

Allocation of a NMI



About this guide

This guide explains how Retailers can request a National Metering Identifier (NMI) for new connections through a B2B Service Order. It outlines the validation process, key requirements such as accurate address details and Lot/DP information and expected timeframes for completion.

Steps when we receive a NMI allocation Service Order Request

Retailer will need to submit a Supply Service Works – Allocation NMI service order to Endeavour Energy to initiate the allocation process.

Endeavour Energy

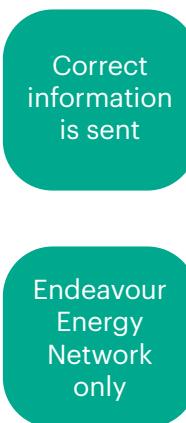


Endeavour Energy receives the service order request and completes a validation of the information provided. Validation includes the Lot, DP and address being in Sixmaps.

Once the service order passes validation the service order is accepted, the service order response is sent to the Retailer with the NMI number included.

If the validation fails due to incorrect information supplied by the Retailer, a Service Order Response Details (SORD) is issued back to the Retailer advising the reasoning for the incompletion of the request.

Customer/Retailer



Retailers are to ensure that the addressing information is correct as per Government Mapping (Sixmaps).

Retailers are to ensure that they are only sending requests for addresses in the Endeavour Energy Network.

NMI Allocation Timeframes

NMI Allocation requests are typically actioned within 3 business days

Important Notes:

- NMI Allocation service orders cannot be cancelled once submitted. If you encounter an issue after submission, notify Endeavour Energy promptly for guidance.
- Do not send general email enquiries. Only provide supporting documentation when specifically requested following a rejected service order.
- A fee applies to this request – Please refer to the current Ancillary Price Guide.



For any enquiries regarding Service orders, please email:
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