

Power interruptions and meter faults

About this guide

This guide outlines the essential steps for Retailers to manage customer enquiries and service orders during power interruptions, ensuring safe restoration and compliance.

Steps to follow when a customer's power is interrupted

Identifying the reason for power interruption

We work hard to keep power safe and reliable, but outages can happen - planned or unexpected. The first step is to understand what caused the interruption.

- Confirm whether a Planned Interruption Notification (PIN) or Notified Party Transaction (NPT) exists for the date of the customer enquiry. If notifications were issued but not acknowledged, verify the customer's contact details and update them as needed.
- If there is no planned interruption and the outage is not related to a recent smart meter installation, visit our website www.endeavourenergy.com.au or call **131 003** to report the outage.

Meter faults and issue notification (MFIN)

Endeavour Energy will raise a MFIN when a problem has been identified with a metering installation. We use it to:-

- Request corrections to faults or issues with the metering equipment.
- Initiate substitution of metering data when accurate readings cannot be obtained.

Submitting this notification ensures Endeavour Energy can promptly address metering issues and maintain accurate data for billing and compliance.

Special considerations

For Type 5 and Type 6 basic meters, we will arrange for the metering data to be substituted.

If supply cannot be restored

The customer will be informed of the investigation outcome and may be advised to:-

- Contact their Retailer.
- Contact their electrical contractor.

Important Notes:

Endeavour Energy will only bypass meters and will not bridge them or install temporary network devices to restore supply.

For life support customers experiencing a power interruption after hours, please call **131 003** for further assistance. This option is intended only as a last resort for vulnerable customers, and additional fees will apply.

Service fees apply for site visits and meter bypasses.



For any enquiries regarding power interruptions please visit:

www.endeavourenergy.com.au - or call **131 003**