

Network Tariffs

About this guide

This guide helps Retailers manage network tariff applications and changes accurately, outlining key rules, responsibilities, and steps to ensure compliance and correct billing.

Retailer action for specific network tariff

- Retailers must submit a B2B Service Order to apply the correct network tariff for a NMI, in accordance with the current Network NUOS Price List.
- Applications for new or changed Site-specific pricing must be submitted by 30 September to: network.pricing@endeavourenergy.com.au
- Only Retailers can submit applications for network tariffs. Applications from consultants or customers will not be processed and the installed meter must support the requested network tariff.
- Retailers must provide the Metering Coordinator (MC) or their appointed Metering Provider (MP) with the network tariff to be populated in MSATS for meter changes or reconfigurations.

Tariff change process

- Prior approval from Endeavour Energy is required for all network tariff changes.
- Approval is sought via a B2B transaction as per the Price List.
- Once approved, the network tariff is updated in MSATS with the correct code.
- Only one tariff change per NMI is allowed within a 12-month period.
- Retailers must ensure Metering Providers (MPs) update MSATS with the correct tariff codes.
- The requested tariff must align with the Customer Classification Code (CCC).
- Retailer is responsible for updating the CCC in MSATS
- If the controlled load flag in MSATS isn't updated, the controlled tariff won't apply.

Site-specific pricing

- Applications for new or changed Site-specific pricing must be submitted by 30 September to: network.pricing@endeavourenergy.com.au
- Approved pricing takes effect on 1 July the following year.

Default tariffs

- Residential customers: N71
- Commercial (business) customers: N91

Controlled Load Tariff Change

For sites with Endeavour Energy load control devices, submit a Metering Service Works Meter Reconfiguration B2B Service Order.

If a site uses a load control device that is not an Endeavour Energy relay, contact the Metering Coordinator.

Special tariffs and escalations

- **Trial Tariffs and Tariff Escalations:** :
Email AMServices@endeavourenergy.com.au

Tariff change Timeframes

- For sites with Smart meters, tariff changes take effect from the first day of the following month.
- Tariff changes for Basic meters take effect one day after the last meter reading date.
- Endeavour Energy will not backdate network tariff changes if the Retailer or their agents fail to follow the process outlined in the NUOS Price List.



For any enquiries regarding Tariffs, please email amservices@endeavourenergy.com.au



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