

Meter Investigation



About this guide

This Quick Reference Guide provides Retailers with essential information for managing meter investigations, including common scenarios and key steps to follow. It outlines responsibilities, escalation points, and where to direct specific requests such as tariff changes or solar meter reconfigurations.

Meter Investigation – Test

For meter accuracy and high billing disputes for Basic meters (excludes re-read requests, which require a specialised service order).

Advise power interruption

Retailers must advise customers that a power interruption may be required to complete the request. Endeavour Energy will not provide advance notification, as this is not mandatory for customer-initiated work.

Length of interruption

The length of supply interruption depends on the installation type and number of meters. Testing is typically completed within two hours.

Clear and safe access

Clear and safe access to meters is essential. The customer is not required to be present.

Clear instructions

Service order needs to have clear instructions listed as to what is required and any other details that may be of assistance.

Scheduling

Scheduling of the service order will be at Endeavour Energy's discretion. A wasted visit fee may apply where customer refuses testing, clear and safe access not provided, etc.

Important Notes:

- Do not use this service order type for "No Hot Water" or "No Supply" issues. Refer to the QRGs related to 'Power Interruptions and Meter Faults' and 'No hot water' for these scenarios.
- Endeavour Energy cannot carry out any work beyond the meter on the customer's installation.

Meter Investigation – Inspect

Endeavour Energy is unable to perform any work to customer installations past the meter.

Advise power interruption

Retailers must advise customers that a power interruption may be required to complete the request. Endeavour Energy will not provide advance notification, as this is not mandatory for customer-initiated work.

Length of interruption

The duration of the power interruption will vary depending on the type of installation and specific site issue.

Clear and safe access

Retailers are encouraged to remind customers that clear and safe access to meters must be maintained at all times. Customer contact details would be preferred if customer is not onsite at attendance.

Clear instructions

The service order must include clear and detailed instructions outlining what is required.

Scheduling

Scheduling of the service order will be at Endeavour Energy's discretion. A wasted visit fee may apply where customer refuses testing, clear and safe access not provided, etc.



For any enquiries regarding Service orders, please email:
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