

# Meter Exchange Process



## About this guide

This Quick Reference Guide outlines the steps Retailers need to follow when initiating a meter exchange. It covers key requirements, notifications, and responsibilities to ensure a smooth and compliant process.

## Meter Exchange - Basic to Smart Meters

### Customer/Retailer

Submit role changes

Retailer to submit role changes via a CR68XX.

When the MDP/MP is changed

When the MDP or MP is updated via a CR68XX transaction, it triggers the removal of the basic meter in market systems.

### Meter Provider (MP) of the new meter

Performs meter exchange

The new meter provider performs the meter exchange in the field.

Submit Change Request's CR3XXX

The MDP/MP will then submit the Change Request CR3XXX to install the Smart meter in the market (MSATS).

Send Change Request CR3XXX

MSATS sends the Change Request CR3XXX to Endeavour Energy to update our systems.

Send notice of Metering Works

MP will also send a notice of Metering Works (NOMW).

### Endeavour Energy

Acknowledge

Acknowledges the transactions from MSATS.

Action

Action any exceptions to ensure that the changes are completed correctly.

**We are committed to working closely with Retailers to support the successful delivery of their LMRP obligations.**

We aim to collaborate on scheduling, site access, and issue resolution to ensure smart meter exchanges are completed within agreed timeframes.

### Important Notes:

- MDPs and MPs must submit the Notice of Metering Works (NOMW) and change requests within two business days of completing the physical meter exchange.
- MPs must also ensure meter and read details are accurate for the meter removal.



For any enquiries regarding Service orders, please email:  
[marketservices@endeavourenergy.com.au](mailto:marketservices@endeavourenergy.com.au)