

No hot water



About this guide

This Quick Reference Guide provides Retailers with clear steps to manage customer enquiries about no hot water. It outlines common causes, troubleshooting actions, and when to escalate to ensure timely resolution and customer support.

Steps when we receive a No Hot water call

Basic meter on site

Customer/Retailer

Endeavour Energy's Contact Centre

Do NOT send MISO

Endeavour Energy

Attend the site

If issue is meter-related.

Issue MFIN

Customers or Retailers should call Endeavour Energy's Contact Centre on **131 003** for assistance.

Do NOT send a Meter Investigation Service Order (MISO), as this will delay restoration.

We will attend the site to restore hot water.

We may bypass the controlled load device or the MC's meter if the issue is meter-related.

We will Issue a Meter Fault and Issue Notification (MFIN) to the Retailer via B2B if the meter is bypassed.

Smart meter on site

Customer/Retailer

Manage the complaint

Work with the customer's metering provider

Endeavour Energy

Determine ownership

Refer the customer to their Retailer

May send field officer to visit the site

Handle and manage the complaint as per your internal systems and procedures.

Work with their Metering Provider (MP) to have the issue resolved in a timely manner

We will determine ownership of the controlled load device.

We refer customers to their Retailer during business hours if the device is not owned by Endeavour Energy.

If the enquiry occurs after hours and involves a vulnerable customer, we will dispatch a field officer to investigate the site. If required, we may bypass the meter and then issue a Meter Fault and Issue Notification (MFIN) to the Retailer.

What is a controlled load device?

An Endeavour Energy controlled load device means the site has equipment that switches certain appliances, like hot water systems, to off-peak supply. If this device fails, Endeavour Energy will attend to restore power and notify the Retailer of any required meter corrections.

Important Notes:

- Direct all No Hot Water complaints for customers with an Endeavour Energy controlled load device to our Contact Centre on **131 003**.
- For customers without a controlled load device, Retailers will support during business hours.
- Do not send Meter Investigation Service Orders, as this causes unnecessary delays.



For any enquiries regarding Service orders, please email:
marketservices@endeavourenergy.com.au