

Abolishing a NMI



About this guide

This Quick Reference Guide provides Retailers with the steps and requirements for abolishing a National Metering Identifier (NMI). It explains when a NMI abolition (or extinction) is appropriate, outlines the necessary service order process, and highlights key responsibilities to ensure compliance and accurate disconnection of supply.

Abolishing a NMI

To meet market obligations and ensure billing accuracy, Endeavour Energy is responsible for promptly validating abolition requests, confirming no data is flowing from the site, and updating MSATS to mark the NMI as Extinct.

Customer/Retailer

Confirm meter removal

Confirm that all meters have been removed and the site has been demolished (checked through desktop review).

Submit a RAGNOSW

Submit a Remove All Gear Notice of Service Works (RAGNOSW) form via Endeavour Energy's NOSW Console within 2 business days of completing the work. Include the following details:

- Meter numbers
- Actual readings from the meters being removed

Ensure all information is accurate to prevent delays or rejection.

Confirm the site is safe

By submitting this order, the Retailer confirms that the site is safe and fully disconnected from the grid at the point of common coupling - the connection between Endeavour Energy's supply and the customer's premises.

Correct information

If the form is completed correctly, the NMI will be updated to Extinct (X) in the market system (MSATS). If there are errors or missing information, the request may be delayed or rejected due to processing issues.

Endeavour Energy

Check for RAGNOSW

We will verify whether a RAGNOSW (Remove All Gear Notice) has been submitted.

Desktop review

We will carry out a desktop review to confirm that no data is being received from the site and that it is ready for abolition. Once verified, the NMI will be updated to Extinct in the market.

SORD sent

A Service Order Response Details (SORD) will be sent to the Retailer to confirm the request has been completed.

MSATS updated

The market system (MSATS) will be updated to show the NMI as Extinct.

Important Notes:

- Retailers should only send a Supply Abolishment Service Order when they're sure the site has been safely demolished.
- ASPs must fill out NOSWs accurately and carry out site work safely.
- Access the eNOSW form through the eNOSW Portal, available on both Apple and Android App Stores.
- All work must follow the Service and Installation Rules of NSW
- Endeavour Energy does not visit sites to demolish.



For any enquiries regarding Service orders, please email:
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