

Meter Reconfiguration

About this guide

This Quick Reference Guide provides Retailers with the steps and requirements for initiating and completing Meter Reconfigurations. It explains when reconfiguration is needed, how to submit requests, and key responsibilities to ensure accurate metering and compliance.

Meter Reconfiguration

Customer/Retailer

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.

Clear and safe access

Retailers are encouraged to remind customers that clear and safe access to meters must be maintained at all times. The customer is not required to be present during the work.

Clear instructions

The service order must include clear and detailed instructions outlining what is required. These should specify the current tariff, the proposed tariff, and any additional information that may assist in completing the request.

Scheduling

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

EE LCD on site

For sites with smart meters where Endeavour Energy's load control device manages switching, any required reconfiguration must be noted in the service order instructions as EE LCD on site.

Important Notes:

- Smart meters installed after 14/02/2019 should not include an Endeavour Energy load control device. Tariff changes for these sites must be directed to the applicable meter provider.
- Solar meter reconfiguration requests should be directed to the Retailer's selected meter provider.



For any enquiries regarding Service orders, please email:
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