

ENDEAVOUR ENERGY RETAILER & MARKET GUIDE

A guide for Retailers, Metering Coordinators, Metering Providers, Metering Data Providers and Embedded Network Managers operating in Endeavour Energy's Network Area

Effective Date: 1 December 2025 (Version 2.9)



Contents

1.0 Introduction	3
2.0 Information for Retailers	4
3.0 Application for Connection and NMI Creation Services	8
4.0 Vulnerable Customers	11
5.0 Supporting Customers with Smart Meters	12
6.0 Supporting Customers with Basic Meters	15
7.0 NMI Service Order Management	20
8.0 Controlled Load	27
9.0 Information for Metering Coordinators & their Metering Service Providers	32
10.0 Information for Embedded Network Managers	37
Appendix 1.0 – Document Amendment History	38
Appendix 2.0 – Definitions and Terms	39
Appendix 3.0 – New Connections process diagram	40
Appendix 4.0 – Upgrade from 1 phase to 3 phase process diagram	41
Appendix 5.0 – Allocate NMI – Master Lots	42
Appendix 6.0 – Knock to Stay Connected Letter & Flyer	43
Appendix 7.0 – Supply abolishment metered NMIs	47
Appendix 8.0– B2B Services not offered	50

1.0 Introduction

This guide outlines the standards for FRMPs, MCs, MPs, MDPs, and ENMs when operating within Endeavour Energy's network area, and provides guidance on interactions with Endeavour Energy in its role as a LNSP.

As policies and requirements evolve—whether at the national, jurisdictional, or company level—this document may be updated. We encourage readers to always refer to the latest version (which is available on our website) to ensure alignment with current standards.

While Endeavour Energy is committed to supporting safe and compliant operations, please note that we are not responsible for:

- the design, operation, or failure of any metering or electrical installations.
- any loss or damage to persons or property; or
- any non-compliance with regulatory obligations, commercial agreements, or customer contracts.
- References to MCs in this document also include their appointed MPs, MDPs, and any subcontractors.

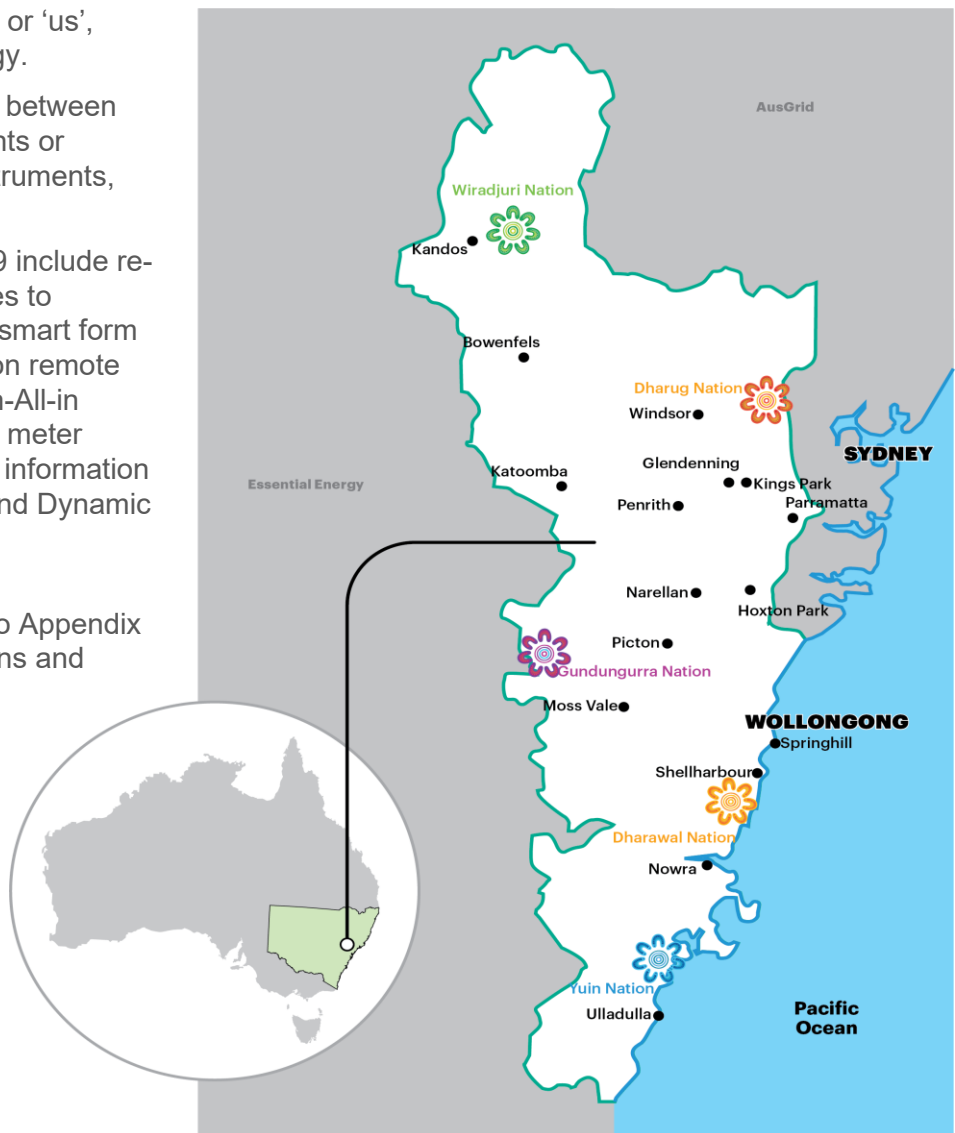
When we use terms like 'we', 'our', or 'us', we're referring to Endeavour Energy.

In the event of any inconsistencies between this guide and regulatory instruments or documents authorised by such instruments, the latter will take precedence.

In summary, updates to version 2.9 include re-formatting of the document; updates to Allocate NMI process; inclusion of smart form for Address changes; information on remote services; information on the One-in-All-in (OIAI) process as part of the smart meter acceleration program and updated information on Controlled Load (Section 8.0) and Dynamic Load Control.

For information on this Documents Amendment History, please refer to Appendix 1.0 and we have included Definitions and Terms in Appendix 2.0

If you have any questions or need further clarification, we're here to help.



Please reach out to us at:
retailerrelationship@endeavourenergy.com.au

Please find an area map of our network and further information can also be found on our website.

2.0 Information for Retailers

2.1 Network Overview

This section applies to all retailers who are operating, or intending to operate, in our network area. Retailers who are intending to operate in our network area and/or are making changes to their market participant ID's, are asked to contact us via email to, retailerrelationship@endeavourenergy.com.au, so we can work with you to create your account in our system via our onboarding process.

The way electricity is being delivered and consumed is undergoing a rapid transformation. The seismic shift in renewable energy technology is driving change, creating new opportunities and challenges for the Endeavour Energy network.

We power one of the fastest growing regions in Australia and need to be positioned to keep up with customer demands and requirements. That's why we're exploring new and innovative ways to connect customers and deliver energy solutions that will meet our future energy needs.

With a firm focus on our customers and the shift to a cleaner, greener and lower carbon energy future, we're committed to enhancing the resilience and long-term sustainability of our network. This will allow us to use more renewable energy and further enable the integration of Distributed Energy Resources (DER).

DER refers to devices that can generate, store, and be controlled to consume energy at a particular time, to form part of the electricity supply network. Devices like:

- rooftop solar systems,
- batteries,
- smart meters and
- electric vehicles.
- community batteries
- micro grids

To obtain the true benefits of DER's consumers should have a smart meter. The Australian Energy Market Commission (AEMC) Smart Meter Acceleration Program is designed to provide customers with the tools and information, so that they can track and manage their own energy consumption.

More information on Endeavour Energy's Modern Grid Strategy is available on our website:

<https://www.endeavourenergy.com.au/modern-grid>

Retailers or market participants who require more information about how best to connect DER's to our Network should visit the Customer Network Solutions information on our website;

<https://www.endeavourenergy.com.au/connections>

Or contact: Retailerrelationship@endeavourenergy.com.au

Accelerating smart meter deployment

In November 2024, the AEMC published the final rules for the Accelerating smart meter deployment rule change project, which aims to deliver an efficient rollout of smart meters to all customers by 2030. Link is provided below.

[Accelerating smart meter deployment | AEMC](#)

The Legacy Meter Replacement Plan (LMRP) framework requires Endeavour Energy to develop a plan that details the basic meters replacement schedule. The link to Endeavour Energy's AER approved LMRP is provided below.

[Endeavour Energy - Legacy Meter Replacement Plan | Australian Energy Regulator \(AER\)](#)

In September 2025, Retailers were sent their respective LMRP list based on the customers in our network at the time the list was generated. At the same time MC's were sent the overall list of basic meters by postcode & Suburb.

Planned and Unplanned Interruptions / Outages

Endeavour Energy advises customers of planned and unplanned interruptions via our customer notification system which uses mail or SMS where we have their mobile number and in accordance with the rules. We encourage all retailers to ensure customer details are updated and correct, so that they can be informed of any network outages in a timely manner.

Planned and unplanned interruptions are available to retailers via our website:
<https://www.endeavourenergy.com.au/outages>

During extreme weather conditions, for example: storms, floods, Total Fire Bans and bushfires, Endeavour Energy will provide Retailers with regular updates via email on locations and number of customers that are impacted, and the estimated time of restoration (ETR) of power.

The update will include the impact to any scheduled meter reading activities and Service Orders in the affected areas. Endeavour Energy's website provides vital information for customers to stay safe around electricity and includes Safety information on Bushfires, Storm and Flood.

<https://www.endeavourenergy.com.au/safety>

Endeavour Energy also uses social media to keep customers informed of various activities including storm updates and customers impacted.

2.2 Network Billing – NUOS and Billing Disputes

Endeavour Energy will email network Statements of Charges to the Retailers nominated email address in accordance with the NSW B2B Technical Specification and B2B Process Specification. For your information;

- Statements of Charges must be acknowledged by the retailer once received
- All NSW compliant NUOS remittance and dispute files from your company must go to the following B2B inbox: NUOSB2BFiles@endeavourenergy.com.au
- All remittances files must be received by Endeavour Energy prior to any EFT payments.
- Payment of charges is due no later than 10 business days as per NER Chapter 6B
- Banking details for Endeavour Energy are provided in the Retailer Onboarding email
- Currently, Endeavour Energy doesn't enter into Use of System agreements, but we may do so in the future.

2.2.1 Invoices

Where an interval meter is installed the NUoS billing cycle will be monthly and may include temporary substituted or final substituted metering data.

When Endeavour Energy is not the MC, please do not dispute the network bill on the basis that you did not receive the latest metering data. Instead, we ask the Retailer to raise a Provide Meter Data (PMD) request before disputing a network bill where there is a mismatch of consumption.

Where a basic meter is installed the NUOS billing cycle will be quarterly and may include final substituted metering data.

2.3 Network Tariffs

A network tariff may be changed by following the process and the rules published in our Network Price List. A copy of our Price List is available on our website; www.endeavourenergy.com.au/Working-with-us/Retailers

Please note that combination tariffs published in our Network Price List do not apply to interval meters and all changes to network tariffs for interval meters can only apply from the 1st day of the next month.

It is the responsibility of the Retailer to provide the MC or their appointed MP with the network tariff to be populated in MSATS, whenever a request is made for a meter change or meter reconfiguration.

We highlight that a condition of network tariff approvals is that the installed meter must be able to support the requested network tariff. The responsible Retailer needs to be aware of their customer requirements and apply for a tariff request promptly and in accordance with the process outlined in Endeavour Energy's Network Price List.

Any tariff change request must be forward dated as per our Network Price List. For example, a tariff change service order received on the 5 November, will have the tariff change effective from the 1 December.

2.3.1 Changes to the primary network tariff

- *Arrangements for residential customers with type 4 meters:*
All network tariff changes for residential customers with type 4 meters should be managed between the Retailer and their MC. The Retailer is responsible for informing the MC of the new network tariff and ensuring that the metering details, including the new network tariff, are correctly updated in MSATS.
Upon notification of a network tariff change from MSATS, Endeavour Energy will validate (that is requested tariff aligns with CCC, bus or resi, HV or LV, consumption pa) and that the network tariff complies with our Network Price List. Where an invalid network tariff was used, we will revert the network tariff to what it was previously or apply the default network tariff. Where the proposed network tariff complies with our price list, we will accept the nominated network tariff.
- *Arrangements for business customers with type 1, 2, 3 or 4 meters:*
Prior approval is required for network tariff changes for all existing or intending business customers.
Approval can be sought via a B2B transaction as per our Price List.
Upon receipt of the completed B2B Transaction, we will validate that the proposed network tariff complies with our Network Price List.
Where the proposed network tariff is approved the request will be accepted and updated in MSATS with the network tariff code.
Where an invalid network tariff is provided the request will be rejected.
- *Arrangements for all customers with type 6 meters:*
Prior approval is required for network tariff changes with type 6 meters. Approval can be sought by nominating the proposed network tariff and forwarding an email to; AMServices@endeavourenergy.com.au
Upon receipt of a Retailer's email, we will validate that the proposed network tariff complies with our Network Price List. Where the proposed network tariff is approved the request will be accepted and updated in MSATS with the network tariff code.
Where an invalid network tariff is provided the request will be rejected.

2.3.2 Tariff Requests for Embedded Networks

Retailer's may apply for a specific network tariff to be assigned on the Parent NMI from the commencement date of an embedded network by submitting a B2B Service Order as per our Price List.

For all escalations relating to Network Tariffs, please email: AMServices@endeavourenergy.com.au

2.3.3 Changes to the network off peak tariff

- *Where Endeavour Energy controlled load equipment is installed:*
Where our controlled load equipment is installed, we shall only accept requests to change the network off peak tariff via a B2B Service Order. Retailers can raise a Metering Service Works Meter Reconfiguration request as per the B2B Service Order Procedure.
It is the responsibility of the Retailer to provide the proposed network off peak tariff in the field called Proposed Tariff.
- *Where Endeavour Energy controlled load equipment is not installed:*
Where our controlled load equipment is not installed, we will not accept a Metering Service Works Meter Reconfiguration transaction to change the network off peak tariff.
It is the responsibility of the Retailer to arrange with the MC for the settings to be changed in the meter and for the new network off peak tariff to be updated in MSATS.

2.3.4 Off peak tariff

If the customer wishes to have an off-peak network tariff, then the Retailer must arrange for the controlled load service by engaging a MP who has an agreement with Endeavour Energy to use their meter as a controlled load device, and the MP must install their meter to provide controlled load services as per the agreement with Endeavour Energy. This also applies for existing type 4 metering installations with an Endeavour Energy controlled load device that has failed.

For the latest listing of approved MPs please contact Endeavour Energy's Metering Coordinator as per the **Retail Operations Contacts List (ROCL)**. Section 8 – Controlled Load, details requirements regarding Controlled Load in an MP's meters.

Existing type 6 metering installations can continue to be controlled by an Endeavour Energy controlled load device.

If an MP's equipment is used as a controlled load device and the MP's agreement has ended or is revoked, then the controlled load network tariff will no longer be allowed.

Please note that we reserve the right to assign the customer connection services to a non-controlled load tariff if the conditions for the controlled load tariff are not met.

3.0 Application for Connection and NMI Creation Services

When arranging a new connection or upgrading an existing connection for your customer, the Retailer needs to determine which connection services are required and submit the relevant application to connect to our network. The range of connection services to suit the needs of our customers, include:

- **Basic Connections** - Basic connection services are provided to customers that require a small load or generator connection where no network upgrades are required. These types of connections are typically suited for single residential, small commercial or small multi-occupant developments.

Basic connections are automatically approved by Endeavour Energy, subject to compliance with specific thresholds for:

- Connecting Load
- Connecting solar or battery installations
- Connecting temporary builder's supply

- **Standard Connections** - Standard connection services are provided to customers that require network upgrades or extensions to accommodate new connections or asset relocations. Standard connection services typically relate to larger multi-occupant developments, commercial and industrial developments as well as rural customers who require network augmentation work.

You can apply for standard connections through our online Connections Portal. Once registered, you will have access to a range of connection services, including real time visibility of application status through a dashboard.

More detail on Connection Services including a link to the Online Connection Portal can be obtained from our website. <https://www.endeavourenergy.com.au/connections/connect-online>.

Please note that in some circumstances our electrical infrastructure may need to be extended or upgraded to accommodate the customer's additional electrical load. If this is the case, then the Retailer may be required to arrange for and contribute to the costs involved.

As per the NSW Service Installation Rules and the Electricity Supply Act, a **Permission to Connect (PTC)** letter from Endeavour Energy is required before any new metering installation can be connected to our network or for any alteration to the connection point – a high-level diagram is provided in Appendix 3.0

If the Retailer decides to not obtain the Permission to Connect letter on behalf of their customer, then they must get confirmation from their customer that they have received a Permission to Connect letter from Endeavour Energy prior to arranging the installation of the meter. The Permission to Connect letter can be obtained by following Endeavour Energy's Connection of Load process. More details on this process and the required forms can be found on our website. Note that a NMI is required before starting this process.

In NSW most connection and service works are provided under a contestable scheme called the **Accredited Service Provider (ASP)** scheme. When engaging an ASP, it is the responsibility of the Retailer to engage the appropriate ASP for the connection and service works that they require. More details on ASP's can be found on our website: <https://www.endeavourenergy.com.au/connections/how-to-find-an-accredited-service-provider>

3.1 Arranging a new connection point.

To arrange a new connection, either temporary or permanent supply, the following activities must be completed:

1. Obtain a NMI using the Supply Service Works Allocate NMI transaction as per the B2B Service Order Procedure.
2. Obtain a Permission to Connect (PTC) letter from Endeavour Energy. This can be obtained by following the Connection of Load process. More details on this process and the required forms can be found on our website via the following link [Connect online | Endeavour Energy](#)
3. Engage the appropriate ASP for the service work installation and connection;
 - a. for underground service works - a Class 2B ASP must be used
 - b. for overhead service works – a Class 2C ASP must be used
 - c. to energise the new installation – a Class 2D ASP must be used.

Please note that an ASP could hold all three accreditations.

4. Engage the MC to install the metering installation. We will activate the NMI in MSATS when the ASP submits their NOSW and the MP submits their NOMW. The NOSW and NOMW are to be submitted within 2 business days from when the work is completed.

See Appendix 3.0 for a high-level process diagram of the New Connection Process.

3.2 Upgrade connection point from single phase to multi-phase

To arrange an upgrade from single phase the following activities must be completed:

1. Obtain a Permission to Connect letter from Endeavour Energy. This can be obtained by following the Connection of Load process. More details of this process and the forms can be found on our website; <https://www.endeavourenergy.com.au/connections/connect-online>.
2. Engage the appropriate ASP for the service work installation and connection;
 - a. for underground service works - a Class 2B ASP must be used
 - b. for overhead service works – a Class 2C ASP must be used
 - c. to energise the new installation – a Class 2D ASP only can complete this work. Please note that an ASP could hold all three accreditations.
3. Engage the MC to upgrade the metering installation.

See Appendix 4.0 for a high-level process diagram of upgrading a connection point from single phase to multi-phase.

3.3 Allocate National Meter Identifier (NMI), including TBS

To request the allocation of a NMI the Retailer must raise a **Supply Service Works Allocate NMI B2B Service Order**. Please note that Endeavour Energy do not offer contestable metering services under the participant id of;

- INTEGP,
- INTEGM or
- INTEGMP

If these participant ids are nominated, we will reject the service order.

A Council approved Lot and DP Number must always be provided in a **Supply Service Works Allocate NMI transaction**.

- the Lot Number must be provided in the Lot field of the ServiceOrderAddress
- the DP Number must be provided in the FormReference field with the letters 'DP' appearing before the DP number (e.g., 'DPXXXXXXXX').
- If there is a section number, please provide this in the FormNumber field.
- We will validate the site address in Six Maps. Where the site address can be validated to be within the boundary of our network area a NMI will be provided.

To avoid receiving a rejection response to your Allocate NMI Service order, we expect Retailers to:

1. Perform a NMI discovery in MSATS to confirm that a NMI is not already allocated.
2. Pre-validate the Lot, DP and if applicable Section details in Six Maps. A link to Six Maps is provided - <https://maps.six.nsw.gov.au/>
3. Ensure all fields are completed correctly.
4. If a Temporary Building Supply (TBS) is required, the TBS must be written in the building description field.

Please note that Retailers must not object to being nominated in the role of FRMP when the NMI is created in MSATS because of the completion of an Allocate NMI B2B Service Order that you initiated.

Any questions about Allocate NMI process should be directed to:

Marketservices@endeavourenergy.com.au

The Process flow for Allocate NMI for Master Lots is provided in Appendix 5.0

3.4 Address Changes

To expedite the Address change process, we have developed a smart form which enables retailers to update the information and forward to us. The form is available on our website via the link below

[NMI Address Update Form | Endeavour Energy](#)

3.5 NMI Consolidation or splitting

NMI consolidation refers to the process of merging multiple NMIs for a single site into a single, unique NMI, or vice versa.

Such instances include where we have two NMIs at a single premise - one for the main house and one for the granny flat. In situations where there is no need for any physical work to be completed, Endeavour Energy can simply perform a desktop update. We will update the metering from the granny flat to the main house and subsequently abolish the Granny flat NMI.

Conversely, in cases where splitting is required, we would require the retailer to raise a NMI Allocation. Endeavour Energy would then move one of the meters from the main house NMI to the newly created NMI for the granny flat.

It's important to note that these actions are only applicable when Endeavour Energy is the Metering Coordinator (MC) for both NMIs.

Requests for NMI consolidation or splitting should be emailed to

marketservices@endeavourenergy.com.au

4.0 Vulnerable Customers

4.1 Life Support

It is expected that Retailers will adhere to applicable Retail Law, Retail Rules and B2B procedures in their interactions with Endeavour Energy relating to the management of Life Support Customers. This includes notifying us via a **B2B Life Support Notification (LSN)** transaction when you commence life support registration as the Registered Process Owner (RPO).

To notify us of a registered life support customer the Retailer must raise a B2B Life Support Notification (LSN) Service Order transaction.

Note - Endeavour Energy will only flag life support based on an LSN – we will not flag life support if you notify us via a comment on a B2B Service Order or CDN as these are not valid notification methods.

In accordance with the National Energy Customer Framework (NECF), Endeavour Energy will not disconnect a customer that is flagged as Life Support. The NERR permit the registration process owner to deregister a premises where the customer has not provided medical confirmation and certain steps have been completed, as per the AER's Life Support Registration Guide – link provided.

[AER Life support registration guide 2021 | Australian Energy Regulator \(AER\)](#)

If we experience a system outage, we shall inform you of the appropriate Business Continuity Process (BCP) to ensure that all Life Support customers are supported.

4.2 Sensitive Load

Sensitive Load indicates there are economic, health or safety issues with loss of supply to the Connection Point, other than Life Support

To notify us of a sensitive load registration the Retailer must raise a **B2B Customer Details Notification (CDN)** Service Order transaction.

Our system will add or remove sensitive load based on your request.

5.0 Supporting Customers with Smart Meters

This section provides information for Retailers and market participants for customers that have smart meters.

5.1 Meter Installations (NOSW)

A **Notification of Service Works (NOSW)** is required to be completed under the Service and Installation rules of New South Wales, and it is mandatory for the ASP to notify Endeavour Energy within two business days of installing (and removing) a meter or demolishing a site.

Completing the NOSW Form: Ensure that the form is filled out correctly. This includes entering the correct date, providing a work item code, recording the correct meter read and attaching clear photos.

- **Entering the Correct NMI:** It is crucial to enter the correct National Metering Identifier (NMI). Incorrect NMIs have been abolished in the market in error, causing significant inconvenience for customers and posing safety risks.
- **Reusing NMIs and Basic Meters:** Any basic NMI or meters from sites that have been demolished should not be reused.

Under the Service and Installation Rules of NSW 1.15 Notification of Service Work (NOSW) (New South Wales Standard Electricity Service & Installation Rules), it is mandatory to submit a Remove all Gear (RAG) NOSW for all meter abolishment's and a NOSW for meter removals.

Failure to submit the RAG NOSW correctly can result in significant issues, such as delays in new builds or customers continuing to pay for a site where there is no meter or supply. It is also considered a major defect and a non-conformance, which may result in the revocation of an Accredited Service Provider's (ASP) authorization to work on our network.

Access to the form is available via the eNOSW Portal, which can be downloaded from either the Apple or Android app store.

5.2 Meter Exchange (NOMW)

Please ensure that your MPB submits all **Notification of Metering Works (NOMW)** correctly and that they are sent to Endeavour Energy within 2 business days.

It's important that all market change requests, including Change of Roles are submitted in a timely manner to ensure that the market is compliant.

5.3 Temporary Isolation – 'One In All In' process

Supply interruptions for a NMI with a shared isolation point must be requested using the One-in-All-in (OIAI) as per the B2B Service Order Procedure and the steps detailed in Section 6.2

5.4 Planned Interruption Notification (PIN)

Retailers must notify Endeavour Energy of a planned interruption. We only accept this notification via the Planned Interruption Notification as per the B2B Procedure. Should you want to use a different format or channel then prior agreement is required.

If Endeavour Energy receive the Planned Interruption Notification and later receive an enquiry about no supply, we will provide details from the Retailers Planned Interruption Notification and refer the customer to you.

It is expected that Retailers will provide a new PIN if the date of the interruption changes.

If Endeavour Energy does not receive the PIN or subsequent updates and receive an enquiry about no supply, we will attend to the site. A fee will be charged to the Retailer if the outage was caused by the Retailer or work done on behalf of the Retailer, this includes accidental interruptions.

5.5 Meter Fault & Incident Notification (MFIN)

When Endeavour Energy identifies that a metering installation requires replacement, we will issue a Meter Fault and Issue Notification (MFIN) transaction, via B2B, to the Retailer. This may include defects that require a meter change to resolve any meter fault scenarios. Please note that we will send the Meter Fault and Issue Notification (MFIN) transaction to the retailer only and not to the Retailers MC or MP.

It is expected that Retailers will prioritise fault rectifications as follow:

Priority	Description	Value in ReasonForNotice field in Meter Fault and Issue Notification
1	SupplyOn is 'No'	Any
2	Theft or tamper has been detected at the metering installation	Theft/Tampering
3	The meter has been bypassed enabling customers to remain on supply	Meter Bypassed
4	The metering installation is classified as faulty	Malfunction

Type 6 metering installations - The MFIN transaction will be sent to the Retailer, as the FRMP. *Where a Retailer becomes the FRMP for a NMI we will re-issue the Meter Fault and Issue Notification to the Retailer if the type 6 metering installation has not been replaced.*

All other metering types - The MFIN transaction will be sent to the Retailer, as the FRMP, once only.

5.6 Remote Services - Disconnection and/or Reconnection

Under the Gas and Electricity (Consumer Safety) Regulation 2018 retailers may arrange for, and metering providers can carry out, connection and disconnection of the premises of small customers by the remote use of an electricity meter provided they:

- have a Safety Management Plan in force, and
- carry out those services in accordance with the accepted plan.

Building Commission NSW has developed Guidelines for Development of Safety Management Plans for Remote De-energisation and Re-energisation of Premises of Small Customers by Metering Providers and Retailers.

Prior to requesting or undertaking remote de-energisation and/or re-energisation of meters, the retailer and metering provider must submit and have accepted their safety management plan which will show how you will follow the Regulation and Guidelines.

Retailers must notify Endeavour Energy of all remote disconnections and remote reconnections. We only accept this notification via the **Notified Party** transaction as per the B2B Procedure. Should you want to use a different format or channel then prior written agreement is required.

The notification should be sent prior to and after the completion of the remote disconnection/reconnection and must contain the reason for the disconnection.

It is expected that Retailers will provide the proposed date that the remote disconnection/reconnection will occur when provided prior to the disconnection/reconnection or the actual date of the remote disconnection/reconnection if provided after the disconnection/reconnection.

It is expected that Retailers will provide a new Notified Party transaction if the date of the proposed remote disconnection/reconnection changes.

Where Retailers fail to advise Endeavour Energy of the remote disconnection, and a no supply call is received from a customer, we will:

- attend the site,
- restore supply by bypassing the meter,
- issue a Meter Fault and Issue Notification (MFIN) transaction via B2B to you and
- charge you a fee.

Where a Retailer advises Endeavour Energy of the remote reconnection, and a no supply call is received from a customer, Endeavour Energy will refer the customer to the Retailer.

5.7 No Hot Water Call outs / No Power

5.7.1 No Hot Water

For customers with Smart meters, when we receive a No Hot Water call, we shall determine ownership of the controlled load device and if the device is not owned by Endeavour Energy;

- during business hours - refer the customer to their Retailer
- If after hours and vulnerable customer, send field officer to visit the site to investigate, and if necessary, bypass the meter. An MFIN will then be sent to the retailer

Please note that Endeavour Energy;

- will only by-pass meters (refer note below),
- will not bridge meters,
- will not install a network device as a temporary means to restore supply.

Note: by-pass may include the re-positioning of the Hot Water cabling into the meters unswitched or uncontrolled terminal.

If we are unable to restore hot water supply, then the customer will be informed of the outcome of our investigation and if required, to contact their Retailer or their electrical contractor. In addition, life support customers will be advised to make any necessary arrangements during the supply outage.

5.7.2 No Power

For customers with Smart meters, if we receive a no supply call, we will firstly check for a Planned Interruption Notification or Notified Party transaction for a remote disconnection. If the interruption aligns with the date of the customer's call, we refer the customer back to their Retailer.

If Interruption Date is unclear we will send a field officer to visit the site to investigate and, if necessary:

- Bypass the electricity meter to restore supply.
- Send a Meter fault and issue notification (MFIN) to the Retailer via B2B.

If supply cannot be restored, the customer will be informed of the investigation outcome and may be advised to:-

- Contact their Retailer, or
- Contact their electrical contractor.

Service fees may apply to the Retailer for site visits and meter bypass situations.

In addition, life support customers will be advised to make any necessary arrangements during the supply outage.

6.0 Supporting Customers with Basic Meters

This section provides information for retailers for customers with Basic meters.

6.1 Meter Exchange (NOMW)

Please ensure that your MPB submits all Notification of Metering Works (NOMW) correctly and that they are sent to Endeavour Energy within 2 business days. It's important that all market change requests, including Change of Roles are submitted in a timely manner to ensure that the market is compliant.

6.2 Temporary Isolation - One in All in Process (OIAI)

Supply interruptions for a 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 below.

In the interest of the customer, Endeavour Energy may not be able to complete the temporary isolation, even if we had agreed to a date, when we become aware of situations where the temporary isolation will impact customers who are sensitive (e.g. life support) to supply interruptions who were not appropriately consulted. Endeavour Energy reserves the right to charge the Retailer a fee for the work we have already completed. To avoid incurring delays and cost we suggest that Retailers have processes in place to identify and appropriately consult with customers who may be sensitive to supply interruptions prior to raising a OIAI Service Order.

Endeavour Energy will notify all impacted customers of the planned temporary isolation being undertaken by us.

Retailers are encouraged to notify their customer, who is impacted by the meter change, to reference the planned interruption notification (PIN) duration from Endeavour Energy which is required for all retailers at the OIAI to have their MP's install and commission the meter.

Interrupting the supply

Endeavour Energy will be on site at the agreed date and time. It is expected that the MP(s) will be at the metering installation, have completed any necessary pre-work activities and ready to install the meter protection device at the agreed date and time. If the MP is not on site within 15 minutes of the agreed date and time, then Endeavour Energy will not perform the supply interruption and shall:

- leave the site,
- close the service order as not completed and
- charge a 'no show fee' to the Retailer.

If the interruption to the supply is still required, then the Retailer must raise a new service order request which will be scoped and scheduled again by Endeavour Energy.

To minimise the length of the supply interruption to customers the MP must install the meter protection device first when the supply is isolated. This will allow Endeavour Energy to restore the supply to other affected customers when the meter protection device is installed. The MP can then safely install and commission the meter under the MP's own isolation.

Temporary Isolation Group Supply service orders are not to be raised for issues of access, it is the Retailer and Metering Provider's job to organise access with the intended customer.

One in All in Process (OIAI): 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. **Endeavour Energy 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:
 1. 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
 2. 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.

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.

We shall issue a Meter Fault & Issue Notification (MFIN) via the B2B process to the retailers of the respective NMIs. The notice will include:

1. 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
 2. 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 undertake the outage, and the metering party or parties visit the site and install the new meters.

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.
- Where a Life Support customer is identified at the premise less than 4 days from the outage, we shall make best endeavours to contact them and inform them of the planned outage.
- 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. And would appreciate an informed indication from the originating MC

6.3 Meter Investigation – Meter Test & Meter Inspect

6.3.1 Meter test – Test

For accuracy and high billing disputes for Basic meters (excluding Re-Read which requires a specialised service order required).

Please note that Endeavour Energy will not be able to perform any works to the customer's installation past the metering and main switch.

When this service is requested, the customer is to be advised by retailer that a power interruption will be required. The length of interruption to customer supply is dependent on installation type / number of meters. Generally testing is completed within two hours.

Clear and safe access to meters is essential and customer is not required to be present.

Service order needs to have clear instructions listed as to what is required and any other details that may be of assistance.

- Scheduling of the service order to be at the discretion of Endeavour Energy.
- Wasted visit fee applicable at Endeavour Energy discretion.

All enquiries Metering Service Works – Test should be emailed to mibschedulers@endeavourenergy.com.au

6.3.2: Meter Investigation – Inspect

For other basic metering issues, including but not limited to Cross Metering, non-accuracy related meter issues.

Please note that Endeavour Energy will not be able to perform any works to the customer's installation past the metering and main switch.

When this service is requested, the customer is to be advised by retailer that a power interruption may be required. The length of interruption to customer supply is dependent on installation type and specific site issue.

Clear and safe access to meters is essential and customer contact details may be of service if customer is not on site.

Service order needs to have clear instructions listed as to what is required and any other details that may be of assistance.

- Scheduling of the service order to be at the discretion of Endeavour Energy.
- Fee applicable at Endeavour Energy discretion.

This service order type is not to be used for a "No hot water issue" or "No Supply" - refer to applicable instructions.

All enquiries regarding Metering Service Works – Inspect should be emailed to mibschedulers@endeavourenergy.com.au

6.4 No Hot Water / No Power supply

6.4.1 For customers with a Basic meter and an Endeavour Energy controlled load device is installed at site.

When a Retailer receives a complaint from a customer that they have No Hot Water, we advise the Retailer or customer to call our Contact Centre on 131 003, and we shall attend to the issue as soon as possible. If the issue is relay related, we shall by-pass the controlled load device and may issue a Meter Fault Notification transaction (MFIN), via B2B, to the Retailer if we by-passed the meter.

Do not send a Meter Investigation Service Order as this shall delay the process of restoring Hot Water.

6.5 Combination meter

A combination meter is a meter that measures both general supply and off-peak services and has an inbuilt controlled load functionality. When arranging for a new meter, Retailers must engage an MP that has an agreement with Endeavour Energy to use their meter as a controlled load device where our combination meter is installed. The combination meter must be removed when a type 4 meter is installed.

6.6 Upgrading from single phase to three phases for an existing type 6 metering installation

The Rules do not allow for a metering installation to have a mix of meter types. If there is an intention to upgrade from single phase to three phases for an existing type 6 metering installation, then the existing type 6 meter must be replaced with a type 4 meter. Any costs associated with upgrades to metering installations or meter box are at the cost to the retailer or their customer.

6.7 Replacing switchboards of type 6 metering installations

When a meter switchboard for a type 6 metering installation is replaced then the existing type 6 meter must be replaced with a type 4 meter. Any costs associated with upgrades to meter installations or meter box are at the cost to the retailer or their customer.

6.8 Moving switchboards of type 6 metering installations

Retailers may only arrange moving a switchboard for a type 6 metering installation if the NMI for the metering installation is not changing and if the meters are not removed from the switchboard panel. Prior to arranging the move, the Retailer must change in MSATS the MC from Endeavour Energy to their nominated MC.

If the type 6 meter will be removed from the existing switchboard, then it must not be reinstalled on another switchboard, instead a type 4 meter must be installed.

6.9 Installing and removing controlled load devices

If the controlled load device and the off-peak meter is owned by Endeavour Energy, then a Class 2D ASP or an MP must be engaged to remove the device and a NOMW be issued.

To install a controlled load device Retailers must engage an MP that has an agreement with Endeavour Energy to use their meter as a controlled load device to upgrade the metering installation.

6.10 Current Transformers

Retailers may arrange to remove or continue to use current transformers that belong to Endeavour Energy. If the current transformer is removed, then we do not require them to be returned. If the current transformer continues to be used, then ownership and responsibility will transfer to the Retailer when the interval meter is installed. Please note that we will not supply any test or compliance certificate for the current transformers.

6.11 Unmetered connection points

Please be aware that Retailers must not arrange for a connection point to be connected to Endeavour Energy's network without a compliant meter unless they obtain our express prior written agreement.

6.12 Remediation of Metering Installations

Any costs associated with upgrades to meter installations or meter box are at the cost of the Retailer or customer.

6.13 Metering Data

6.13.1 Substituting the final type 6 meter read

The Service Level Procedure for MPs stipulates that the NOMW must be provided within 2 business days of the metering work. Endeavour Energy will temporarily substitute the metering data on the meter removal date for a type 6 meter if the MP does not send a NOMW or sends invalid data in the NOMW. At our discretion we will make the substitution final if a valid NOMW is not received.

6.13.2 Substituting meter reads for illegal tampers

Endeavour Energy will provide Retailers with the extra estimated daily kwh consumption due to illegal bypass or meter installation tamper. It is expected that the Retailers Metering Data Provider will make the necessary adjustments to the interval data and send to market participants within 10 business days of our notice.

As the DNSP, we have an obligation to report any sites that have been identified as unauthorised consumption.

To avoid confusion, below are the following steps we will take whether the unauthorised is related to a site with a smart meter or a basic meter.

Basic Meter Unauthorised Consumption

1. When Endeavour Energy identifies a basic meter site with unauthorised consumption we will proceed to inform the Police.
2. We will also inform the incumbent Retailer, providing details of the site, the disconnection status, and the loss calculations.
3. We will not take further action or adjust the data unless requested to do so by the Retailer.

Smart Meter Unauthorised Consumption

1. When Endeavour Energy identifies a smart meter site with unauthorised consumption we will proceed to inform the Police.
2. We will also inform both the Retailer and the incumbent Metering Co-Ordinator (and/or MDP), providing details of the site, the disconnection status and the loss calculations.
3. We will not take any further action unless requested to do so by the Retailer.
4. Note - if the MDP makes a decision to adjust the data, our systems will automatically cancel and rebill the NMI as per BAU.

7.0 NMI Service Order Management

7.1 Allocate National Meter Identifier (NMI), including TBS

To request the allocation of a NMI the Retailer must raise a Supply Service Works Allocate NMI B2B Service Order. Please note that Endeavour Energy do not offer contestable metering services under the participant id of;

- INTEGP,
- INTEGM or
- INTEGMP

If these participant ids are nominated, we will reject the service order.

A Council approved Lot and DP Number must always be provided in a Supply Service Works Allocate NMI transaction.

- the Lot Number must be provided in the Lot field of the ServiceOrderAddress
- the DP Number must be provided in the FormReference field with the letters 'DP' appearing before the DP number (e.g., 'DPXXXXXXXX').
- If there is a section number, please provide this in the FormNumber field.
- We will validate the site address in Six Maps. Where the site address can be validated to be within the boundary of our network area a NMI will be provided.

To avoid receiving a rejection response to your Allocate NMI Service order, we expect Retailers to:

1. Perform a NMI discovery in MSATS to confirm that a NMI is not already allocated.
2. Pre-validate the Lot, DP and if applicable Section details in Six Maps. A link to Six Maps is provided - <https://maps.six.nsw.gov.au/>
3. Ensure all fields are completed correctly.
4. If a Temporary Building Supply (TBS) is required, the TBS must be written in the building description field.

Please note that Retailers must not object to being nominated in the role of FRMP when the NMI is created in MSATS because of the completion of an Allocate NMI B2B Service Order that you initiated.

All enquiries regarding Allocate NMI Service Orders should be emailed to marketservices@endeavourenergy.com.au.

7.2 Disconnection

Endeavour Energy is dedicated to ensuring that Disconnection Service Orders are completed within 2 business days of the scheduled date and the market updated in a timely manner with the correct meter status.

Endeavour Energy will only attempt the disconnection using one process. If the disconnection cannot be completed, for example the metering installation does not allow for the method associated with the disconnection process, then the service order will be closed as Not Completed and a site visit fee will be charged. To arrange a different disconnection process, the Retailer must raise a new service order with a different sub type. Please note that we will disconnect at main switch if we can access site but not remove the service fuse (e.g., shared fuses, fuses not labelled correctly on board).

7.2.1 Types of Disconnection Services available to retailers

Customers with Smart meters – Smart meters can be disconnected by main fuse, switch and pole top/pillar. Retailer submits a B2B Disconnection service order through market channels to initiate.

If the customer has been remotely disconnected and a Service Order is received for a physical reconnection, the Service order will be rejected by Endeavour Energy as the Service Order should be sent to the Retailers Metering Provider (MP). Retailer should only send a one-way Notified party transaction (notification) to Endeavour Energy for remote disconnections.

If the customer has a smart meter where remote services are unavailable (e.g. COMMS4A), then the services available for Basic meters are applicable.

Customers with Basic meters – three types of Disconnection Services available;

- Retailer raises B2B Disconnection Service Order for Non-Payment (DNP) via Fuse or Main Switch at Meter Box (must be for at least 2 business days in future)
- Retailer raises B2B Disconnection Service order for Unknown Occupant (DNI) via Fuse or Main Switch at Meter Box (must be at least 3 business days in future).
- Retailer raises B2B Disconnection Service Order for Local Meter Disconnection / Meter Load Tail (MLT) or Pole top/Pillar Box (must be at least 10 business days in future). Note – MLT is also known as Local Meter Disconnection (LMD).

7.2.2 Disconnection Service and Rate Code – Service fees and definitions are provided in Endeavour Energy's Ancillary Network Services Price List on our website. Note – Reconnection rate code and fee is the same as the Disconnection rate code and fee.

If the sub type of the De-energisation Service Order is Recipient Discretion, then Endeavour Energy will use the De-energisation Reason to determine the disconnection process we would follow and will charge the corresponding fee.

The table below defines the disconnection process we will attempt when the subtype of Recipient Discretion is raised:

De-energisation Reason	Disconnection process we will attempt
Customer Requested	Remove Fuse
Move Out	Remove Fuse
Non-Payment (DNP)	Remove Fuse
Unauthorised Usage (DNI)	Remove Fuse
Illegal Usage	Pole Top / Pit
No Access	Pole Top / Pit
Safety	Pole Top / Pit
Defect	Pole Top / Pit
Site Works	Service Order will be rejected. We do not provide this service.
Breach Of Contract	Remove Fuse
Other	Remove Fuse

7.2.3 Local Meter Disconnection

Endeavour Energy only perform a local meter disconnection for type 6 meters that we are the MC. To request this service a Retailer must raise a De-energisation service order with a sub-type of Local Meter Disconnection. In accordance with the National Energy Customer Framework (NECF), Endeavour Energy will not disconnect a customer that is flagged as Life Support.

7.2.4 Physical disconnections and reconnections

Requests for physical disconnections will cause the MC's meter to become de-energised. It is expected that Retailers will notify the MC of all physical disconnection requests.

Endeavour Energy will not disconnect using the meter load tail method on a meter that does not belong to Endeavour Energy.

7.2.5 Remote disconnections and reconnections

It is expected that Retailers will communicate with and educate their customers about remote disconnection and reconnection and to instruct the customers to first contact their Retailer for no supply enquiries. The communication should be included in any notices that may result in a remote disconnection, for example reminder notice for overdue payments.

7.2.6 “Knock to Stay Connected” Process

In December 2021, Endeavour Energy implemented a process to encourage customers who are scheduled to be disconnected for non-payment to contact their Retailer to make arrangements to avoid disconnection. This program is called ‘Knock to Stay Connected’ and an Energy Charter initiative.

When a Disconnection for Non-Payment (DNP) B2B Service Order request is received by Endeavour Energy, we will arrange for a visit by our field staff, up to 3 business days prior to the disconnection Requested Date and:

- Inform the customer that their Retailer has requested Endeavour Energy to disconnect their supply
- Request the customer contact their Retailer to discuss options to avoid disconnection.

For example, if a disconnection request is received on Monday during business hours for a Thursday disconnection, the letter drop will occur between Monday and close of business Wednesday. The disconnection service order will not be sent to the field for completion until the letter drop has been finalised.

If there is no-one home or we cannot access the site at the time of our initial visit, we will leave a letter and flyer that asks the customer to contact their Retailer (see Appendix 6.0).

If a Service Order cancellation is not received from the Retailer before the Requested Date of disconnection, we will revisit the site and attempt to disconnect. When a successful disconnection take place the disconnect fee for this service will be charged (note that we will not charge for the initial visit).

If a Service Order cancellation request is received after the initial site visit, then a site visit fee will be charged, the disconnected service order will be cancelled, and no further action will be taken.

A Not Completed (NCOM) Service order may occur if there is no access to the meter or premises, or if any other exception skip codes apply. A site visit fee will be charged if the letter drop has been completed, or if field staff attend the site for the disconnection but are unable to complete it due to any of the applicable exception skip codes.

As part of this initiative, Endeavour Energy has been working closely with the Public Interest Advocacy Centre (PIAC), Salvation Army and St Vincent De Paul, to provide additional information at the time we

visit a customer prior to disconnection, that may assist customers that are having difficulty paying their energy bills. A copy of the additional information that we are providing to these customers is in Appendix 6.0.

All enquiries regarding Disconnection Service Orders should be emailed to Serviceordermgmt@endeavourenergy.com.au.

7.3 Reconnections

Endeavour Energy is dedicated to ensuring that Reconnection Service Orders are completed within 2 business days of the scheduled date and the market updated in a timely manner with the correct meter status.

7.3.1 Types of Reconnection Services available to retailers

- Customers with Smart meters
 - Smart meters can be reconnected by main fuse, switch and pole top/pillar – Retailers send a B2B Reconnection Service Order
- Customers with Basic meters – two types of Reconnection Services Available.
 - Retailer raises B2B Reconnection Service Order for Fuse or Main Switch at Meter Box
 - Retailer raises B2B Reconnection Service Order for Local Meter or Pole top/Pillar Box

7.3.2 Reconnection Service and Rate Code – Service fees and definitions are provided in Endeavour Energy's Ancillary Network Services Price List on our website and link provided. Note – A Completed Reconnection rate code and fee is the same as the Disconnection rate code and fee.

All enquiries regarding Reconnection Service Orders should be emailed to Serviceordermgmt@endeavourenergy.com.au.

7.4 Special Reads

Endeavour Energy is dedicated to ensuring that Special Read Service Orders are completed within 3 business days and the market updated in a timely manner with the correct meter status

7.4.1 Types of Special Read Service Orders available to retailers

- Customers with Smart meters
 - Service Order is rejected by Endeavour Energy as the Service Order should be sent to the Retailers Metering Provider (MP).
- Customers with Basic meters – three types of Special Read Service Orders available.
 - Final Read
 - Check Read – can only be raised if the last read was an actual read.
 - Sub type blank – is the last reading was an estimated read.

7.4.2 Service and Rate Code – Service fees and definitions are provided in Endeavour Energy's Ancillary Network Services Price List on our website.

7.4.3 For Final Read – retailer raises B2B Service Order, which is received by Endeavour Energy and sent to the field for completion by field officer.

- 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 Not Completed
 - Service Order closed with NCOM and exception reason, with or without free form notes
 - CDH3 fee generated

7.4.4 For Check Read & Sub type blank

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.

Retailer raises B2B Service Order, which is received by Endeavour Energy and sent to the field for completion by field officer.

- 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

Note: Once Service Order is received and acknowledged, date changes or additional notes can not be accepted. Please include all access details including name and contact number in Special Instructions.

All enquiries regarding Special Read Service Orders should be emailed to Serviceordermgmt@endeavourenergy.com.au.

7.5 Tariff Updates

Retailer's may apply for a specific network tariff to be assigned on the NMI by submitting a B2B Service Order as per our NUOS Price List. A copy of our Price List is available on our website:

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

- Applications for network tariffs will only be accepted if submitted by retailers; applications from consultants or customers directly will not be processed.
- A customer is limited to one tariff change per NMI per twelve-month period.
- For sites with interval meters, tariff changes can only take effect from the first day of the following month.
- Retailers must ensure their metering providers update MSATS with the correct network tariff codes.
- Endeavour Energy does not backdate any change in network tariff in cases where a retailer (or the Metering Provider, or the Accredited Service Provider (ASP), acting on behalf of the retailer) fails to adhere to the process outlined in section 9 of NUOS Price List.

7.5.1 Trial Tariffs:

If a retailer wants to apply for a trial tariff, please email; AMServices@endeavourenergy.com.au

Tariff related escalations:

For all escalations relating to Network Tariffs, please email; AMServices@endeavourenergy.com.au

7.6 Metering Service Works – Meter test & meter Investigation**7.6.1 Meter Investigation – Test**

For accuracy and high billing disputes for Basic meters (excluding Re-Read which requires a specialised service order required).

Please note that Endeavour Energy will not be able to perform any works to the customer's installation past the metering and main switch.

When this service is requested, the customer is to be advised by retailer that a power interruption will be required. The length of interruption to customer supply is dependent on installation type / number of meters. Generally testing is completed within two hours.

Clear and safe access to meters is essential and customer is not required to be present.

Service order needs to have clear instructions listed as to what is required and any other details that may be of assistance.

- Scheduling of the service order to be at the discretion of Endeavour Energy.
- Wasted visit fee applicable at Endeavour Energy discretion.

All enquiries Metering Service Works – Test should be emailed to mibschedulers@endeavourenergy.com.au

7.6.2: Meter Investigation – Inspect

For other basic metering issues, including but not limited to Cross Metering, non-accuracy related meter issues.

Please note that Endeavour Energy will not be able to perform any works to the customer's installation past the metering and main switch.

When this service is requested, the customer is to be advised by retailer that a power interruption may be required. The length of interruption to customer supply is dependent on installation type and specific site issue.

Clear and safe access to meters is essential and customer contact details may be of service if customer is not on site.

Service order needs to have clear instructions listed as to what is required and any other details that may be of assistance.

- Scheduling of the service order to be at the discretion of Endeavour Energy.
- Fee applicable at Endeavour Energy discretion.

This service order type is not to be used for a "No hot water issue" or "No Supply" - refer to applicable instructions.

All enquiries regarding Metering Service Works – Inspect should be emailed to mibschedulers@endeavourenergy.com.au

7.7 NMI Abolishment

Removal of connection point & metering.

To arrange the removal of the connection point, including the metering installation, the following activities must be completed:

1. Engage the appropriate ASP for the service work removal.
 - a. for underground service works - a Class 2B ASP must be used
 - b. for overhead service works – a Class 2C ASP must be used
 - c. for removal of our controlled load equipment – a Class 2D ASP only can complete this work.
 - d. Please note than an ASP could hold all three accreditations.
2. Engage the MC to remove a type 1-4 metering installation.

We will extinct the NMI as per Appendix 7.0

It is essential that a remove all gear notification of service works (RAGNOSW) is submitted via the NOSW console to ensure the NMI is correctly extinct in the market.

7.7.1 Supply Abolishment Service Order from a Retailer

Prior to a retailer submitting a Supply Abolishment Service Order to Endeavour Energy, they should

- Confirm that all meters have been removed and the site is demolished (desktop review).
- Retailers must nominate the date the service main was removed or the date they are requesting the NMI to be extinct from, using the field called Customer Preferred Date – Endeavour Energy will use this information in our analysis however we will determine the date of extinction based on the information available to us.

By submitting the order, the retailer confirms the site is safe and disconnected from the connection point from Endeavour Energy power supply point to the customers premise (at the point of common coupling).

When Endeavour Energy receives the Service Order, we will;

- Check if a RAGNOSW (Remove All Gear Notice) has been submitted.
- Review (via desktop review) to ensure no data is coming from the site & it's ready for abolishment.
- If everything checks out, the NMI will be marked as Extinct (X) in the market.
- A Service Order Response Details (SORD) will be sent to the retailer to confirm the request has been completed.
- The market system (MSATS) will be updated to show the NMI as Extinct.

A fee applies for this service — check the Ancillary Network Services Price Guide under rate code NABO.

Retailers who utilise ASPs need to ensure that a level 2 Accredited Service Providers (ASPs):

- must submit a RAGNOSW online form through Endeavour Energy's NOSW Console within 2 business days of completing the work. You can access the eNOSW form through the eNOSW Portal, available on both Apple and Android app stores

Information the ASP submits for a RAGNOSW through the NOSW Console must include:

- Meter numbers
- Actual meter readings from the meters being removed
- Please ensure these details are correct to avoid delays or a rejection.

7.8 B2B services not offered.

As a LNSP Endeavour Energy does not offer numerous services due to metering contestability. For the complete list of B2B services not offered please refer to Appendix 8.0

8.0 Controlled Load

General controlled load approach

Endeavour Energy's current requirement is that if the customer wishes to have the off-peak network tariff, then the Retailer must arrange for the controlled load service by engaging an MP who has an agreement with Endeavour Energy to use their meter as a controlled load device, and the MP must install their meter to provide controlled load services as per the agreement with Endeavour Energy. This also applies for existing type 4 metering installations with an Endeavour Energy controlled load device that has failed. Existing type 6 metering installations can continue to be controlled by an Endeavour Energy controlled load device.

In addition, if a MP's equipment is used as a controlled load device and the MP's agreement has ended or is revoked then the controlled load network tariff will no longer be allowed. Note that we reserve the right to assign the customer connection services to a non-controlled load tariff if the conditions for the controlled load tariff are not met.

Endeavour Energy has developed a controlled load requirement for use by MPs, refer below. The MP must obtain written approval from Endeavour Energy prior to applying the controlled load requirement. The MP must submit a specification for approval of how their solution will comply with the controlled load requirement and their acceptance of the conditions outlined in the requirement. If the MP has approval to use their meter as a controlled load device, then all controlled load devices that belong to Endeavour Energy must be removed when the MP installs their meter.

It should be noted that some controlled load devices are used for multiple NMIs. MCs must ensure that the removal of a controlled load device does not affect the operation of another controlled load circuit for another NMI for which they are not responsible. If this cannot be achieved, then the existing Endeavour Energy controlled load device must remain but must not be used for the NMI you are installing a new meter for.

If a metering installation has an Endeavour Energy controlled load device and the Retailer has indicated that they do not want a controlled load network tariff, then the MC must arrange for the removal of the controlled load device.

8.1 Compliance with Australian Standards

The MC must ensure the controlled load device meets or exceeds the existing device on the customer's installation regarding safety and functionality. The device must comply with AS 62052.21 Electricity metering equipment (ac) — general requirements, tests, and test conditions Part 21: Tariff and load control equipment.

8.2 High level-controlled load requirements

For customers with controlled load tariff and the MP is replacing the existing meter or removing the existing relay/time switch, then the replacement-controlled load device must have the following functionality:

Function	Endeavour Energy Requirement	Functional Rationale
Clock	Clock must be maintained within ± 20 seconds of local time	Time must be synchronised to the local time
Controlled load schedules	Minimum of two controlled load schedules (see section 7.4 below). Schedules must be re-	Support for current controlled load schedule and future controlled load

Function	Endeavour Energy Requirement	Functional Rationale
	configurable. 99% of devices updated within 24 hours after initiation by Endeavour Energy	schedule to be activated on a specified date
Switching programs	See section 7.4 for switching times	Support for up to ten ON/OFF commands based on day of week and defined seasons
Switch time randomisation	180-minute randomised delay on start only	Avoid synchronised switching of loads throughout the network area using a random delay.
Randomisation method	Randomly generated at configuration and shall achieve statistically rectangular distribution	Randomisation method will be selectable between (1) randomly generated during configuration, (2) at every switching event.
Loss of supply switching	Switch position is set to OFF	On detection of meter loss of supply, the controlled load device will be switched to the specified position
Restoration of supply switching	10-minute delay prior to randomised delay start 30 minutes returning to current schedule	On power restore the recorded random delay will be applied before (1) returning to current schedule or (2) previous state of the controlled load device prior to loss of supply
Priority override	Immediate ON/OFF and scheduled priority override when required. 80% of required devices will complete action within 5 minutes after initiation by Endeavour Energy	Current controlled load schedule can be interrupted with priority override to turn ON/OFF immediately, or start and end times with duration settings

8.3 Controlled load switching times for in-meter Schedules

The current controlled load schedule will have the following switching times:

Controlled load 1

Switching Program	ON/OFF Times	Randomisation
Weekdays	ON 22:00 OFF 07:00	180 minutes
Weekends - Winter	ON 22:00 OFF 17:00	180 minutes
Weekends - Summer	ON 22:00 OFF 15:00	180 minutes

Controlled load 2

Switching Program	ON/OFF Times	Randomisation
Weekdays - Winter Period	ON 22:00 OFF 07:00 ON 09:00 OFF 17:00	180 minutes
Weekdays - Summer Period	ON 22:00 OFF 13:00	180 minutes
Weekends - Winter Period	ON 22:00 OFF 17:00	180 minutes
Weekends - Summer Period	ON 22:00 OFF 15:00	180 minutes

1. All times are in local time.
2. Summer Period is from 1 November – 31 March, Winter Period is from 1 April – 31 October
3. Controlled Load “ON” status must not extend past switch “OFF” time. Unless prior written approval is obtained from Metering Asset Engineering Manager.

For customers with a Basic meter and an Endeavour Energy controlled load device is installed at site.

Endeavour Energy will attend the site to restore hot water, and we may by-pass the controlled load device or an MC's meter if the issue is within the meter. We would issue a Meter Fault Notification transaction (MFIN), via B2B, to the Retailer if we by-passed the meter.

When a Retailer receives a complaint from a customer that they have NO Hot Water, we advise the Retailer or customer to call our Contact Centre on 131 003, and we shall attend to the issue as soon as possible. Please don't send a Meter Investigation Service Order as this shall delay the process of restoring Hot Water.

For customers with smart meters, when we receive a No Hot Water call, we shall determine ownership of the controlled load device and if the device is not owned by Endeavour Energy;

- during business hours - refer the customer to their Retailer
- If after hours and vulnerable customer, send field officer to visit the site to investigate, and if necessary, bypass the meter. An MFIN will then be sent to the retailer.

Please note that Endeavour Energy;

- will only by-pass meters,
- will not bridge meters,
- will not install a network device as a temporary means to restore supply.

If we are unable to restore hot water supply, then the customer will be informed of the outcome of our investigation and if required, to contact their Retailer or their electrical contractor. In addition, life support customers will be advised to make any necessary arrangements during the supply outage.

Installation of controlled load at an existing site

To arrange the installation of controlled load the following activities must be completed:

Engage an MP that has an agreement with us to use their meter as a controlled load device to upgrade the metering installation.

8.4 Dynamic Off Peak Orchestration & Override

8.4.1 Allowance for Dynamic Control

By mutual agreement, a Retailer may instruct a metering provider to dynamically alter the times at which energy is supplied to controlled load circuits covering any NMs with the following restrictions:

Tariff Code	Restricted Control Windows	Notes
N50 Controlled Load 1	OFF: 16:00 – 20:00 local time	Timing randomisation is not required while under active orchestration #
N54 Controlled Load 2	OFF: 16:00 – 20:00 local time	Timing randomisation is not required while under active orchestration #
N62 "Off Peak +"	No restriction	Timing randomisation is not required while under active orchestration # This is a trial tariff with limited capacity. Use of this tariff is subject to available capacity and agreement from Endeavour Energy's Manager Economic Strategy. A list of NMs proposed to be enrolled to the N62 tariff will need to be provided.

Notes:

Load ramp rate restrictions may be required by Endeavour Energy depending on the overall quantum of orchestration by the Retailer.

8.4.2 General Conditions

The Retailer acknowledges that the permission above is granted on the condition that:

1. The Retailer maintains an ongoing commitment to customer amenity, including by:
 - a) a demonstrable process to assist customers to make an informed decision about whether to opt-out of orchestration by the Retailer, including by informing them of the change in responsibility for orchestration; and
 - b) undertaking timely investigations of issues when raised either by Endeavour Energy's teams or directly by customers;
2. The Retailer commits to co-operate with Endeavour Energy and explore reasonable cost-sharing arrangements with respect to any future need to develop DNSP-controlled backstop measures for hot water orchestration;
3. The Retailer will provide documentation, demonstrations or 'walkthroughs' regarding the Retailer's orchestration system architecture, where reasonably requested by Endeavour Energy to better understand any requirements for potential future integrations and coordination with other flexibility offerings (subject to appropriate confidentiality arrangements); and
4. The Retailer will facilitate an ongoing review by Endeavour Energy of technical performance and benefit-sharing with customers when reasonably requested by Endeavour Energy.

8.5 Additional requirements for Metering Providers

8.5.1 When you have approval to utilise your meter for controlled load.

When you have approval to utilise your meter for controlled load then:

1. You must provide controlled load that will match or exceed the Endeavour Energy controlled load device at the customer installation.
2. You must not change any controlled load switching times without prior written consent from Endeavour Energy.
3. You must notify Endeavour Energy of any change from Controlled Load 1 to Controlled Load 2 or vice versa. This is to be achieved by updating the network tariff code in MSATS within 2 business days of the change.
4. You must accept and work with Endeavour Energy to develop and implement the technology to allow Endeavour Energy to send on/off commands to the smart meter to switch the controlled load in real time.
5. You must allow Endeavour Energy to utilise priority override and updates of controlled load schedules as required.
6. You must refer to and adhere to Endeavour Energy's Network Price List for details on controlled load appliances and terms and conditions for controlled load.
7. You must install a smart meter that utilises the inbuilt controlled load functionality for new and existing metering installations where the customer wishes to have or maintain the network-controlled load tariff. You must not utilise existing Endeavour Energy's controlled load devices.
8. You must comply with Endeavour Energy's emergency priority procedure with regards to controlled loads.
9. You acknowledge that it is your responsibility to extend the approval prior to the approval expiring. It is suggested that you allow 4 weeks for the processing of the extension request.
10. You acknowledge that each request to extend your Controlled Load Approval will be considered on their merits and that a previous Controlled Load Approval does not create a binding precedent on Endeavour Energy.

11. You must immediately advise Endeavour Energy in writing when you become aware of any non-compliance with the requirements and conditions of the Controlled Load Approval.
12. You acknowledge that Endeavour Energy may revoke a Controlled Load Approval via written notice.
13. You acknowledge that if a Controlled Load Approval expires or is revoked then that you will not install any smart meter that utilises the controlled load functionality from the date of expiration or revocation.
14. You acknowledge that if your **Controlled Load Approval** is not maintained (e.g., it has expired or has been revoked) then Endeavour Energy may deem metering installations with your smart meter that are utilising the inbuilt controlled load functionality to be non-compliant with the conditions of the controlled load tariff. This applies even if you had a Controlled Load Approval at the time of installing the smart meter that utilises the controlled load functionality. Note that as per the Endeavour Energy Price List, Endeavour Energy reserves the right to assign the customer connection services to a non-controlled load tariff if the conditions for the Controlled Load tariff are not met.
15. You acknowledge that if your **Controlled Load Approval** is not maintained (e.g., it has expired or has been revoked) then the metering coordinator or retailer may seek to have your meter replaced in order to meet the conditions of the controlled load tariff.
16. In the event Endeavour Energy staff are required to attend the smart metered site to bypass the controlled load switch terminals for no hot water customer complaints, Endeavour Energy will charge the retailer for this service based on AER approved rates.

8.5.2 When you do not have approval to utilise your meter for controlled load.

Where you do not have approval to utilise your meter for controlled load, or your approval has expired or is revoked, then you must advise the customer or retailer requesting controlled load functions that you are unable to perform this service.

9.0 Information for Metering Coordinators & their Metering Service Providers

9.1 Introduction

This section applies to all metering coordinators who are operating, or intending to operate, in our network area. Any reference to MC includes their appointed MP, MDP and any sub-contractors.

In this section the term 'you' or 'your' means MC including their appointed MP, MDP and any sub-contractors.

9.2 B2B Communications

9.2.1 Notification of works

Metering Coordinators must send Endeavour Energy the Notification of Metering Works (NOMW) as defined in the B2B procedure for all new, altered or removed metering installations within two business days of completing the metering work. You must indicate on the NOMW details of our load-controlled devices at the metering installation.

It's important that all market change requests, including Change of Roles are submitted in a timely manner to ensure that the market is compliant.

Endeavour Energy's eNOSW application must not be used for the installation or removal of interval meters.

Endeavour Energy's eNOSW application is only for an ASP to use when they perform service work.

9.2.2 NEM12 file format

As required by the AEMO meter data file format specification, the file must contain the face plate serial number for each installed meter and must align with the meter serial number in MSATS. This is important to allow tariffs to be correctly assigned and to allow Endeavour Energy to identify metering installations, via the meter number, for no supply enquiries and B2B service order requests.

9.3 Metering Installations

9.3.1 Removing network metering assets

Under the Electricity Supply Act, MC's and their contractors must be working under a safety management system approved by the NSW Department of Fair Trading. MC's and their contractors may remove our metering assets without an Endeavour Energy Authorisation provided they are working in accordance with their approved safety management system.

9.3.2 Service and Installation Rules

MCs must comply with the Service and Installation Rules. A copy of the Service Installation Rules can be obtained from the website:

<https://www.energy.nsw.gov.au/nsw-plans-and-progress/regulation-and-policy/service-and-installation-rules>

9.3.3 Network devices

The following devices are deemed to be network devices in Endeavour Energy's network area:

1. Relays for controlled loads
2. Time switches for controlled loads
3. Neutral integrity monitors
4. Sample meters
5. Any device that is labelled as "network device".

9.3.4 Neutral integrity monitors

Endeavour Energy's neutral integrity monitors are currently installed before the customer's meter.

Please note, we have turned off communications to all Neutral Integrity Monitors so they can be removed and discarded as per normal disposal process by an ASP or MP.

9.3.5 Sample meters

Under the Metrology Procedure we are obligated to have sample meters. These meters are interval meters that are remotely read with the interval metering data provided to AEMO only. The same meter is also read as an accumulation meter, and the accumulation metering data is provided to AEMO and the retailer for the purpose of market settlements and customer billing.

All of Endeavour Energy sample meters are owned and remotely read by PlusES. To arrange the removal of a sample meter, MC's need to;

- contact PlusES on 02 4951 9906
- Monday to Friday (excluding public holidays) between 7am and 5pm
- immediately prior to the removal so that a final read can be obtained remotely.

MC's must also send us the Notification of Metering Works (NOMW) with the final read of the removed meter.

Please note, we have turned off communications to all Sample meters so they can be removed and discarded as per normal disposal process by an ASP or MP.

9.3.6 Net solar installations

Where interval meters are installed for a net solar installation then the meter must be configured to net the energy instantaneously and not average the energy over the interval period (e.g., 5 minutes). The net energy calculation must be done within the interval meter i.e., the metering data from the meter cannot be adjusted outside the meter in a post data processing method.

9.3.7 Endeavour Energy type 6 metering assets

Endeavour Energy does not require decommissioned type 6 metering assets to be returned. This includes decommissioned controlled load devices. MCs should follow their own procedure for disposal. MCs must not install the removed meter at any other premise.

9.3.8 Combination meter

A combination meter is a meter that measures both general supply and off-peak services and has an inbuilt controlled load functionality. When a type 4 meter is installed the combination meter must be removed and the controlled load functionality must be provided by the MC's meter.

9.3.9 Electricity theft or metering installation tamper

Where there has been suspected theft of electricity or suspected tampering of Endeavour Energy meters, the MC's can proceed with the meter exchange if it is safe to do so. Prior to the meter replacement being done the following information must be recorded:

- full address of the site,
- Retailer you are working for,
- your name,
- your contact phone number,
- meter number,
- date issue identified,
- description of the issue and any other information that may help with the investigation including photos.

Please forward an email with the above information to the email address below;
metrology.compliance@endeavourenergy.com.au

If it is not safe for the MC's to proceed with the meter replacement the same information should be recorded and reported to the above email address advising that the job has been aborted. We will notify you when the investigation is complete, and the meter change can proceed.

9.3.10 Defective controlled load devices

Note that Endeavour Energy's controlled load device may be;

- bridged.
- neutral removed; or
- forced non-auto.

The existing status of the controlled load device is inconsequential to the metering works to be performed, and it does not stop MC's performing a meter change.

9.3.11 Endeavour Energy controlled load devices

If MC's have an agreement with Endeavour Energy to use their meter as a controlled load device, then MC's must remove our controlled load device and install your meter to provide controlled load services as per the agreement with Endeavour Energy

If MC's do not have an agreement with Endeavour Energy to use their meter as a controlled load device and the customer or Retailer has requested for controlled load services, then MC's must inform the customer or Retailer that they are unable to perform this service.

9.3.12 Dangerous installations

If MCs determine that the customer's installation is dangerous to the customer's immediate safety, then they must make the installation safe which may include disconnecting supply to the installation. If they are unable to make the installation safe, then they must notify us on 131 003 and take the necessary action to minimise any safety risk to the customer until Endeavour Energy's emergency service officer arrives.

Upon notification of a dangerous installation by an MC, Endeavour Energy will check to see if the customer is registered for Life Support and if that is the case, will contact the customer to advise them of the situation and that they need to ensure that they have their back-up plan ready to be activated.

9.3.14 Incorrect metering

Where MC's suspect that a metering installation with Endeavour Energy meters are incorrectly identified in MSATS or is metering the incorrect customer installation (e.g., flat 1 is metering flat 2), then you must not complete the meter change.

MC's must contact the FRMP who can raise a metering investigation service order. The service order should articulate clearly what the metering issue is. For example, Meter A appears to be crossed with Meter B. Upon completion of the service order the RETAILER should inform the MC that the meter change can proceed.

9.3.15 Certificate of compliance of electrical works

A **Certificate of Compliance Electrical Works (CCEW)** is not required to be submitted to Endeavour Energy for installation of interval meters.

9.3.16 Fuses with friable asbestos

Service fuses may contain friable asbestos and that MC's should follow their procedure for managing friable asbestos. Appendix B lists known friable and non-friable service fuses.

Please note that Endeavour Energy does not operate or remove fuses with asbestos.

9.3.17 Radioactive off-peak relays

Zellweger ZE 22/3 relays contain small quantities of radioactive material and MCs should follow their procedures for management and disposal of these relays.

9.3.18 Connection of controlled loads

MC's must ensure that Endeavour Energy's controlled load device is removed when they use the controlled load functionality within your meter. Please note that approval from Endeavour Energy is required prior to using the controlled load functionality within your meter.

If MC's have an agreement with Endeavour Energy to use your meter as a controlled load device, then all metering installations requiring controlled load must be wired to the MC's meter via your meter's-controlled load functionality.

If the MC identify any load that is not wired via our controlled load device, then this must be corrected by wiring the load to:

- The MC's meter via their meter's-controlled load functionality if you have an agreement with us to use your meter as a controlled load device; or

- the general supply meter.

9.3.20 Level 2 ASPs

All service work, including new network connections, upgrades to the existing connection point and physical disconnections/reconnections at the connection point must be completed by an appropriate level 2 ASP. MCs are responsible for arranging these ASP services when required.

Upon completion of the service work a NOSW must be submitted by the ASP, using Endeavour Energy's eNOSW mobile application, within 2 business days of completing the work.

The NOSW cannot be combined with the NOMW.

9.3.21 Unmetered connection points

MCs must not arrange for a connection point to be connected to our network without a compliant meter unless you obtain our express prior written agreement. Application is through the Endeavour Energy Connections Portal

9.3.22 Detecting illegal reconnections when the site is de-energised

MCs must have processes in place to detect illegal reconnections when a site is de-energised. This could include periodically, e.g., monthly, turning on the collection process to check if the site is energised, have meters installed that can provide an indicator/alarm when supply becomes available, have meters installed that automatically pushes the metering data to the MDP's MDM system when supply becomes available.

9.3.23 Remediation of Metering Installations

Any costs associated with upgrades to meter installations or meter box are at the cost of the Retailer or customer.

9.3.24 Unsafe or metal clad switchgear

If Endeavour Energy deems the customer's switchgear is unsafe to operate (including but not limited to, old, rusted or physically damaged fuses/switches) Endeavour Energy reserves the right to not operate said equipment, cancel the service order and apply any appropriate fee.

10.0 Information for Embedded Network Managers

10.1 Introduction

This section applies to all embedded network managers who are operating, or intending to operate, in Endeavour Energy's network area.

10.2 Establishing an embedded network connection

To establish a new connection for the incoming supply or gate metering point, or to carry out any subsequent upgrades to the incoming supply, Embedded Network Managers will need to lodge a Connection of Load application. This allows Endeavour Energy to determine the method of supply and any specific terms and conditions of connection. More details on this process and the required forms can be found on our website.

<https://www.endeavourenergy.com.au/connections/connect-online/embedded-network-connection> (confirm new web link).

Prior to establishing a network connection point and registering an embedded network, the Embedded Network Operator must submit a duly completed Embedded Network Application to Endeavour Energy together with all requested information. We will assess the application to determine whether the supply arrangement complies with our standards and that the proposed embedded network configuration satisfies AEMC requirements. If the proposal is deemed compliant then an embedded network parent code will be issued and registered with AEMO. An embedded network code will not be issued until the proposed embedded network is assessed to be compliant.

10.3 Tariff Requests for Embedded Networks

Retailer's may apply for a specific network tariff to be assigned on the Parent NMI from the commencement date of an embedded network by submitting a B2B Service Order as per our Price List.

For all escalations relating to Network Tariffs, please email AMServices@endeavourenergy.com.au

10.4 Planned and Unplanned Interruptions / Outages

Endeavour Energy advises customers of planned and unplanned interruptions via our customer notification system which uses mail or SMS where we have their mobile number and in accordance with the rules. We encourage all Embedded Network Manager and retailers to ensure that the Parent NMI contact details are updated and correct, so that they can be informed of any network outages in a timely manner.

Planned and unplanned interruptions are available to Embedded Network Manager and Retailers via our website: <https://www.endeavourenergy.com.au/outages>

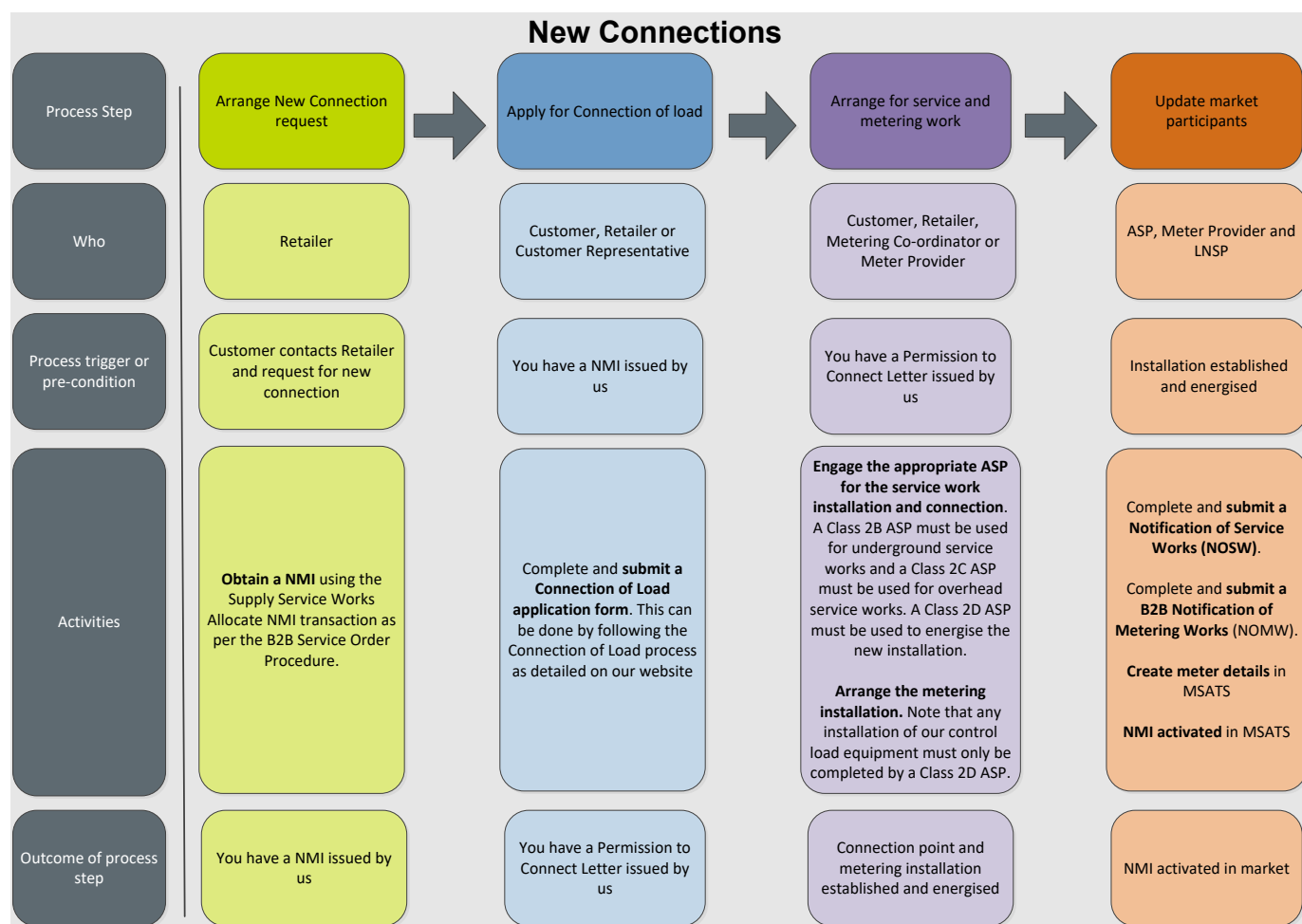
Appendix 1.0 – Document Amendment History

Version	Effective Date	Comments
1.0	1 August 2016	<ul style="list-style-type: none"> Document created to support the closure of the solar bonus scheme.
2.0	1 December 2017	<ul style="list-style-type: none"> Document updated to align with the Power of Choice reform.
2.1	14 February 2019	<ul style="list-style-type: none"> Document updated based on questions received since start of Power of Choice reform.
2.2	1 August 2019	<ul style="list-style-type: none"> Updated with new requirements for Allocate NMI Clarified that unmetered connection points are not allowed without our prior agreement. Clarified that if a MP has an agreement with us to use their meter as a controlled load device, then all metering installations requiring controlled load must be wired to their meter's controlled load functionality. Clarified that the responsibility for detecting illegal reconnections when the site is de-energised, and delivery of metering data is with the metering coordinator. Minor grammatical and formatting changes.
2.3	21 July 2020	<ul style="list-style-type: none"> Updated the sections on temporary isolation group supply, notification of remote disconnection and reconnection and controlled load; and minor changes within the document.
2.4	10 November 2021	<ul style="list-style-type: none"> Updated to define or clarify the process for NMI extinction, PTC requirements, approval of embedded networks and the requirement of a 'shared market protocol', Removed the Combination to Individual Network Tariff Codes table (now in the Network Price List document). Various minor amendments.
2.5	14 February 2022	<ul style="list-style-type: none"> Updated to include a reference to Life Support registration, and to remove references to red tags on metering as this process is no longer in use and red tags are being gradually removed from meters. Included information relating to our "Knock before Disconnection" process. Updated allowable values and associated definitions when populating MSATs for controlled load, and other minor amendments.
2.6	1 July 2023	<ul style="list-style-type: none"> Change of document name from Metering Contestability Network Standard to Retailer and Market Guide. Update to introduction to include a map of our Network area. Update to Tariff changes process and inclusion of new connections website link connect online. Change of name, Knock before Disconnection to Knock to Stay Connected.
2.7	20 December 2023	<ul style="list-style-type: none"> Update to introduction to include Modern Grid Strategy & Distributed Energy Resources. Removal of reference to FBS3000 & FBS4000 forms for Tariff updates and request to update via a B2B Service Order. Change of email mailbox for tariff changes and NMI Allocation. Updated information on Connection Services. Inclusion of a link to the AER Life Support Registration Guide. Update to Planned & Unplanned Interruption Notification, especially around Extreme Weather. Update to Dangerous Installations to cover Life Support customers.
2.8	1 July 2024	<ul style="list-style-type: none"> Change of email address for Tariff changes in Section 4.2.3. Changes to Temporary Isolation – Group Supply (TIGS) in Section 4.4.5 Inclusion of clause on Remediation of Metering Installations (Sections 4.5.15 and 5.3.30). Update to Section 5.3.8 Neutral Integrity Monitors. Update to Appendix A – Controlled Load, inclusion of Section 7.5 Dynamic Off-Peak Control schedules, including Allowance for Dynamic Control and Priority Override Mechanism. Update to Appendix A – Controlled Load, inclusion of Section 7.6.1 point 16 – call-out for bypassing smart meters due to no hot water.
2.9	1 December 2025	<ul style="list-style-type: none"> Changes to format and content including details on Remote Services, Shared fuse Isolation / One in All in (OIAI) process, inclusion of address change smart form and updates to Controlled Load (Section 8.0)

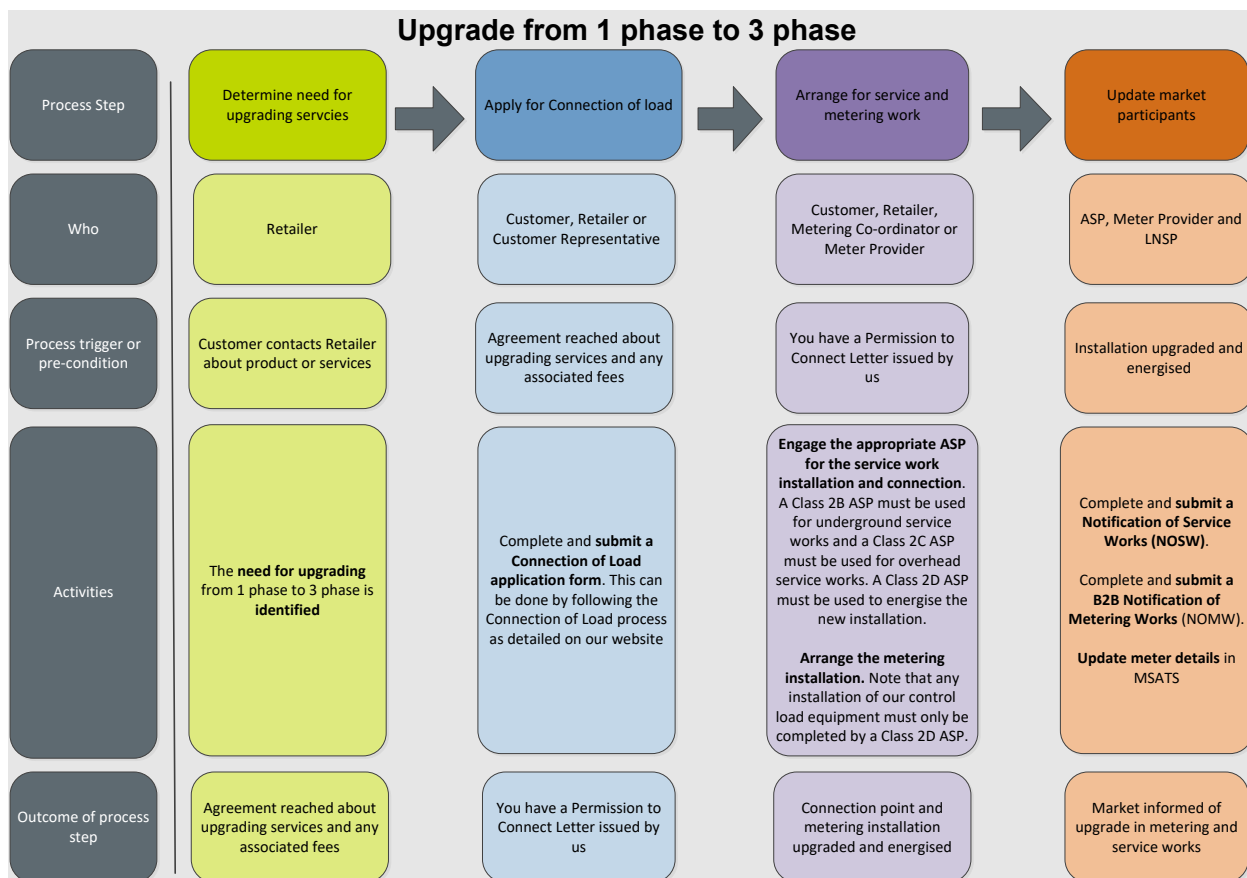
Appendix 2.0 – Definitions and Terms

Term	Definition
ASP	Accredited Service Provider
Endeavour Energy Authorisation	Authorisation is a method of ensuring that people who do work on our network have the necessary competency demonstrated by training, qualifications, experience and knowledge to carry out their work in a safe manner
ENM	Embedded Network Manager
eNOSW	An Endeavour Energy solution that allows the ASP to electronically complete and submit a NOSW
FRMP	Financially Responsible Market Participant or a retailer who has nominated themselves as the Financially Responsible Market Participant for a NMI
LNSP	Local Network Service Provider
MC	Metering Coordinator as defined in the Rule
MDP	Metering Data Provider as defined in the Rule
MP	Metering Provider as defined in the Rule
MSATS	Market Settlements and Transfer Solution – AEMO governed database, which holds all the metering information.
NMI	National Metering Identifier as defined in the Rule
NOMW	Notification of Metering Work as defined in the B2B Procedure. This notification also includes network devices and is to be completed by the MP.
NOSW	Notification of Service Work. This notification is to be completed by the ASP using the eNOSW solution
NUOS	Network Use of System
Rules	National Electricity Rules, National Energy Retail Rules
One in All in (OIAI)	If shared fusing is identified at a premise, this triggers the upgrade of all legacy meters on the shared fuse at the same time– a ‘one in all in’ approach. This procedure applies where repairing, installing, or replacing a meter at the connection point of one customer requires interruption of supply to other small customers.













Appendix 3.0 – New Connections process diagram



Appendix 4.0 – Upgrade from 1 phase to 3 phase process diagram



Appendix 5.0 – Allocate NMI – Master Lots

Steps	Description	KEY: Action Owner
1 Application 	Developer submits a standard application for a large Master Lot Subdivision - typically involving multiple dwellings on a single parcel of land - through the Connections portal www.endeavourenergy.com.au/connect-online	Developer
2 Review 	Endeavour Energy reviews the application to see if a certified Accredited Service Provider (ASP) is needed. If not, we'll issue your Notification of Arrangement. If an ASP is required, design and construction must be completed first.	Endeavour Energy
3 Design 	The developer selects and engages an ASP3 to design the electrical infrastructure required for the site.	Developer
4 Certification 	Endeavour Energy reviews the design to ensure it meets our network standards. If it does, we issue certification.	Endeavour Energy
5 Construction 	An ASP 1 constructs the certified infrastructure.	Developer
6 Notification 	Endeavour Energy issues a Notification of Arrangement to the developer by email.	Endeavour Energy
7 TBS or NMI 	ASP or developer requests a Temporary Builders Supply (TBS) or permanent NMI from the retailer. TBS can be issued for Master Lots registered in SIX Maps. Note: A TBS NMI may be converted to a permanent NMI once construction is completed, provided the final supply arrangements have the same effective connection arrangements (including Lot, DP and Address).	Developer
8 Address search 	Retailer searches the parcel address in https://maps.six.nsw.gov.au/ - a NSW government mapping tool providing access to spatial and property data. If the parcel isn't registered, the process stops. The developer must arrange for registration in SIX Maps.	Retailer
9 NMI request 	For registered parcels, the Retailer sends a NMI allocation service order to Endeavour Energy using address, lot, and DP details from SIX Maps.	Retailer
10 NMI approval 	Endeavour Energy reviews the NMI allocation request and either accepts or rejects it. If rejected, a reason is provided to the retailer via the service order response within 2 business days.	Endeavour Energy
11 SORD 	Once processed, Endeavour Energy immediately sends the Service Order Response Details (SORD) to the retailer via the market.	Endeavour Energy
12 NMI published 	Endeavour Energy submits a CR2001 transaction to MSATS to publish the NMI. This may take up to 2 business days.	Endeavour Energy

Appendix 6.0 – Knock to Stay Connected Letter



Endeavour Energy

ABN 11 247 365 823

T 131 003

Level 40-42, 8 Parramatta Square
10 Darcy Street
Parramatta NSW 2150
PO Box 811, Seven Hills NSW 1730

NOTICE OF POWER DISCONNECTION

Contact Your Electricity Retailer Immediately



Endeavour Energy recently received a request from your Electricity Retailer instructing us to disconnect the electricity supply to your property.

Address for Disconnection: _____

Date of Disconnection: _____

NMI: _____ Retailer: _____

If you do not want your electricity supply disconnected, please contact your Electricity Retailer immediately to discuss options available to you and to avoid disconnection.

Your Electricity Retailer's contact details can be found on your electricity bill or via their website. If you are not sure of your current Retailer, please call us on 131 003 at any time of the day.

It's important to note that once your property's electricity supply has been disconnected, it cannot be reconnected until we receive a request from your Electricity Retailer. Furthermore, once a reconnection request has been received from your Electricity Retailer, your power supply will only be connected on the following business day and will require clear and safe access to the meter board.

Please ensure any electric cooktops and heaters are left off and safe for reconnection, and if you are not home the main power switch in your meter box may be left off for safety reasons for you to turn on upon your return.

We value respectful interactions and remind everyone that there's no justification for abusive behaviour towards Endeavour Energy representatives. To avoid disconnection, contact your Electricity Retailer immediately.

Danielle Manley
Head of Customer Experience



Help in your language

Visit: www.endeavourenergy.com.au
& choose your preferred language

Call: 131 450 (Open 24/7)



Energy & Water
Ombudsman NSW
Free, fair and independent

Have a complaint about your energy,
gas or water provider?
EWON can help.

www.ewon.com.au or 1800 246 545

**YOU ARE NOT ALONE.
HELP IS AVAILABLE.**

If you are finding it hard to pay your energy bills, here are a few simple steps you can follow to stay connected and get the support you need to get back in control.

- flexible payment options
- help getting on a better energy plan (if applicable)
- tips to save energy
- information about what government support is available.

The National Debt Helpline provides free and confidential financial advice to help you tackle any debt problems you might have. Contact the service on 1800 007 007 or visit www.ndhf.org.au

Appendix 6.0 – Knock to Stay Connected Flyer

WHAT ELSE CAN YOU DO?

Sometimes people who are having trouble paying their bills are also dealing with other challenges. There is a range of places that offer different types of support. Whatever challenges you are facing, help is available.

Visit Ask Izzy at askizzy.org.au

How can this help?

Askizzy can connect you with housing, a meal, money help, health and wellbeing services, family violence support, counselling and more. It is a great way to find a service near you that can give you the best help for your needs. You can access the service on some mobile phones even without credit or access to Wi-Fi.

Contact the Tenants Union NSW on (02) 8117 3700 or at www.tenants.org.au

How can this help?

The Tenant's Union can connect you to a local service for advice on your rights as a renter, how to resolve disputes with landlords, and how to get help to stay in your home.

Contact Link2home on 1800 152 152

How can this help?

If you are worried about becoming homeless, Link2home can help work out what kind of help is needed and connect you with local services you might need.

Contact the NSW Domestic Violence Line on 1800 65 64 63 or 1800 RESPECT (1800 737 732)

How can this help?

If you are experiencing family or domestic violence, these services can provide counselling, give you information about what you can do, and help you work out your options.

Contact LifeLine on 13 11 14, Beyond Blue on 1300 22 4636, or the suicide call back service on 1300 659 467

How can this help?

If you are feeling distressed, these services will listen to you, offer support, and help you connect with any other supports you might need. You can also visit headtohealth.gov.au to find more resources to help you with your mental health and wellbeing.

Contact the DrugInfo line on 1300 85 85 84

How can this help?

This confidential service can give you information about alcohol or other drugs and help you work out how you can best support yourself or someone you're concerned about.

Contact Vinnies NSW on 13 18 12 or the Salvos on 13 72 58

How can this help?

These services can offer financial or material assistance such as food, clothing, or household goods and advice. They will also help you connect with other local supports and services.

THIS INFORMATION IS DELIVERED IN PARTNERSHIP BY:



St Vincent de Paul Society
NSW
good works



Endeavour
Energy

Appendix 7.0 – Supply abolishment unmetered NMIs

Unmetered NMIs				
NMI Type	NMI Status	Process when ASP submits a RAG NOSW	Process when FRMP raises a Supply Abolishment Service Order	When can FRMP request for confirmation by Endeavour Energy using a Meter Investigation Service Order
NCONUML (Special Small Services)	NMI status = A or G	Extinct NMI if RAG NOSW received	Extinct NMI if FRMP has received confirmation from Endeavour Energy, via the Meter Investigation Service Order, that the service main is disconnected from the network at the point of common coupling	Will accept to confirm if the service main is disconnected from the network at the point of common coupling
NCONUML (Nightwatch)	NMI is active	Not accepted	Not accepted	Not accepted
Type 7	NMI is active	Not accepted	Not accepted	Not accepted

Appendix 7.0 – Supply abolishment metered NMIs

Metered NMIs				
NMI Type	NMI Status	Process when ASP submits a RAG NOSW	Process when FRMP raises a Supply Abolishment Service Order	When can FRMP request for confirmation by Endeavour Energy using a Meter Investigation Service Order
Basic metered site	NMI status = A or D	Extinct NMI if RAG NOSW received and there is sufficient supporting information, otherwise the FRMP will be requested to confirm by raising a Supply Abolishment Service Order	<p>Extinct NMI if FRMP has received confirmation from Endeavour Energy, via the Meter Investigation Service Order, that the service main is disconnected from the network at the point of common coupling</p> <p>Extinct NMI if a valid amalgamate Permission to Connect to exists</p> <p>Extinct NMI if a valid brownfield embedded network registration exists</p> <p>Extinct NMI if RAG NOSW received</p> <p>Extinct NMI if NMI is sharing service main with another active NMI and Meter Removed NOSW received</p>	Will accept to confirm if the service main is disconnected from the network at the point of common coupling
LV Interval metered site	NMI status = A or D	<p>Extinct NMI if RAG NOSW received and there is sufficient supporting information, otherwise the</p> <p>FRMP will be requested to confirm by raising a Supply Abolishment Service Order</p>	<p>Extinct NMI if FRMP has received confirmation from Endeavour Energy, via the Meter Investigation Service Order, that the service main is disconnected from the network at the point of common coupling</p> <p>Extinct NMI if a valid amalgamate Permission to Connect exists</p>	Will accept to confirm if the service main is disconnected from the network at the point of common coupling

Metered NMIs				
NMI Type	NMI Status	Process when ASP submits a RAG NOSW	Process when FRMP raises a Supply Abolishment Service Order	When can FRMP request for confirmation by Endeavour Energy using a Meter Investigation Service Order
			<p>Extinct NMI if a valid brownfield embedded network registration exists</p> <p>Extinct NMI if RAG NOSW received</p> <p>Extinct NMI if NMI is sharing service main with another active NMI and Meter Removed NOMW received</p>	
HV Interval metered site	NMI status = A or D	Not accepted	<p>Extinct NMI if an application from a Level 1 ASP with a single line diagram showing the points at which the supply to the customer is permanently disconnected is received, and it is approved from the Manager Customer Network Solutions</p> <p>Extinct NMI if a valid amalgamate Permission to Connect exists, evidence of service main disconnected is received and it is approved from the Manager Customer Network Solutions</p> <p>Extinct NMI if a valid brownfield embedded network registration exists, evidence of service main disconnected is received and it is approved from the Manager Customer Network Solutions</p>	Not accepted
Greenfield NMIs	NMI status = G	Extinct NMI if RAG NOSW received	Extinct NMI if FRMP has received confirmation from Endeavour Energy, via the Meter Investigation	Will accept to confirm if the service main is disconnected from the

Metered NMIs				
NMI Type	NMI Status	Process when ASP submits a RAG NOSW	Process when FRMP raises a Supply Abolishment Service Order	When can FRMP request for confirmation by Endeavour Energy using a Meter Investigation Service Order
			<p>Service Order, that the service main is safely removed or does not exist</p> <p>Extinct NMI if no PTC ever issued</p>	network at the point of common coupling

Appendix 8.0– B2B Services not offered

The above B2B transactions will be rejected when Endeavour Energy is nominated as the recipient.

Service Type	Service Sub Type
Supply Service Works	Tariff Change
Supply Service Works	Supply Alteration
Supply Service Works	Establish Temporary Supply
Supply Service Works	Establish Temporary in Permanent
Supply Service Works	Establish Permanent Supply
Supply Service Works	Temporary Isolation
Re-energisation	Remote
De-energisation	Remote
Metering Service Works	Exchange Meter
Metering Service Works	Install Meter
Metering Service Works	Remove Meter
Metering Service Works	Install Controlled Load
Metering Service Works	Change Timeswitch settings
Miscellaneous	

endeavourenergy.com.au

Produced by Endeavour Energy © 2025

Phone: 131 003



POWER
together