

One in All in (OIAI)

About this guide

Endeavour Energy is committed to ensuring Isolation for meter exchanges at multi-occupancy sites are conducted in a safe and efficient manner.

Notification to customers

- Endeavour Energy will notify impacted customers of the planned temporary isolation being undertaken by us. This notification will only cover the length of time required to install the meter protection device.
- Retailers must separately notify their customer, who is impacted by the meter change, of the additional supply interruption period required to install and commission the meter. Retailers should obtain confirmation of the additional supply interruption period for the meter change from their nominated MP.

There are five key steps under the procedure

1. **Discovery of shared fusing:** An MC discovers meters on a shared fuse. Within five business days of discovery, the MC must contact the Retailer that authorised the site visit and trigger the procedure. This party is referred to as the 'Original MC' under the procedure.
2. **Raising a temporary isolation request:** Within five business days of being notified by the Original MC, the Retailer must inform Endeavour Energy of the shared fuse. Retailers will raise a request for a OIAI, as per current arrangements.
3. **DNSP notification to Retailers:** Within 30 business days of being notified by the Retailer, we must:
 - a. Identify all affected NMIs on a single shared fuse, which may require us to visit the site
 - b. Either:
 - i. where the number of legacy meters on the shared fuse is 10 or less, set a date and time for a supply outage to replace the meters, or where the number of legacy meters on the shared fuse is greater than 10, set dates and times for the supply outages to replace the meters.
 - ii. The date(s) and time(s) of the supply outage/s under both scenarios are the date(s) and time(s) on which Retailers and MCs must replace all legacy meters on a shared fuse. This must be between 25 and 65 business days after the notice is issued by Endeavour Energy to the Retailers.
 - iii. Issue a notice to the Retailers of the respective NMIs. The notice must include:
 - the details of the Original MC, which enables the Retailer to appoint them as their MC for the site, should the Retailer wish to do so
 - the date(s) and time(s) of the scheduled outage for the meter replacement
4. **Appointment of MCs:** Within 10 business days of receiving a notification from Endeavour Energy, Retailers must appoint an MC (the Original MC or one of their choosing) to replace the relevant legacy meters on the date(s) and time(s) specified in our notification.
5. **Meter replacement:** On the date and time prescribed in the notice and service order request, we will undertake the outage and the metering party or parties visit the site and install the new meters.

Supply interruptions for a National Metering Identifier (NMI) with a shared isolation point must be requested using the One-in-All-in (OIAI) Service Order as per the B2B Service Order Procedure and the steps detailed here.

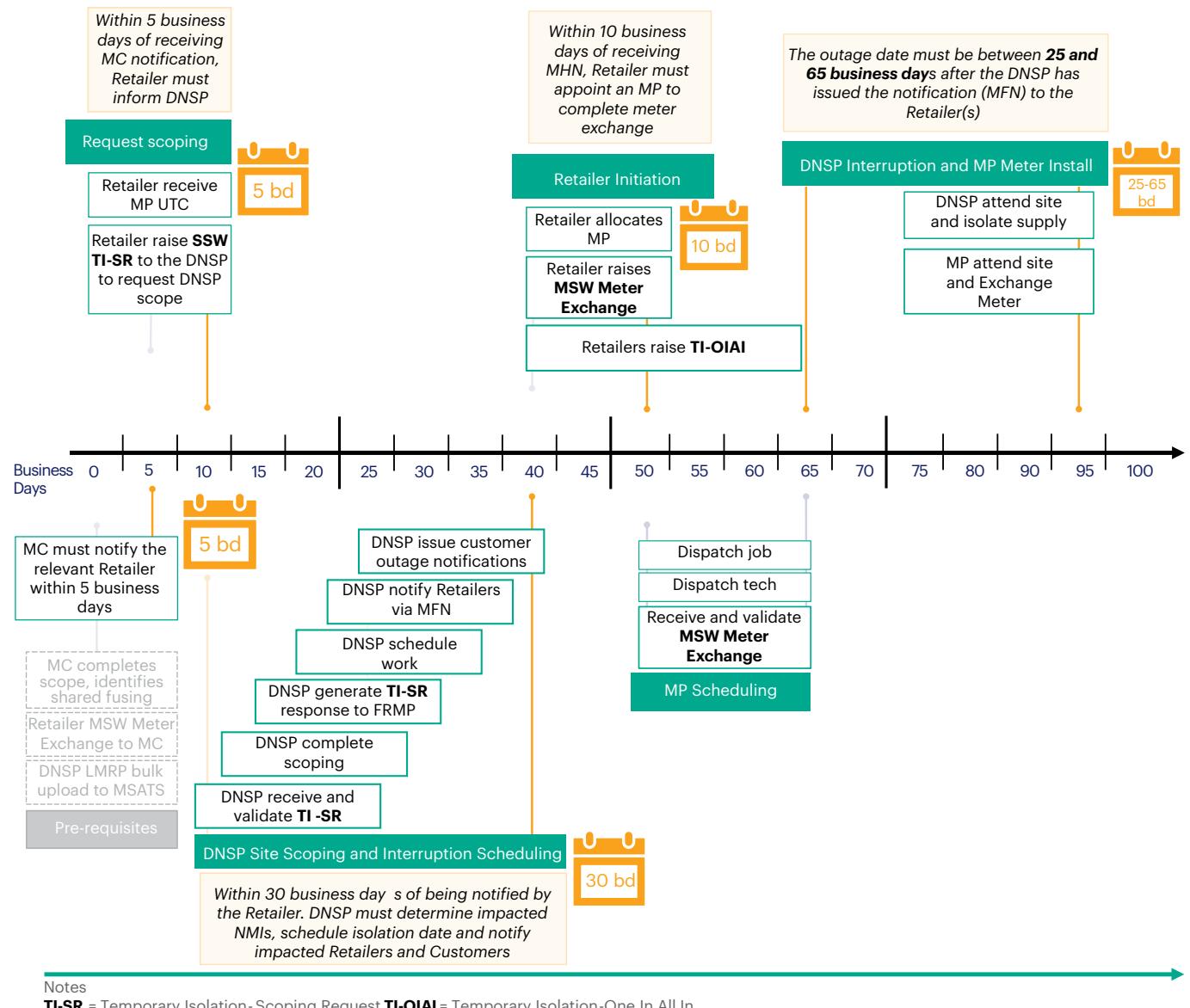
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Endeavour Energy will consider several factors in setting the date and time of a supply outage(s) or meter replacements

Under this procedure :

- We are not required to obtain customer EIC for a planned supply interruption unless it is a life support customer.
- Where we do not have a customer's EIC for a supply interruption, we must provide the customer a planned interruption notice at least four business days before the date of the interruption.
- We may set more than one date and time where there are more than 10 meters on a single shared fuse that need to be upgraded and the circumstances require more than one day to replace all legacy meters. We may consult with the Original MC or metering parties as to how many supply outage dates are required.
- We will consider the time reasonably required to install the new meters when setting a supply outage as per the existing obligations.

OIAO Timeline



For any enquiries regarding Service orders, please email:
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