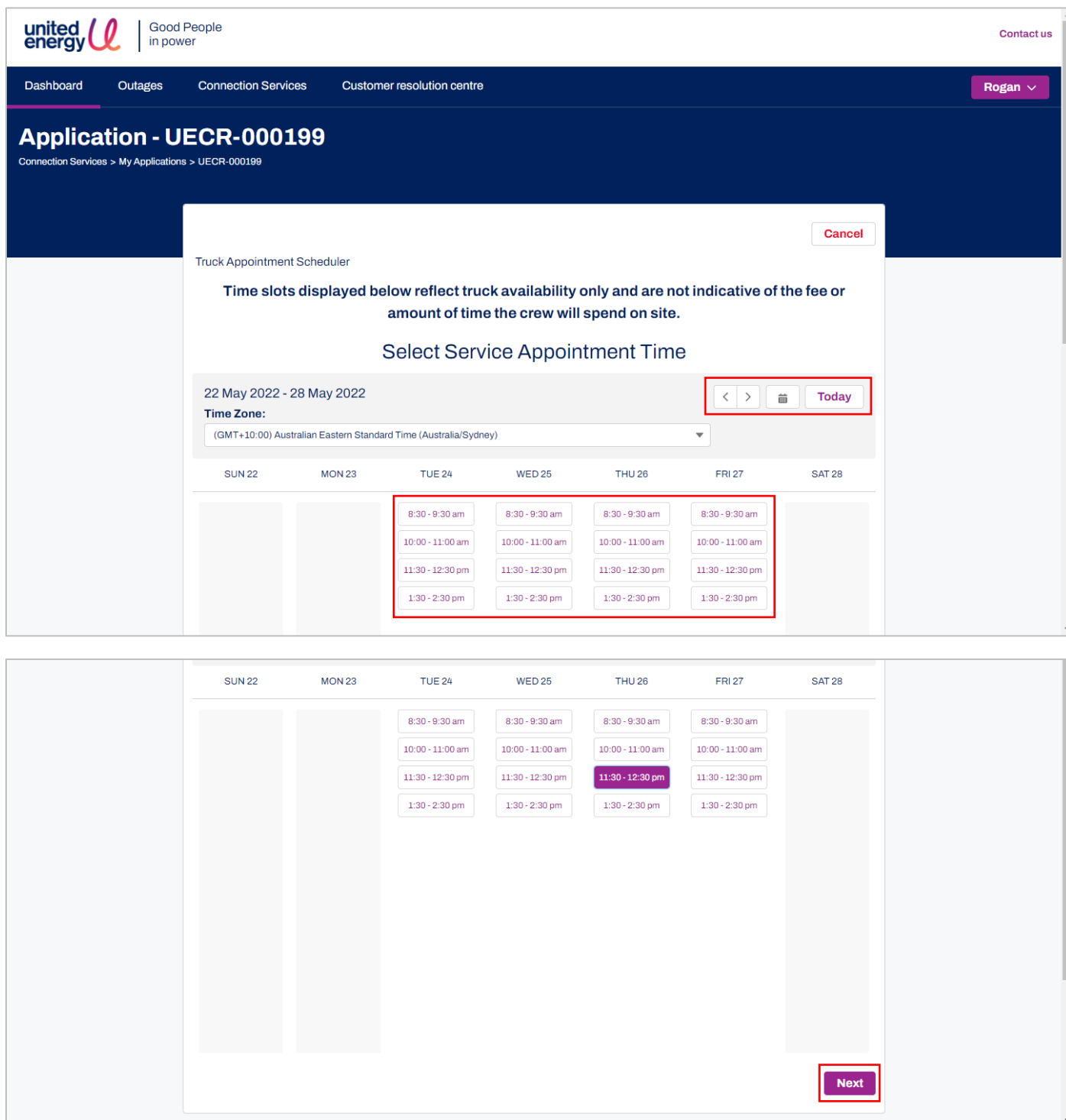
The screenshot shows the United Energy website interface. At the top, there is a header with the United Energy logo and the tagline "Good People in power". Below the header is a navigation bar with links to "Dashboard", "Outages", "Connection Services", and "Customer resolution centre". A user profile dropdown for "Rogan" is visible on the right. The main content area is titled "Application - UECR-000199" and includes a breadcrumb trail: "Connection Services > My Applications > UECR-000199".

The application overview is divided into several sections:

- Overview:** Displays the location "28 Ibis Circuit, Dandenong South, 3175", the status "Preparation", and the type "New Connection" and "Metered".
- Appointment/s:** A section with a red-bordered button labeled "Schedule Appointment/s".
- My Pending Actions:** A section with a date "13/05/2022" and a link "Book Appointment". Below this, a message states: "To book your appointments, please click the 'Schedule Appointments' button shown in the Appointment section on the Application overview page."
- Progress tracker:** A vertical timeline showing the stages: "Validation", "Preparation", "Fulfillment", and "Closed". The "Preparation" stage is currently active.

Booking your time

From the **Truck Appointment Scheduler**, select from the options provided by clicking the button containing your chosen timeslot. If none of the times suit, or there are none available, you can scroll through the appointments for future weeks by using the icons at the top of the scheduler.



Truck Appointment Scheduler

Time slots displayed below reflect truck availability only and are not indicative of the fee or amount of time the crew will spend on site.

Select Service Appointment Time

22 May 2022 - 28 May 2022

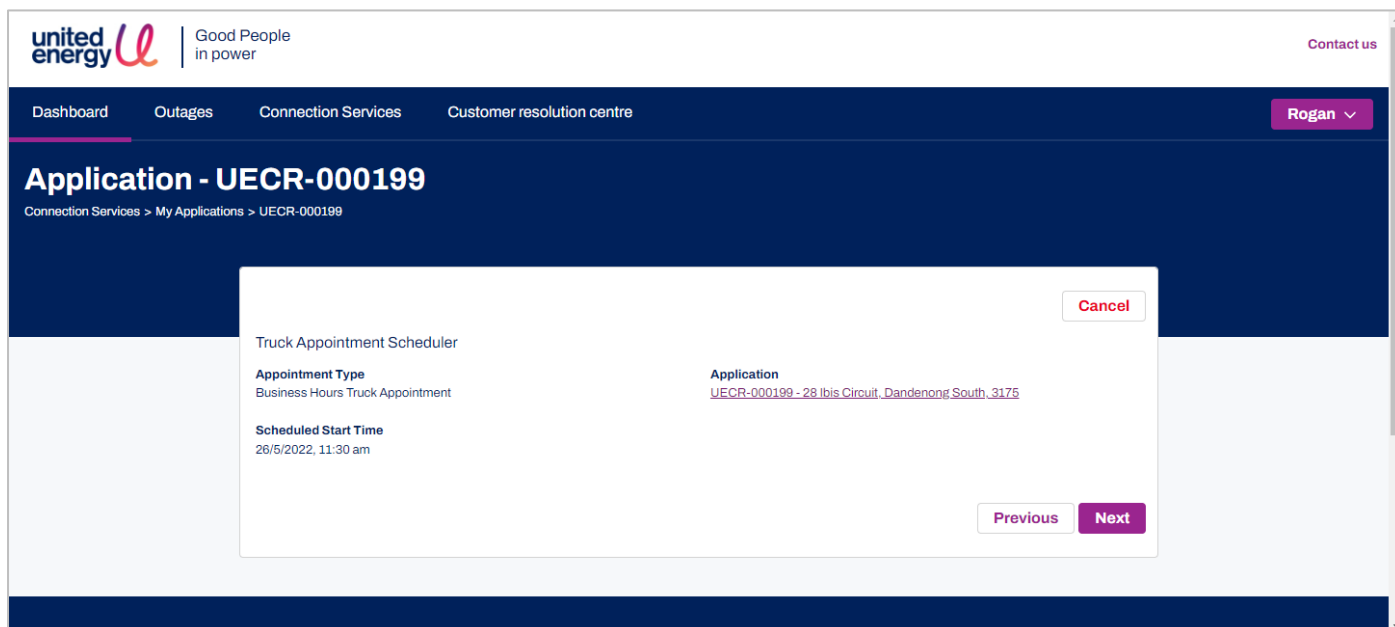
Time Zone:
(GMT+10:00) Australian Eastern Standard Time (Australia/Sydney)

SUN 22	MON 23	TUE 24	WED 25	THU 26	FRI 27	SAT 28
		8:30 - 9:30 am	8:30 - 9:30 am	8:30 - 9:30 am	8:30 - 9:30 am	
		10:00 - 11:00 am	10:00 - 11:00 am	10:00 - 11:00 am	10:00 - 11:00 am	
		11:30 - 12:30 pm	11:30 - 12:30 pm	11:30 - 12:30 pm	11:30 - 12:30 pm	
		1:30 - 2:30 pm	1:30 - 2:30 pm	1:30 - 2:30 pm	1:30 - 2:30 pm	

Next

Once you have selected your timeslot, scroll down until you see the **Next** button and click it to lock in the time.

On the next page the scheduler will confirm your booking information by way of presenting the **Appointment Type**, the **Application** in which the appointment has taken place and the **Scheduled Start Time**. If this information is correct, click **Next**, if not you can click **Previous** to return to the schedule.



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Dashboard Outages Connection Services Customer resolution centre

Contact us

Rogan

Application - UECR-000199

Connection Services > My Applications > UECR-000199

Truck Appointment Scheduler

Appointment Type
Business Hours Truck Appointment

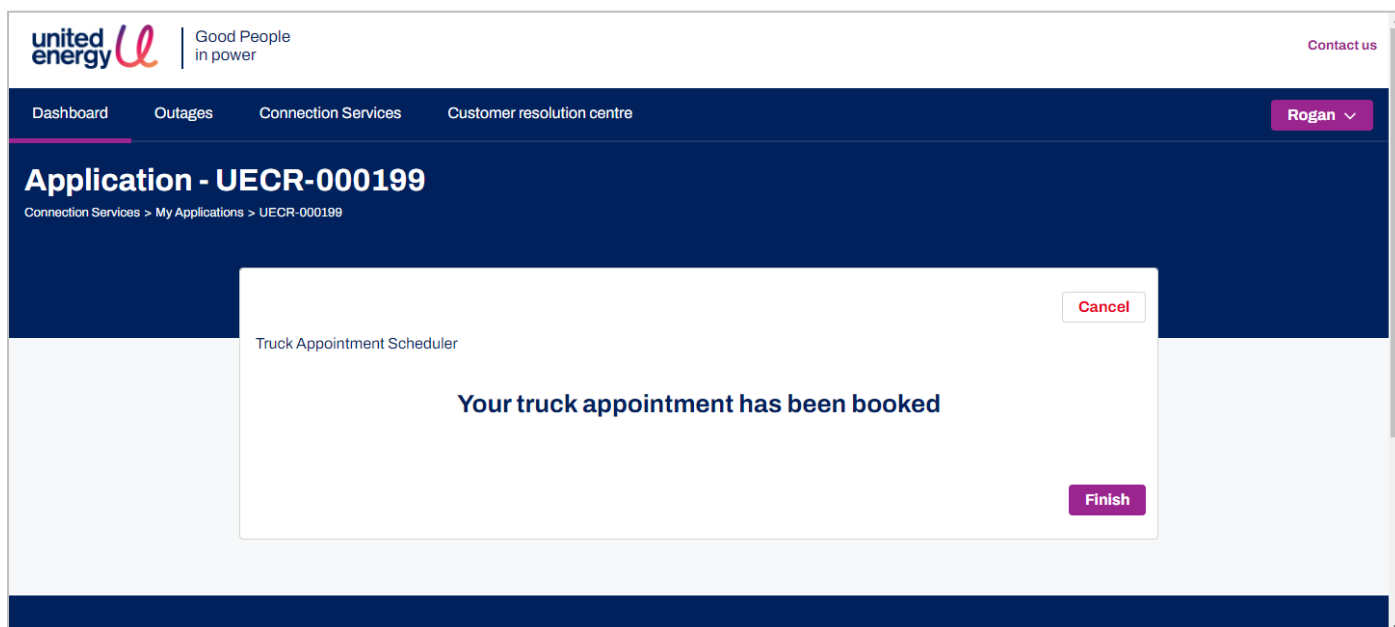
Scheduled Start Time
26/5/2022, 11:30 am

Application
[UECR-000199 - 28 Ibis Circuit, Dandenong South, 3175](#)

Cancel

Previous Next

The scheduler will now confirm that the appointment has been booked. Click **Finish** to return to the application details page.



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Dashboard Outages Connection Services Customer resolution centre

Contact us

Rogan

Application - UECR-000199

Connection Services > My Applications > UECR-000199

Truck Appointment Scheduler

Your truck appointment has been booked

Cancel

Finish