

Reconnections

About this guide

This guide summarises the key steps and service order types required to Reconnect metering services. It covers remote and site visit options for Basic and Smart meters, outlines B2B order submission requirements, and highlights essential checks and escalation paths to support safe and timely reconnections.

Types of Reconnection services available

Customers with Smart meters

Retailer approved for remote Reconnection services

If you're approved to perform remote Reconnections, there's no need to send a service order to Endeavour Energy. Instead, please direct the order to your Metering Provider (MP) and send a one-way notification (Notified Party transaction) to keep us informed.

Retailer not approved for remote Reconnection services

As Endeavour Energy doesn't offer remote Reconnections, customers may find it helpful to engage a Retailer that provides this service to ensure a prompt restoration.

Smart meters can be reconnected by main fuse, switch and pole

Submit a B2B Reconnection service order through market channels to initiate.

Customers with Basic meters

Two types of Reconnection Services Available.

1. Submit a B2B Reconnection service order for Fuse or Main Switch at Meter Box.
2. Submit a B2B Reconnection service order for Local Meter or Pole top/ Pillar Box.

Reconnection service and rate code

The same rate codes apply to both completed Reconnections and Disconnections.

- Disconnections (or Reconnections) at Meter Box (site visit) – CDS3
- Disconnections (or Reconnections) at Meter Box – CDF3
- Disconnections (or Reconnections) at Meter Load Tail (site visit) – DVLT
- Disconnections (or Reconnections) at Meter Load Tail – DMLT
- Disconnections (or Reconnections) at Pole top / Pillar Box (site visit) – NS18
- Disconnections (or Reconnections) at Pole top / Pillar Box – DS18

For further information on service fees, definitions, and network pricing please visit our online Retailer information hub:

www.endeavourenergy.com.au/working-with-us/Retailers

Reconnection Timeframes

Reconnection requests are typically actioned within 2 business days.

- If received before 3pm, we aim to complete the same day.
- If received after 3pm, the visit will occur the next business day.
- For critical needs (e.g. life support customers) received after 3pm, we'll do our best to complete on the same day where possible. While we can't guarantee this, retailers are encouraged to support customers without overpromising.

Important Notes:

- Once a service order is received and acknowledged, date changes or additional notes can not be accepted.
- All access details, including Name and Phone Number should be included in special instructions.

Reconnections

Basic Meter Reconnection at Meter Box

Retailer raises B2B Service Order for Reconnection at Fuse or Main switch (Meter Box) or Local Meter / Pole Top / Pillar

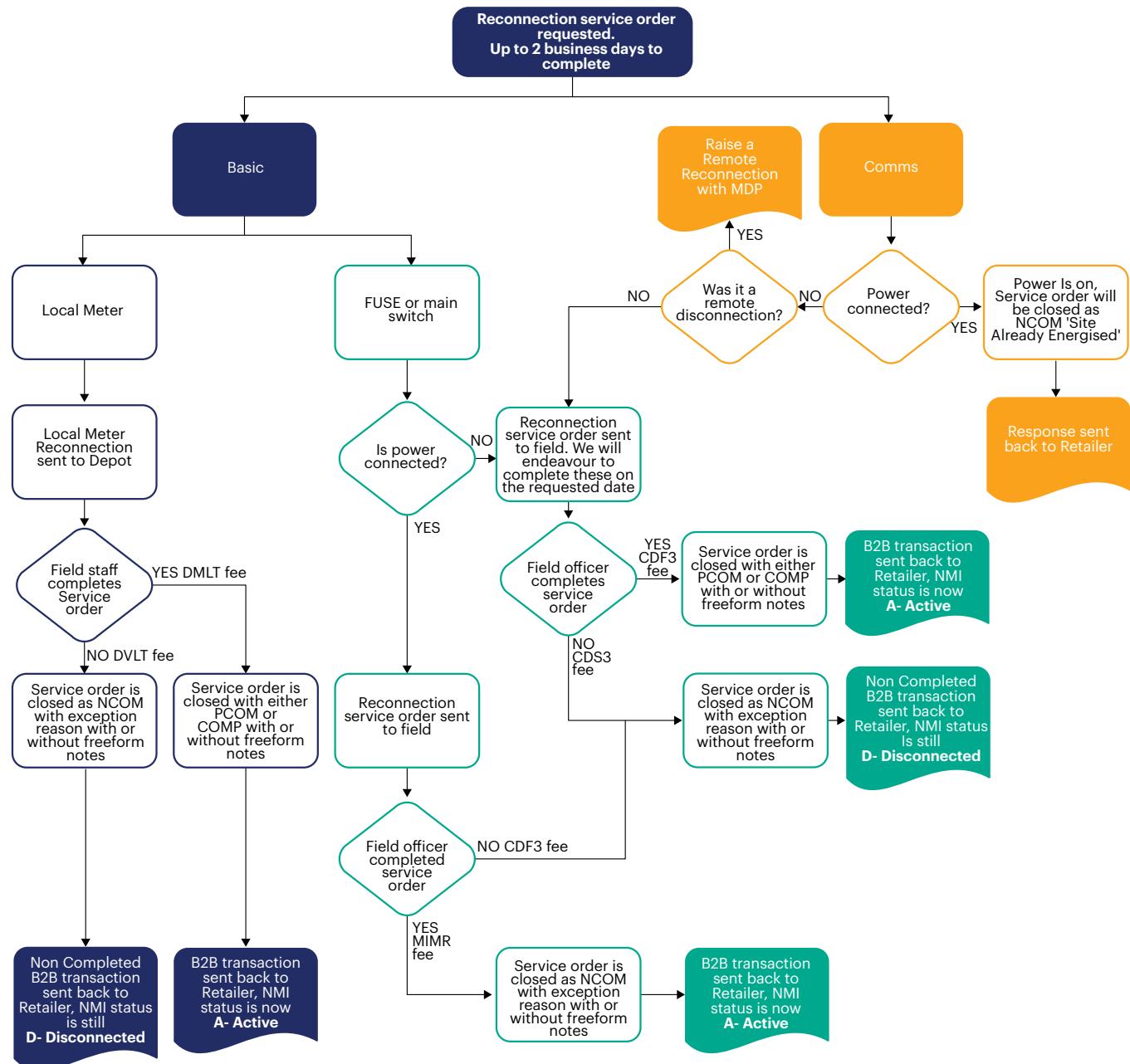
Meter Box Reconnection - use or Main Switch (If Power is connected)	For Meter Box Reconnection - Fuse or Main Switch (If power is not connected)	For Local Meter or Pole Top / Pillar Reconnection
✓ B2B Reconnection Service order type: CDS3 or CDF3.	✓ B2B Reconnection service order type: CDS3 or CDF3.	✓ B2B Reconnection service order type: DVLT or DMLT or NS18 or DS18.
✓ Service order complete and closed with PCOM or COMP, with or without free form notes.	✓ Service order complete and closed with PCOM or COMP, with or without free form notes.	✓ Service order complete and closed with PCOM or COMP, with or without free form notes.
✓ B2B transaction sent to Retailer. NMI status is A-Active.	✓ B2B transaction sent to Retailer. NMI status is A-Active.	✓ B2B transaction sent to Retailer. NMI status is A-Active.
✓ MIMR fee is generated.	✓ CDF3 fee is generated.	✓ DMLT fee generated.
✗ If a service order can't be completed, it's closed with NCOM exception reason, with or without notes.	✗ If a service order can't be completed, it's closed with NCOM exception reason, with or without notes.	✗ If a service order can't be completed, it's closed with NCOM exception reason, with or without notes.
✗ Non-Completed (NCOM) B2B transaction sent back to Retailer, NMI status is A - Active.	✗ Non-Completed (NCOM) B2B transaction sent back to Retailer, NMI status is still D-Disconnected.	✗ Non-Completed (NCOM) B2B transaction sent back to Retailer. NMI status is still D- Disconnected.
✗ CDS3 fee generated.	✗ CDS fee generated.	✗ CDS fee generated.

Smart Meter Reconnection

Reconnection - No power due to physical disconnection	Reconnection - Power on at site
✓ B2B Reconnection service order type: CDS3 or CDF3 or NS18 or DS18.	✓ Service Order closed as NCOM 'site already energised'.
✓ Service order complete and closed with PCOM or COMP, with or without free form notes.	✓ B2B response sent back to retailer.
✓ B2B transaction sent to Retailer. NMI status is A-Active.	
✓ CDF3 fee is generated.	
✗ If a service order can't be completed, it's closed with NCOM exception reason, with or without notes.	
✗ Non-Completed (NCOM) B2B transaction sent back to Retailer, NMI status is D-Disconnected.	
✗ CDS fee generated.	

Reconnections

Process Flow for Reconnection Service orders



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