

Disconnections



About this guide

This guide outlines the key steps and service order types required to disconnect metering services. It covers remote and site visit options for both basic and smart meters, details B2B order submission requirements, and highlights timing expectations, exception handling, and safety considerations to support accurate and timely disconnections.

Types of Disconnection services available

Customers with Smart meters

Remote Services

Retailer approved for remote Disconnection services.

If you're approved to perform remote Disconnections, there's no need to send a service order to Endeavour Energy. Instead, please direct the order to your Metering Provider (MP) and send a one-way notification (Notified Party transaction) to keep us informed.

Retailer not approved for remote Disconnection services.

As Endeavour Energy doesn't offer remote Disconnections, customers may find it helpful to engage a Retailer that provides this service to ensure a prompt restoration.

Smart meters can be disconnected by main fuse and switch

Submit a B2B Disconnection service order through market channels to initiate.

Customers with Basic meters

Three types of Disconnection Service orders available

1. DNP - Retailer raises B2B Disconnection Service Order for Non-Payment (DNP) via Fuse or Main Switch at Meter Box (must be for at least 2 business days in future).
2. DNI - Retailer raises B2B Disconnection Service order for Unknown Occupant (DNI) via Fuse or Main Switch at Meter Box (must be for at least 2 business days in future).
3. Pole / LMD / MLT - Retailer raises B2B Disconnection Service Order for Local Meter Disconnection / Meter Load Tail (MLT) or Pole top/Pillar Box (must be at least 10 business days in future). Note – MLT is also known as Local Meter Disconnection (LMD).

Disconnection service and rate code

The same rate codes apply to both completed Disconnections and Reconnections.

- Disconnections (or Reconnections) at Meter Box (site visit) – CDS3
- Disconnections (or Reconnections) at Meter Box – CDF3
- Disconnections (or Reconnections) at Meter Load Tail (site visit) – DVLT
- Disconnections (or Reconnections) at Meter Load Tail – DMLT
- Disconnections (or Reconnections) at Pole top / Pillar Box (site visit) – NS18
- Disconnections (or Reconnections) at Pole top / Pillar Box – DS18

For further information on service fees, definitions, and network pricing please visit our online Retailer information hub:

www.endeavourenergy.com.au/working-with-us/Retailers

Disconnection Timeframes

Disconnection requests are typically completed within 2 business days.

Submission Cut-Offs:

- For non-payment and unknown occupant disconnections, submit orders 2–3 business days in advance.
- For local meter or pole-top disconnections, allow at least 10 business days.

Important Notes:

- Once a service order is received and acknowledged, date changes or additional notes can not be accepted.
- All access details including Name and Phone Number should be included in special instructions.

Pages 2 and 3 of this document explain the process for Disconnection service orders in two different formats.

Page 2 provides a written outline of the steps, including what is required and what happens when a service order is complete or not complete, while Page 3 presents the same information as a process flow diagram.

Retailers should use the format that best suits their needs and the preferences of their team members.

Disconnection at Meter Box for Non-Payment (DNP)

- | | |
|---|---|
| ✓ | Letter drop successfully completed – disconnection then scheduled for the requested date. |
| ✓ | Field staff deliver a letter to the customer up to three business days before the scheduled disconnection, in line with the Energy Charter's Knock to Stay Connected program. |
| ✓ | Disconnection complete - B2B transaction sent to Retailer. NMI status is D-Disconnected. |
| ✓ | CDF3 fee generated. |
| ✗ | Disconnection not completed – Disconnection Service Order closed with NCOM results on the requested date & B2B transaction sent back to Retailers with results Premise is Still Active (Power is On). |
| ✗ | CDS3 fee generated. |

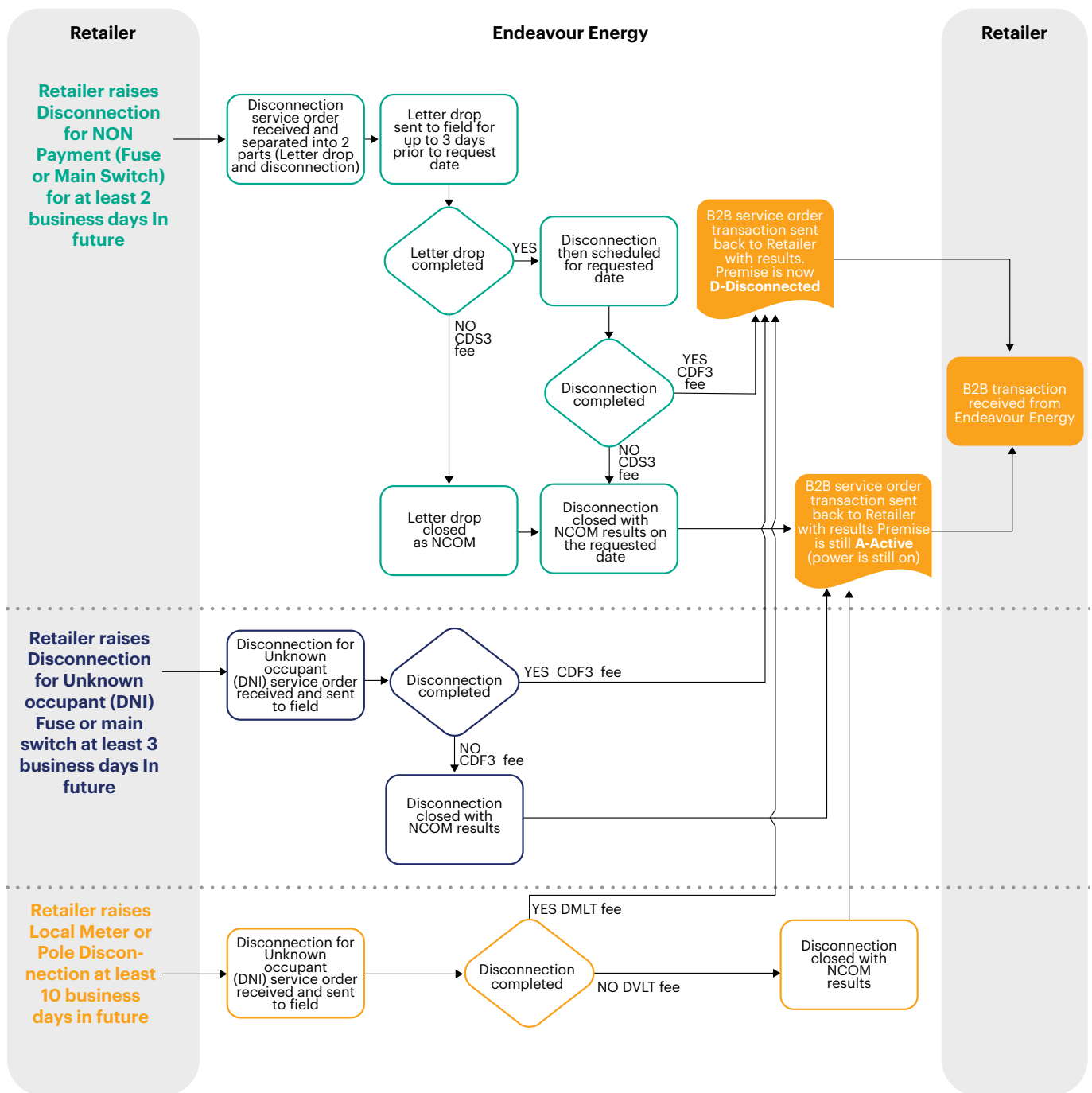
Disconnection at Meter Box for Unknown Consumer (DNI)

- | | |
|---|--|
| ✓ | Disconnection completed at meter box – B2B Service Order transaction sent back to Retailer with result Premise is now D- Disconnected. |
| ✓ | CDF3 fee generated. |
| ✗ | If a service order can't be completed, it's closed with NCOM exception reason, with our without notes. |
| ✗ | Non-Completed (NCOM) B2B transaction sent back to Retailer, NMI status is Premise is still Active (Power is still On). |
| ✗ | CDS3 fee generated. |

Disconnection at Meter Load Tail or Pole Top / Pillar Box

- | | |
|---|--|
| ✓ | Disconnection complete - B2B transaction sent to Retailer. NMI status is D-Disconnected. |
| ✓ | DMLT fee generated. |
| ✗ | If a service order can't be completed, it's closed with NCOM exception reason, with our without notes. |
| ✗ | Non-Completed (NCOM) B2B transaction sent back to Retailer, NMI status is Premise is still Active (Power is still On). |
| ✗ | DVLT fee generated. |

Disconnections



For any enquiries regarding Service orders, please email:
serviceordermgmt@endeavourenergy.com.au



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Energy

POWER
together