Special Read

About this guide

This guide provides an overview of the processes and service order requirements for completing Special Meter Reads within Endeavour Energy's network. It outlines when Special Reads are required, the correct steps for submitting requests, and key considerations to ensure accurate and timely data collection.

Types of Special Read services available

Customers with Smart meters

Endeavour Energy does not perform any activities on smart meters, including special reads. Service orders for these requests will be rejected, as they must be sent directly to the Retailer's Metering Provider (MP).

Customers with Basic meters

Three types of Special Read Service Orders available.

1. Final Read.
2. Check Read – can only be raised if the last read was an actual read.
3. Sub type blank – is the last reading was an estimated read.

Special Read service and rate codes

- Move out meter reads (MOMR)
- Special Meter reads (AMO1)
- Special Meter Reads (CDH3)

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

Special Read Timeframes

Special Read requests are typically actioned within 3 business days.

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.

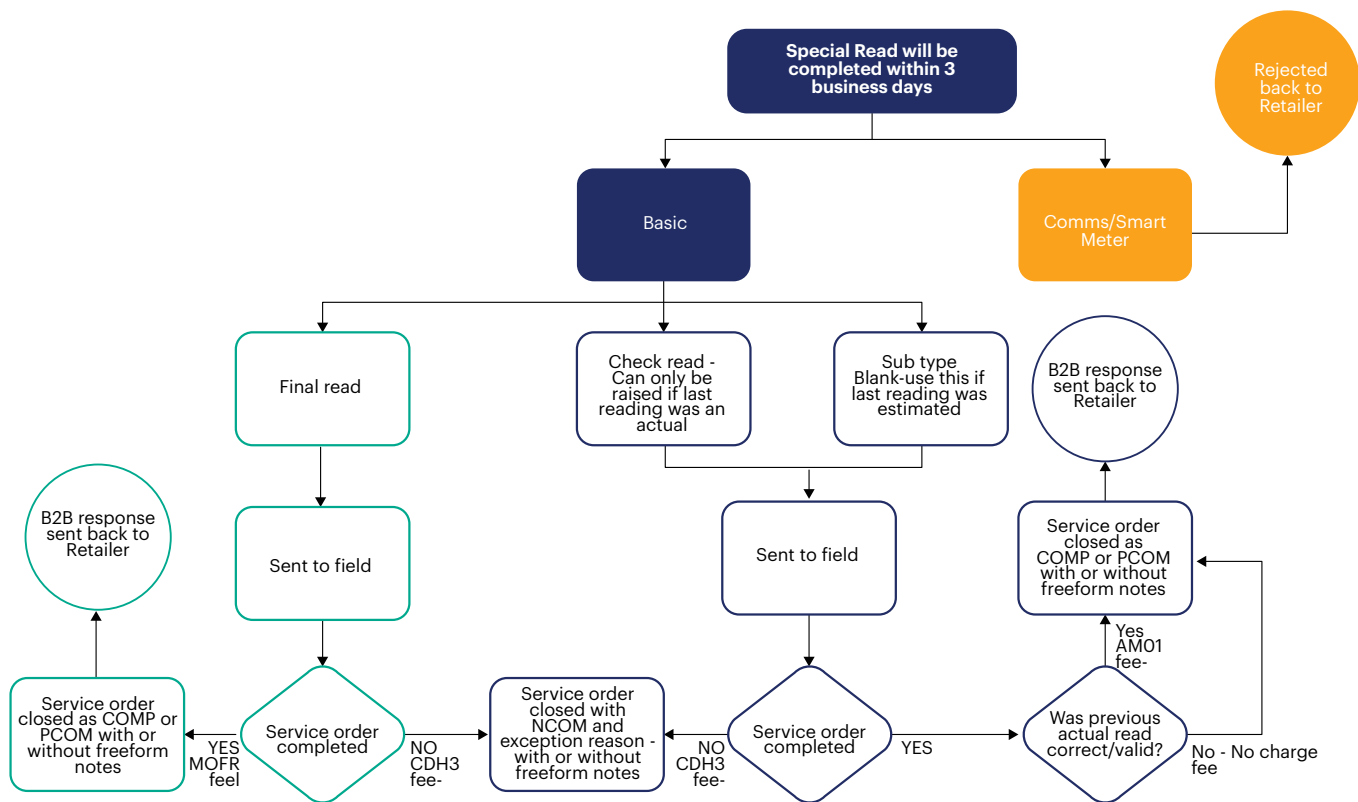| For Final Read	For Check Read & Sub type blank*
B2B Special Read service order type: Special Read - Final Read.	B2B Special Read service order type: • Special Read - Check Read (Use when disputing last actual read). • Special Read - Blank (Use when transferring to another Retailer when the power is on).

✓ Service Order Completed
  • Service Order closed as COMP or PCOM, with or without free form notes.
  • B2B response sent back to retailer.
  • MOFR fee generated.
	✓ Service Order Completed
	  • Was previous Actual read correct / valid?
	    — If NO, No charge.
	    — If YES, Service order closed A COMP or PCOM, with or without free form notes.
	  • B2B response sent back to retailer.
	  • AMO1 fee generated.

✗ Service Order Not Completed
  • If a service order can't be completed, it's closed with NCOM exception reason, with our without notes.
  • CDH3 fee generated.	

* Check Read can only be raised if last read was an actual read. Sub Type Blank is used if the last reading was an estimate read.

Process Flow for Special Read Service orders

Special Read will be completed within 3 business days

Rejected back to Retailer

Basic

Comms/Smart Meter

Final read

Check read - Can only be raised if last reading was an actual

Sub type Blank-use this if last reading was estimated

B2B response sent back to Retailer

B2B response sent back to Retailer

Sent to field

Sent to field

Service order closed as COMP or PCOM with or without freeform notes

Service order closed as COMP or PCOM with or without freeform notes

Service order completed

Service order closed with NCOM and exception reason - with or without freeform notes

Service order completed

Was previous actual read correct/valid?

YES MOFR feel

NO CDH3 fee-

NO CDH3 fee-

YES

Yes AM01 fee-

No - No charge fee

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

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endeavourenergy.com.au