

ENDEAVOUR ENERGY RETAILER & MARKET GUIDE

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

Effective Date: 20 December 2023 (Version 2.7)



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1.0 Document Amendment History

Version	Effective Date	Comments
1.0	1 August 2016	Document created to support the closure of the solar bonus scheme
2.0	1 December 2017	Document updated to align with the Power of Choice reform
2.1	14 February 2019	Document updated based on questions received since start of Power of Choice reform
2.2	1 August 2019	<p>Updated with new requirements for Allocate NMI</p> <p>Clarified that unmetered connection points are not allowed without our prior agreement</p> <p>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</p> <p>Clarified that the responsibility for detecting illegal reconnections when the site is de-energised, and delivery of metering data is with the metering coordinator</p> <p>Minor grammatical and formatting changes</p>
2.3	21 July 2020	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	<p>Updated to define or clarify the process for NMI extinction, PTC requirements, approval of embedded networks and the requirement of a 'shared market protocol',</p> <p>Removed the Combination to Individual Network Tariff Codes table (now in the Network Price List document)</p> <p>Various minor amendments</p>
2.5	14 February 2022	<p>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.</p> <p>Included information relating to our "Knock before Disconnection" process.</p> <p>Updated allowable values and associated definitions when populating MSATs for controlled load, and other minor amendments.</p>

2.6	1 July 2023	<p>Change of document name from Metering Contestability Network Standard to Retailer and Market Guide</p> <p>Update to introduction to include a map of our Network area.</p> <p>Update to Tariff changes process and inclusion of new connections website link connect online.</p> <p>Change of name, Knock before Disconnection to Knock to Stay Connected</p>
2.7	20 December 2023	<p>Update to introduction to include Modern Grid Strategy & Distributed Energy Resources</p> <p>Removal of reference to FBS3000 & FBS4000 forms for Tariff updates and request to update via a B2B Service Order.</p> <p>Change of email mailbox for tariff changes and NMI Allocation</p> <p>Updated information on Connection Services</p> <p>Inclusion of a link to the AER Life Support Registration Guide</p> <p>Update to Planned & Unplanned Interruption Notification, especially around Extreme Weather.</p> <p>Update to Dangerous Installations to cover Life Support customers</p>

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
Rule	National Electricity Rules, National Energy Retail Rules

3.0 Introduction

This document describes the standards for FRMPs, MCs, MPs, MDPs and ENMs when working in Endeavour Energy's network area and for interactions between Endeavour Energy as a LNSP.

Endeavour Energy's MC Agreement should be referenced for interactions between Endeavour Energy as a MC and the FRMP.

This document may be updated as national, jurisdictional and company policies and requirements change. It is the responsibility of the reader to reference the latest version of the document.

Endeavour Energy does not accept any responsibility for:

- the design, operation or failure of any metering installations or electrical installation work;
- any loss or damage occasioned to any person or property; or
- non-compliances to any regulatory obligations, commercial contracts, or customer contracts

Any reference to MC includes their appointed MP, MDP and any sub-contractors.

In this document where the term 'we', 'our' or 'us' is used, it will mean Endeavour Energy.

Regulatory instruments and documents that are authorised by a regulatory instrument shall prevail for the extent of any inconsistencies with this document.

If you have queries regarding the content of this guide, Endeavour Energy would be pleased to assist you. Please contact retailerrelationship@endeavourenergy.com.au

4.0 Information for Retailers

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.

An area map of our network is provided below and further information can also be found on our website <https://www.endeavourenergy.com.au/about/corporate-information/how-were-regulated/information-for-retailers>



4.1.1 Modern Grid Strategy

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.

To obtain the true benefits of DER's consumers should have a smart meter. The 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.

Achieving 100% uptake of smart meters by 2030 will help to unlock greater benefits for energy consumers and this includes;

- Track energy use and save – customers can access cheaper energy at the right times of the day.
- Flexible pricing – customers can choose an electricity plan that best suits their lifestyle.
- Remote meter readings – no more estimated bills and manual meter readings.
- Faster detection of faults and power outages – smart meters can help distribution businesses quickly identify if a customer's power is out and those alerts can speed up power reconnection.

A link to the AEMC Smart Meter Acceleration Program final report is provided.

https://www.aemc.gov.au/sites/default/files/2023-08/emo0040_-_metering_review_-_final_report.pdf

Endeavour Energy has developed a Metering Asset Management Strategy (MAMS) for 2023-2028. The strategy focuses on our Legacy Meter Replacement Plan (LMRP) and includes the retirement of aged meters through Meter Failure and Issue Notifications (MFINs). Endeavour Energy will consult with Retailers to enable the efficient replacement of meters.

Please be aware that as part of our MAMS for 2023-2028 which has been approved by AEMO, meter families that are part of our LMRP will no longer be tested.

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

4.2 Network Billing

4.2.1 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.

4.2.2 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; <https://www.endeavourenergy.com.au/about/corporate-information/how-were-regulated/information-for-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.

4.2.3 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 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 5 meters

Prior approval is required for network tariff changes with type 5 meters. Approval can be sought by submitting 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;

MarketServices@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.

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 forward an email to

MarketServices@endeavourenergy.com.au

4.2.4 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.

4.2.5 Off peak tariff

To be entitled to the off-peak tariff the Retailer must ensure that the metering installation is configured as per our Price List (see appendix 7.4 for Network Switching). 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**. Refer to "Section 7 Appendix A – Controlled Load" for requirements regarding Controlled Load in the MP's meters.

Existing type 5 and 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.

4.3 Connection 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 – see Appendix G.

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>

4.3.1 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
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 E for a high-level process diagram.

4.3.2 Removal of connection point

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.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 G

4.3.3 Change a temporary supply to permanent supply

To change a temporary supply into a permanent supply at an existing site in our network area the following activities must be completed:

1. Follow the process for the removal of a connection point (refer section 4.3.2), then
2. Follow the process for a new connection point (refer sec section 4.3.1)

Please note that you must arrange to extinct the NMI for the temporary supply and arrange for a new NMI for the permanent supply.

4.3.4 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.

4.3.5 Installation or upgrading of generation at an existing site

To arrange the installation or upgrading of generation 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 on this process and the required forms can be found on our website; <https://www.endeavourenergy.com.au/connections/connect-online>
2. Engage the MC to upgrade the metering installation if required.

4.3.6 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.

4.4 B2B Communications

4.4.1 Allocate NMI

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 valid 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 **FormNumber** field with the letters 'DP' appearing before the DP number (e.g., 'DPXXXXXXXX').
- If there is a section number, please provide this in the **FormReference** 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 encourage Retailers to perform a NMI discovery in MSATS to confirm that a NMI is not already allocated, and to 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/>

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.

Please forward any NMI Allocation escalations to the following email:

Marketservices@endeavourenergy.com.au

4.4.2 Life Support Registration

There is over 41,000 Life Support Customers within the Endeavour Energy network. These vulnerable customers rely on electricity to power devices that maintain their quality of life or manage a serious medical condition.

Retailers and Distributors have responsibilities to customers under the Retail Law and Retail Rules. AEMO prescribe B2B procedures that form the basis for life support transaction interactions. *The Australian Energy Regulator (AER) also provide a Life Support Registration Guide that assists in the understanding of these responsibilities.* This is available at <https://www.aer.gov.au/retail-markets/compliance-reporting>.

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) –*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. [AER Life Support Registration Guide 2021](#)

4.4.3 Sensitive Load Registration

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

Sensitive Load registrations are requested by the Retailer notifying us via a B2B Customer Details Notification (CDN) transaction. Our system will add or remove sensitive load based on your request.

4.4.4 “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’.

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.

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

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

If the Service Order is cancelled after the initial site visit, then a site visit fee will be charged, and no further action will be taken.

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 I.

4.4.5 Temporary Isolation-Group Supply

Supply interruptions for a NMI with a shared isolation point must be requested using the **Temporary Isolation-Group Supply Service Order** as per the B2B Service Order Procedure and the steps detailed below.

To avoid incurring delays and cost, Retailers should request their MP to scope the work required for the metering installation and to help confirm if they are the Retailer for all impacted customers prior to raising a Temporary Isolation-Group Supply Service Order. Please note that Endeavour Energy have the right to not complete your request and charge you a fee for the work we have already completed if we identify that you are the Retailer for all the impacted customers.

In the interest of the customer Endeavour Energy may not 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 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 Temporary Isolation-Group Supply Service Order.

Retailers should consider the option of working with other Retailers to coordinate Retailer planned interruptions. However, Endeavour Energy are not able to inform you who is the FRMP for a NMI because information on the FRMP is not within scope of NMI Standing Data.

Endeavour Energy offer appointments at 8am on working days and for some areas we may offer more appointment times throughout the day. The Retailer must obtain our approval for a specific date and time prior to raising the temporary isolation service order, otherwise we will determine the date and time for the

isolation. We encourage Retailers to work with their customers and MP to confirm a date and time that is most suitable for the temporary isolation prior to contacting us.

If Retailers expect to raise a large volume of Temporary Isolation-Group Supply Service Orders, especially for family failure meter replacements, then we suggest you contact Endeavour Energy via email to develop a schedule for the volume of work. The email address is: groupisolation@endeavourenergy.com.au

This will allow for better coordination to determine suitable date and time slots. If we are not contacted prior to you raising the service order, then we will determine the date and time for the isolation.

If Retailers do not obtain our approval for a specific date and time prior to raising the temporary isolation service order, then we will notify the Retailer and their nominated MC/MP of the date and time for the isolation after we have notified the customer. Retailers must have processes in place to meet their obligations in a timely manner and ensure that their MP is available for the date and time we determine.

Endeavour Energy will not complete the Temporary Isolation-Group Supply Service Order when the Retailer is no longer the FRMP for the NMI they raised the Service Order under and will charge the Retailer a fee for the work we have already completed.

To arrange a temporary supply interruption with an agreed date

1. If the Retailer wants to nominate a specific date/time, then they must obtain our approval first. Please email; groupisolation@endeavourenergy.com.au
Please include in the email the NMI and at least 3 of your preferred dates/times listed in preferred order. We will endeavour to accommodate your request and will provide an approval number if we agree to a nominated date/time.
2. The Retailer must inform their MC/MP of the agreed date and time
3. The Retailer must raise the Temporary Isolation-Group Supply Service Order within 1 business day of receiving the approval number otherwise Endeavour Energy will deem that you no longer want the agreed date/time and may allocate the date/time to others.
4. When Retailers raise the Temporary Isolation-Group Supply Service Order you must:
 - a. include the approval number in the field called **AppointmentReference**
 - b. populate the fields called **Co-ordinatingContactName** and **Co-ordinatingContactTelephoneNumber**. We suggest that this be the contact details of the MP's scheduler and not the meter technicians. We will contact this person if there are any issues. If Retailers do not provide contact details, then we will contact the Retailer.
5. For a Retailer to change the isolation date after they have raised the Temporary Isolation-Group Supply Service Order then the Retailer must cancel the Service Order and start the process again. Please note that this will be taken as a new request and therefore our timeframe obligations will restart.

To arrange a temporary supply interruption without an agreed date

1. If a Retailer wants Endeavour Energy to perform a temporary isolation without an agreed date/time, then the Retailer must raise a **Temporary Isolation-Group Supply Service Order** and they must:
 - a. *not* populate the field called **AppointmentReference**
 - b. populate the fields called **Co-ordinatingContactName** and **Co-ordinatingContactTelephoneNumber**. We suggest that this be the contact details of the MP's scheduler and not the meter technicians. We will contact this person if there are any issues. If the Retailer does not provide contact details, then we will contact the Retailer.
 - c. populate the **SpecialInstructions** field with their nominated MC/MP's email address so we can communicate the date/time of the temporary isolation
2. Endeavour Energy will inform the Retailer of the date/time of the temporary isolation after we have notified the impacted customers.
3. If the Retailer provided Endeavour Energy with their nominated MC/MP's email address in the service order, then we will also inform their nominated MC/MP of the date/time of the temporary isolation when

we inform the Retailer. If the Retailer did not provide their nominated MC/MP's email address in the service order, then they must inform their MC/MP of the agreed date and time

If a Retailer wants to change the isolation date or nominate a date after they have raised the Temporary Isolation-Group Supply Service Order, then they must cancel the Service Order and start the process again. Note that this will be taken as a new request and therefore our timeframe obligations will restart.

Endeavour Energy will notify impacted customers of the planned temporary isolation being undertaken by us. This notification will only cover the length of time required to install the meter protection device.

Retailers must separately notify their customer, who is impacted by the meter change, of the additional supply interruption period required to install and commission the meter. Retailers should obtain confirmation of the additional supply interruption period for the meter change from their nominated MP.

Interrupting the supply

Endeavour Energy will be on site at the agreed date and time. It is expected that the MP 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.

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 at the MP's own pace.

4.4.6 Notification of remote disconnection and reconnection

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 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.

4.4.7 Meter fault and issue notification

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 and 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
5	The metering installation is declared to be statistically non-conforming	Meter Family Failure

Type 5 or 6 metering installations

The **Meter Fault and Issue Notification** 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 5 & 6 metering installation has not been replaced.

All other metering types

The **Meter Fault and Issue Notification** transaction will be sent to the Retailer, as the FRMP, once only.

4.4.8 Planned Interruption Notification

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 Planned Interruption Notification if the date of the interruption changes.

If Endeavour Energy does not receive the Planned Interruption Notification (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.

4.4.9 Meter Investigation – Meter Test

Endeavour Energy will provide the results of the meter test upon a request that a Retailer sends to the email address: mibsschedulers@endeavourenergy.com.au

4.4.10 Local Meter Disconnection

Endeavour Energy only perform a local meter disconnection for type 6 meters that we own. 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

4.4.11 Supply Abolishment

A **Supply Abolishment** service order can be raised to request a NMI extinction for the scenarios defined in Appendix G. 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.

Retailers should only raise the Supply Abolishment service order when they have confirmation that the service main is disconnected from the network at the point of common coupling and the NMI is ready to be made extinct. Therefore, the date provided must be in the past.

Retailers should provide details of the scenario, as described in Appendix G, that is applicable to their request into the **Special Instructions** field of the service order. Amongst other checks, we will review the metering data and MSATS to confirm if a NMI should be made extinct.

Before Endeavour Energy make the NMI extinct, we must have evidence that the service mains are disconnected from the network at the point of common coupling. A **Remove All Gear (RAG) NOSW** from an ASP will be accepted as such evidence. Retailers can request Endeavour Energy to confirm if the service mains are disconnected from the network at the point of common coupling (we will not perform any work on the service main) by raising a Meter Investigation service order.

4.4.12 B2B services not offered.

We do not offer the following B2B services:

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	

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

4.5 Metering Installations

4.5.1 Meter reversion

As per the Rules all new or replacement meters for a small customer must be a type 4 or 4A meter, consequently once a type 4 or 4A meter is installed Endeavour Energy will not replace it with a type 5 or 6 meter.

Once a type 4 or 4A meter has been installed, any future metering requirements must be managed between the customer and the Retailer.

To help customers understand their obligations we expect the Retailer will assist their customers with ongoing education on the process for new, changes to and removal of metering installations.

4.5.2 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.

4.5.3 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.

As per the Rules, Retailers can only request an MC to perform remote disconnection and they must continue to send physical disconnection requests to the network service provider only.

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

De-energisation Reason	Disconnection process we will attempt
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

Please note that 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).

4.5.4 No supply

Endeavour Energy is committed to providing a safe and reliable power supply at all times. However, for various reasons, both planned and unplanned, power for some customers can be interrupted.

If we receive a **no supply** call, we will check for a Planned Interruption Notification or Notified Party transaction for a remote disconnection.

If Endeavour Energy receives a Planned Interruption Notification or Notified Party transaction and the interruption date or date range is the same day as the customer call, we will refer the customer back to the Retailer. If we are unable to determine the actual date of the interruption or disconnection, we will respond by visiting the site and if necessary, bypassing the electricity meter to restore supply to the customer in which case we will send a meter fault and issue notification to you. A service fee may be levied to the Retailer in these situations.

The meter fault and issue notification can be used by Retailers to make the necessary arrangements for the metering installation to be corrected and to have the metering data substituted accordingly.

The above process also applies to a type 5 and 6 metering installation except that Endeavour Energy will arrange to substitute the metering data.

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 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.

Every metering installation connected to Endeavour Energy's network has a NMI and the NMI is always populated in the Market Settlements and Transfer Solution MSATS. We will identify the Retailer via MSATS.

4.5.5 Planned and unplanned interruptions

Endeavour Energy advises Retailers of planned and unplanned interruptions 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 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>

4.5.6 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.

4.5.7 No hot water complaints

Where 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 will issue a **Meter Fault Notification transaction**, 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 **133 003**, 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.

Where Endeavour Energy controlled load device is not installed at site.

Endeavour Energy will refer the customer to their Retailer where we determine that the controlled load device is not owned by us. It is expected that Retailers will have systems and procedures in place to manage these complaints.

4.5.8 Adding a new service for an existing type 5 or 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 add a new service (for example solar, controlled load etc) to an existing type 5 or 6 metering installation then the existing type 5 or 6 meter must be replaced with a type 4 meter.

4.5.9 Upgrading from single phase to three phases for an existing type 5 or 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 5 or 6 metering installation, then the existing type 5 or 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 of the retailer or customer.

4.5.10 Replacing switchboards of type 5 and 6 metering installations

When a meter switchboard for a type 5 and 6 metering installation is replaced then the existing type 5 or 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 of the retailer or customer.

4.5.11 Moving switchboards of type 5 and 6 metering installations

Retailers may only arrange moving a switchboard for a type 5 or 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. Please note that an ASP is not allowed to move the switchboard.

If the type 5 or 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.

4.5.12 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.

4.5.13 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.

4.5.14 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.

4.6 MSATS**4.6.1 Nominating us as MC, MP or MDP**

Endeavour Energy does not offer contestable metering services under the participant id of INTEGP, INTEGM or INTEGMP. Change requests nominating us as the MC, MP or MDP where we are not the current participant for these roles in MSATS will be rejected.

Where Endeavour Energy is no longer the MC for a type 5 or 6 metering installation, we will not accept a reversion of the MC role back to us unless you obtain our express prior written agreement.

4.6.2 Changing the MC, MP and MDP roles

The meter churn procedure, which is incorporated in the AEMO Metrology Procedure Part A, only allows for meter churn to be initiated by the current MC. Change requests nominating a new MP and/or new MDP with a new MC in a single change request for a type 5 or 6 metering installation will be rejected.

A link to the procedure is provided [here](#):

4.6.3 Changing the MP or MDP roles

A prospective change request nominating a new MP or new MDP must not be raised while there is an installed type 5 or 6 meter unless the FRMP intends to replace the type 5 or 6 meter.

A retrospective change request nominating a new MP or new MDP must not be raised while there is an installed type 5 or 6 meter.

4.7 Metering Data

4.7.1 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.

4.7.2 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.

5.0 Information for Metering Coordinators & their Metering Service Providers

5.1 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.

5.2 B2B Communications

5.2.1 Notification of works

Metering Coordinators must send Endeavour Energy the **Notification of Metering Works** 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.

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.

5.2.2 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.

5.3 Metering Installations

5.3.1 NSW Department of Fair Trading

In addition to being accredited by AEMO, MC's must be registered and compliant with the NSW Department of Fair Trading's requirements before they are allowed to operate in NSW.

5.3.2 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.

5.3.3 Service and Installation Rules

MC's 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>

5.3.4 Adding a new service for an existing type 5 or 6 metering installation

The Rules do not allow for a metering installation to have a mix of meter types. If MC's want to add a new service, for example solar or controlled load, to an existing type 5 or 6 metering installation then the existing type 5 or 6 meter must be replaced with a type 4 meter.

5.3.5 Moving switchboards of type 5 and 6 metering installations

MC's may only arrange moving a switchboard for a type 5 or 6 metering installation if in MSATS you are the MC for the NMI and if the meters are not removed from the switchboard panel. If the type 5 or 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.

5.3.6 Upgrading from single phase to three phases for an existing type 5 or 6 metering installation

The Rules do not allow for a metering installation to have a mix of meter types. If MC's want to upgrade from single phase to three phases at an existing type 5 or 6 metering installation, then the existing type 5 or 6 meter must be replaced with a type 4 meter.

5.3.7 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"

5.3.8 Neutral integrity monitors

MC's must wire their meter after Endeavour Energy's neutral integrity monitors. See Appendix C for the wiring diagram.

MC's are only allowed to remove the neutral integrity monitor if there is insufficient space on the switchboard. If you remove the neutral integrity monitor, then please dispose in a safe manner.

5.3.9 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.

5.3.10 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.

5.3.11 Removal of type 5 meters

All of Endeavour Energy's type 5 meters are owned and remotely read by PlusES.

To arrange the removal of a type 5-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.

5.3.12 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. MC's must not install the removed meter at any other premise.

5.3.13 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.

5.3.14 Electricity theft or metering installation tamper

Where there has been suspected theft of electricity or suspected tampering of Endeavour Energy meters, then MC's must not complete the meter change and must notify Endeavour Energy of the following information;

- NMI,
- 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

Please forward an email with the above information to the email address below;

metrology.compliance@endeavourenergy.com.au

We will notify you when the investigation is complete, and the meter change can proceed.

5.3.15 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.

5.3.16 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.

5.3.17 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.

5.3.18 Locked meter boxes

If MC's encounter a locked meter box, then please consult with the customer or the Retailer requesting the metering work to arrange the appropriate access to the metering installation.

Endeavour Energy will not unlock or remove locks that belong to the customer on request from MC's. This includes locks the customer may have purchased from us because these locks are the customer's property.

The customer's industry lock is required to be reinstated after completion of the work to provide around the clock access by Endeavour Energy to perform network services.

5.3.19 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.

5.3.20 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. See appendix E for when a CCEW must be submitted to us.

5.3.21 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.

5.3.22 Radioactive off-peak relays

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

5.3.23 Remote disconnection and reconnection

MCs are not allowed to perform remote disconnection or reconnection until you have a Safety Management Plan approved by the NSW Department of Fair Trading. MC's must notify Endeavour Energy as soon as possible after a remote disconnection or reconnection to ensure that no unnecessary callouts are made, possibly incurring a charge to the Retailer.

5.3.24 Physical disconnection and reconnection

MCs are not allowed to interrupt the supply of electricity on behalf of a RETAILER unless it is for installing, maintaining, repairing, or replacing an interval meter. It is expected that MC's have arrangements in place to confirm that the customer is notified of supply outages prior to you interrupting the supply.

MCs are not allowed to interrupt the supply of electricity if it will impact a customer who is not the customer of the RETAILER you are working for.

5.3.25 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.

5.3.26 Isolation point shared with multiple customers

To avoid incurring delays and cost, we suggest that MC's have processes in place to scope the work required for the metering installation, such as confirming that there is sufficient space on the board and whether there are any other factors that need to be considered such as asbestos, type of meter to install etc, and help confirm if the Retailer is the Retailer for all impacted customers prior to the Retailer raising the temporary isolation service order to us.

Endeavour Energy may inform you of the date and time of the temporary isolation, but it is the MCs responsibility to obtain or confirm the date and time of the temporary isolation with the Retailer. The MC must be at the metering installation, have completed any necessary pre-work activities and ready to install the meter protection device at the nominated date and time.

If on the isolation date the MC is unable to make the appointment time, then they should contact Endeavour Energy on **131 003**. If the MC is not on site within 15 minutes of the nominated date and time then we will not perform the supply interruption, will leave the site, close the service order as not completed and charge a 'no show fee' to the Retailer. The Retailer must raise a new service order request for a future date if the interruption to the supply is still required.

If prior to the isolation date the MC is unable to attend the nominated date and time, then they must inform the Retailer so that they can cancel the existing service order and arrange for a new service order to be raised. We will not change the date and time or cancel the service order if you contact us directly.

MCs should inform the Retailer of the additional supply interruption period required to install and commission the meter so that the Retailer can notify the customer receiving the meter change.

MCs must not perform the supply interruption themselves. It is the MCs responsibility to test and prove that the circuit or electrical equipment intended to be worked on or near is de-energised when the supply is isolated.

It is expected that the MC will complete the installation of the meter protection device as a priority. This approach minimises the length of the supply interruption to customers and allows for you to safely install and commission the meter at your own pace by using the meter protection device as the supply isolation point for the meter change. MCs must not perform the reconnection of the shared isolation point themselves.

5.3.27 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.

5.3.28 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.

5.3.29 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.

5.4 MSATS

5.4.1 Nominating us as MP or MDP

Endeavour Energy does not offer contestable metering services under the participant id of INTEGM or INTEGMP. MC's must not nominate these participant ids in a **change request** when there is an intention to install a type 4 meter. Endeavour Energy will object to change requests where we are nominated as the MP or MDP, but we are not the current participant for these roles in MSATS.

5.4.2 Changing the MP or MDP roles

A **prospective change request** nominating a new MP or new MDP must not be raised while there is an installed type 5 or 6 meter unless the Retailer intends to replace the type 5 or 6 meter.

A **retrospective change request** nominating a new MP or new MDP must not be raised while there is an installed type 5 or 6 meter.

MC's must ensure that a **CR1500** is not submitted to change the MC, MP or MDP roles while a metering installation is a type 5 or 6 metering installation.

5.4.3 MSATS standing data

Endeavour Energy will use the MSATS "Controlled Load" field to determine the correct network tariff for each meter register. When populating MSATS, the value must be set to:

"NO": No controlled load

"YES": There is controlled load associated with a controlled load network tariff on this register

"EXT": There is controlled load which is externally switched by the LNSP associated with a controlled load network tariff on this register.

5.4.4 Network tariffs

The Retailer should provide MCs with the network tariff applicable for the NMI. MCs are responsible for correctly mapping the network tariff to the corresponding meter register in MSATS. To ensure that the network tariff aligns with the retailer's tariff, MCs must request the network tariff from the Retailer if you do not have or are unsure of the network tariff for the metering installation.

5.5. Metering Data

5.5.1 Delivery of metering data

MCs must deliver all valid metering data collected regardless of the NMI Status in MSATS.

6.0 Information for Embedded Network Managers

6.1 Introduction

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

In this section the term 'you' or 'your' means embedded network manager including their sub-contractors.

6.2 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>

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.

Appendix A – Controlled Load

7.1 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 5 and 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.

7.2 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**.

7.3 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-configurable. 99% of devices updated within 24 hours after initiation by Endeavour Energy	Support for current controlled load schedule and future controlled load 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

7.4 Controlled load switching times

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

NOTE:

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.

7.5 Additional requirements**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 must provide a report on a quarterly basis, on the first working day of January, April, July and October, detailing the complete listing of metering installations utilising the controlled load functionality within a smart meter. This report must include NMI, meter serial id, NMI suffix, network tariff and start date of the network tariff. The report is also to advise the ON and OFF switch times of each of the individual controlled loads for network planning purposes. This report to be sent to: -

meterae@endeavourenergy.com.au

10. 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.
11. 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.
12. 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.
13. You acknowledge that Endeavour Energy may revoke a Controlled Load Approval via written notice.
14. 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.
15. 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.
16. 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.

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

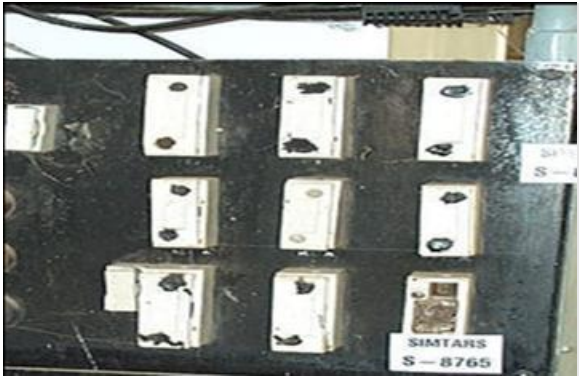



Where you do not have approval to utilise your meter for controlled load, or your approval has expired or is revoked, then you must advise the customer or retailer requesting controlled load functions that you are unable to perform this service.


Appendix B – Asbestos Fuses

8.1 Known friable asbestos service fuses

Supplier	Details	Photo
Federal	30A, 500V AC	
Henley	Black plastic clad fuse	
Henley	Green metal clad fuse	
Henley or Federal	Black metal clad fuse	

8.1 Known friable asbestos service fuses (continued)

Supplier	Details	Photo
Energex	Energex type service fuse	
ISCO	250V	
B	20A, 500V	
ISCO (Henley, Type M)	Metal clad service fuse	

Supplier	Details	Photo
E.C.E. Sydney	E.C.E. Sydney	

8.2 Known non-friable (bonded) asbestos service fuses

Supplier	Details	Photo
Federal	60 A Re-wireable fuse cartridge	
Short	60 A Re-wireable fuse cartridge	
Henley	63 A Re-wireable fuse cartridge	

8.2 Known non-friable (bonded) asbestos service fuses continued

Supplier	Details	Photo
Henley	60 A 43011 Re-wireable fuse cartridge	
GE	60A, 500 V Fitted with re-wireable fuse containing bonded asbestos	

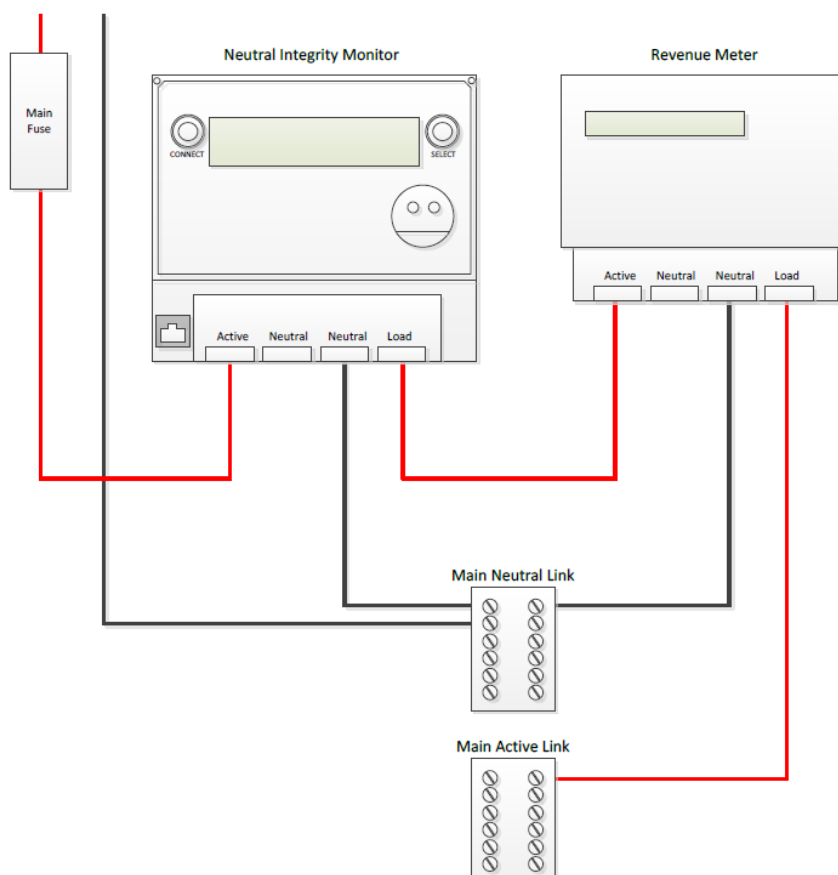
Appendix C – Network Devices

9.1 Neutral Integrity Monitor

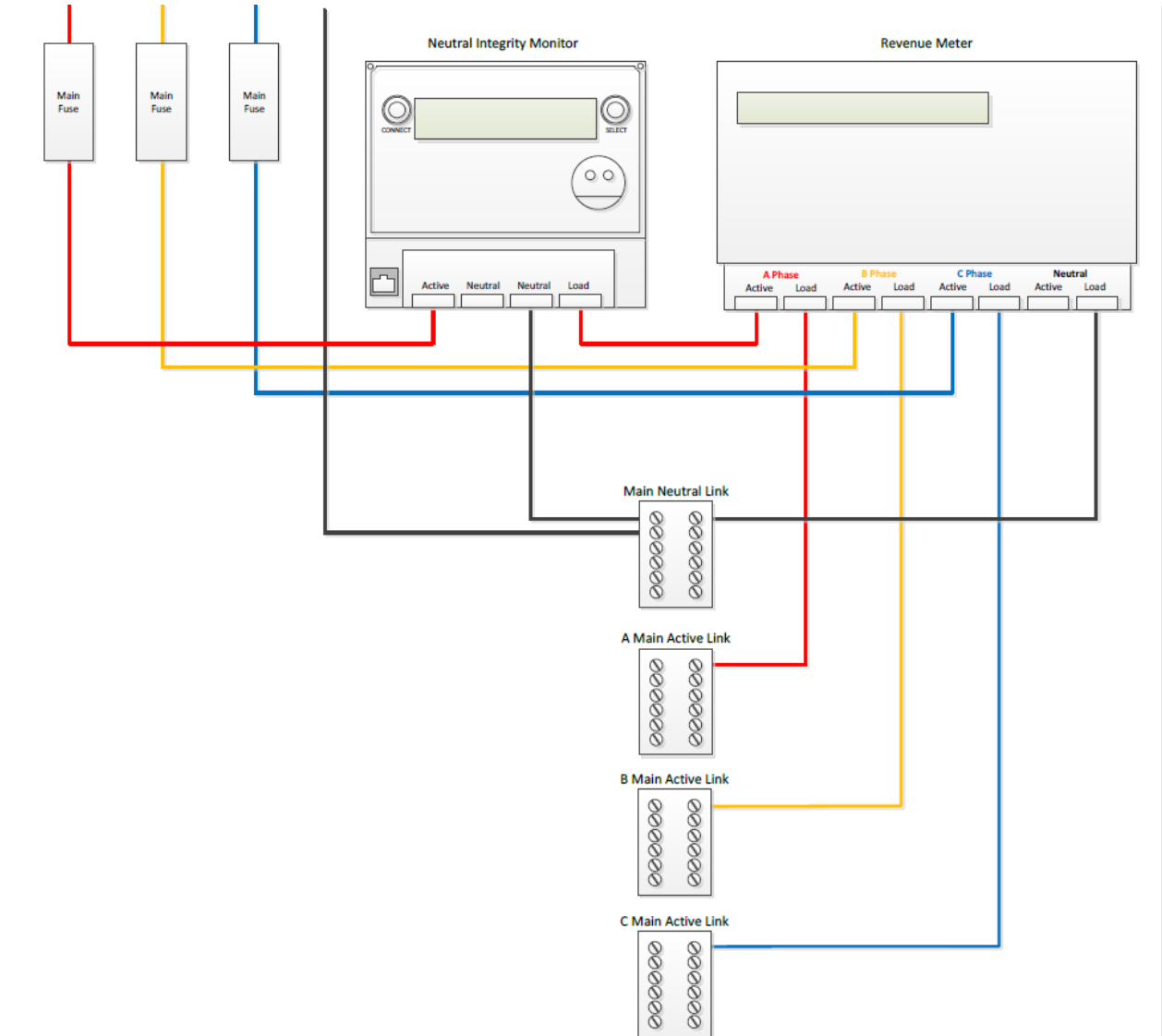
Below is what the neutral integrity monitor looks like. Note that the name plate states that it is a network device:



Below is the wiring diagram of the **neutral integrity monitor for single phase premises**:



Below is the wiring diagram of the **neutral integrity monitor for multi-phase premises:**



9.2 Relays

All relays in Endeavour Energy's network area are deemed to be network devices. Below are examples of relays in Endeavour Energy's network area:



9.3 Zellweger ZE 22/3 relays

You should note that Zellweger ZE 22/3 relays contain small quantities of radioactive material. You should follow your procedures for management of these relays. Below is a picture of a Zellweger ZE 22/3 relay.

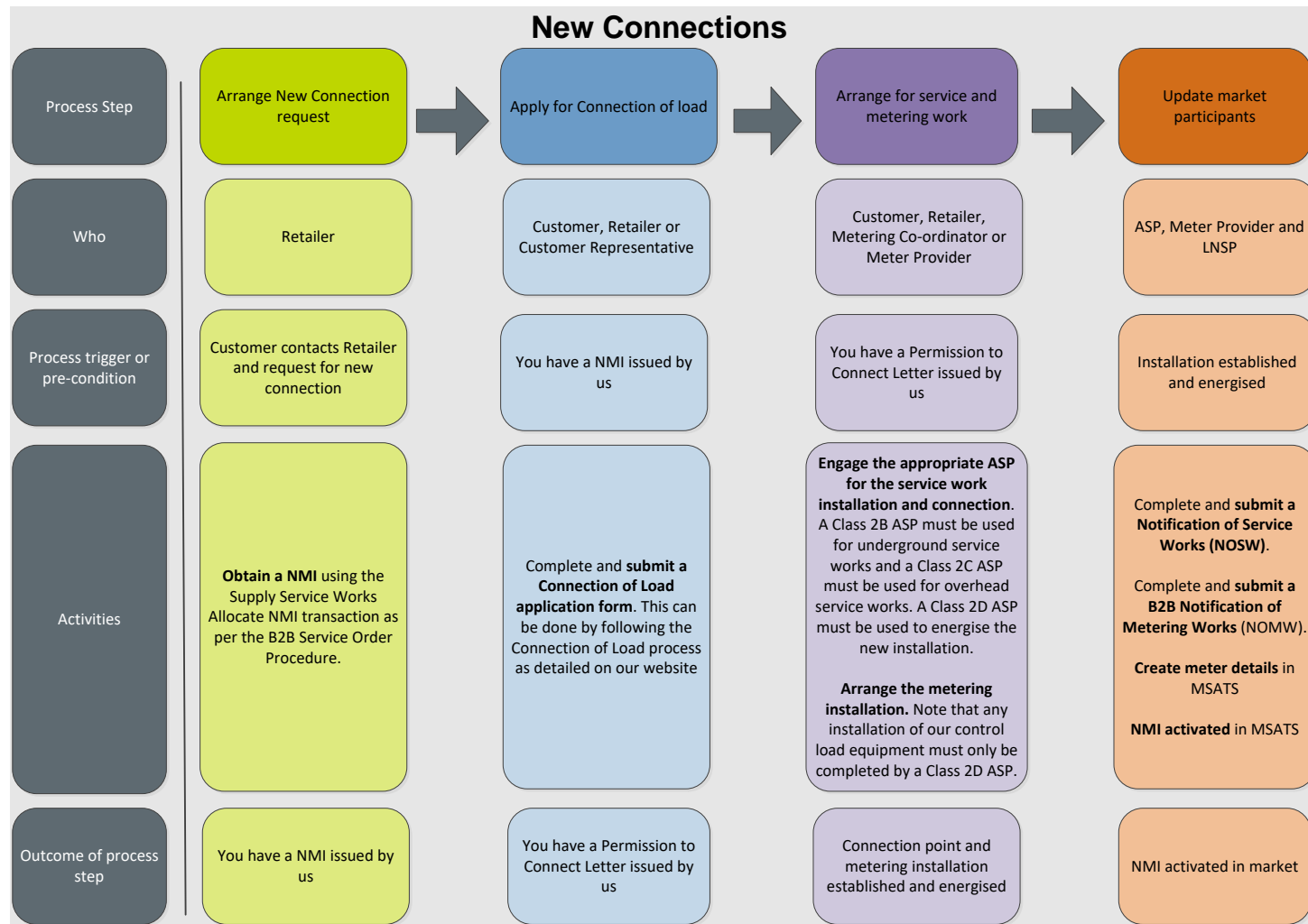


Appendix D – Example Sample and MRIM Meters

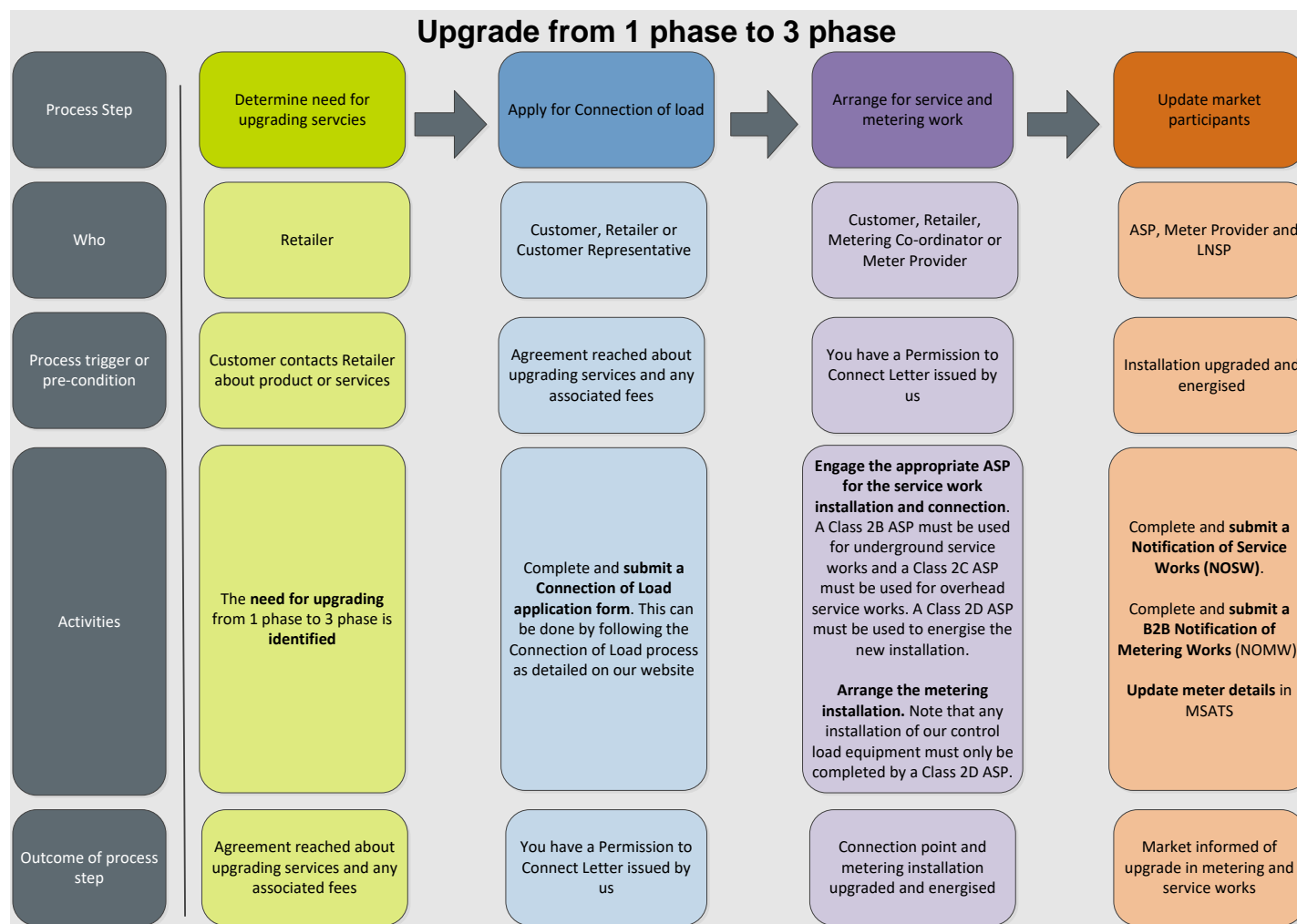
All our sample and MRIM meters are owned and remotely read by PlusES. Below is an example of these meters.



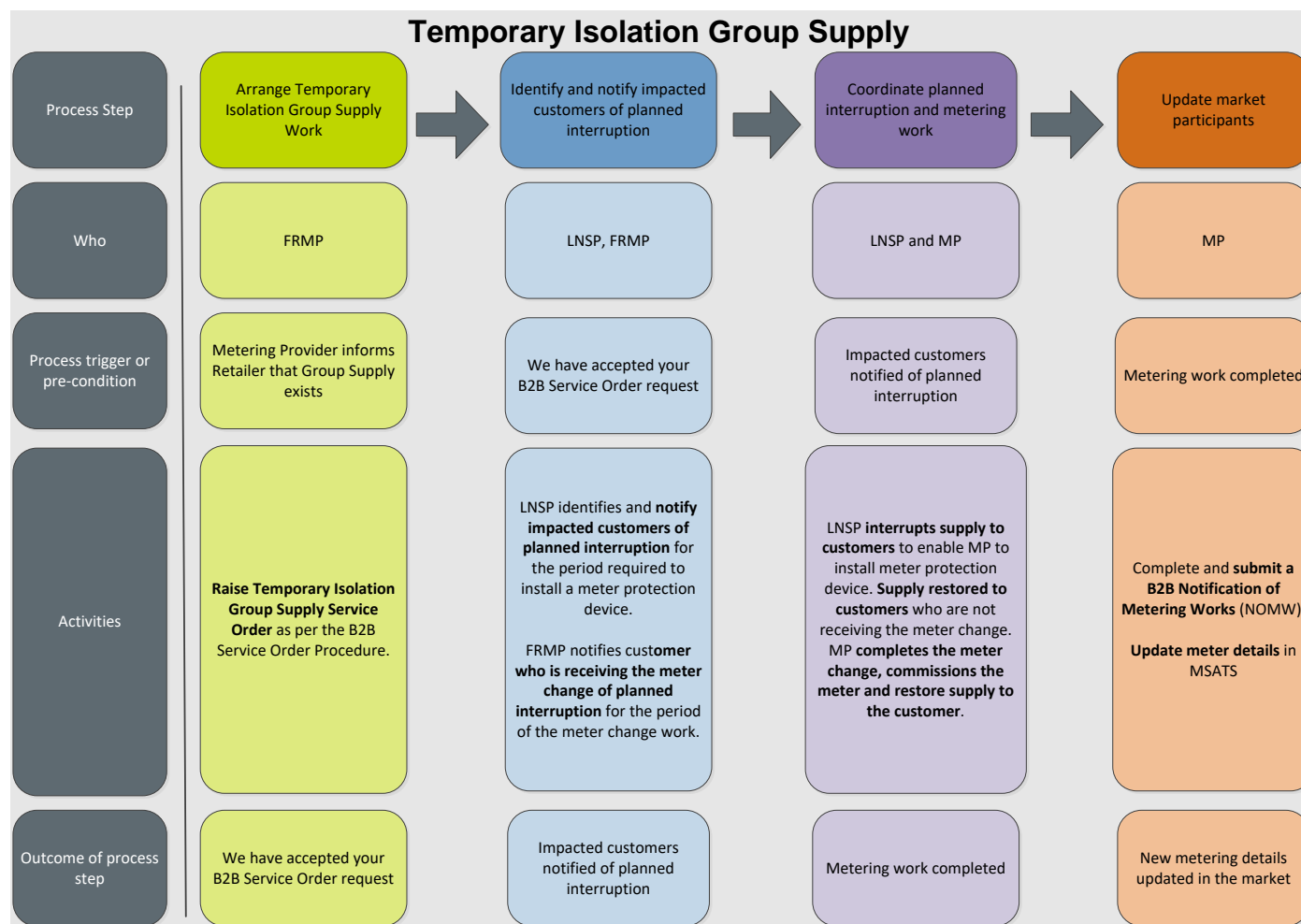
Appendix E – New Connections process diagram



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



Appendix E – Temporary isolation group supply process diagram



Appendix F – Permission to Connect Requirements

This table defines when a Permission to Connect letter is required before service or metering work can start.

Scenario or activities		Application & PTC required (name of form in brackets)	NOMW required – to be provided by the MP via B2B	NOSW required – to be provided by ASP via eNOSW app	CCEW required
New	New service connections	Yes	Yes	Yes	Yes
	New embedded generator system including solar system	Yes	Yes	Yes, if service work performed	Yes
	New standby generator not permanently connected to the network	No	No	No	Yes
	Install new off-peak service to an existing dwelling with an active electricity account	No	Yes	No	Yes
	Install new Temporary Builders Supply (TBS)	Yes	Yes	Yes	Yes
	Connecting a Synchronous Close Transfer Trip (SCTT) generator	Yes (FPJ 6008)	Yes, if metering work performed	Yes, if service work performed	Yes
	Install new Special Small Service	Yes (FPJ 4600)	Yes, if metering work performed	Yes	Yes
	Install new meter with no load increase	No	Yes	No	No
	Install new meter with load increase	Yes	Yes	Yes	Yes
Upgrade	Add new power or lighting circuits with no load increase	No	No	No	Yes
	Upgrade mains switchboard for additional load or service mains for additional load	Yes	Yes	Yes	Yes
	Upgrade solar system for increased capacity	Yes	Yes, if metering work performed	Yes, if service work performed	Yes

Scenario or activities		Application & PTC required (name of form in brackets)	NOMW required – to be provided by the MP via B2B	NOSW required – to be provided by ASP via eNOSW app	CCEW required
	Increase in supply (e.g., 100A to 200A)	Yes	Yes, if metering work performed	Yes	Yes
	Single phase to three phase upgrade	Yes	Yes	Yes	Yes
	Install new meter with load increase	Yes	Yes	Yes if service work performed	Yes
	Install new meter with no load increase, no modification to customer installation	No	Yes	No	No
	Install new meter with no load increase, with modification to customer installation (e.g., Splitting load at main switchboard)	No	Yes	No	Yes
Maintenance	Replace service mains like with like	No	Yes, if metering work performed	Yes	No
	Replace overhead service mains with underground service mains or vice versa	Yes	Yes, if metering work performed	Yes	Yes
	Main switchboard (<100A) replacement/repairs that is like for like with no new electrical works	No	Yes, if metering work performed	No	Yes
	Main switchboard (<100A) replacement or repairs with no service main upgrade works	No	Yes, if metering work performed	No	Yes
	Relocate main switchboard (<100A) with no service mains upgrade works	No	Yes	Yes, if service work performed	Yes
	Disconnection or reconnection of services from main switchboard	No	Yes, if metering work performed	Yes	No
	Service connections/reconnections associated with Level 1 construction works	No	Yes, if metering work performed	Yes	Yes
	Meter replacement only	No	Yes	No	No
	Replace inverter or solar panel in a solar generator system with no increased capacity	No	No	No	Yes

Appendix G – 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 G – 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

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
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> <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>	Will accept to confirm if the service main is disconnected from the network at the point of common coupling
HV Interval metered site	NMI status = A or D	Not accepted	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	Not accepted

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>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>	
Greenfield NMIs	NMI status = G	Extinct NMI if RAG NOSW received	<p>Extinct NMI if FRMP has received confirmation from Endeavour Energy, via the Meter Investigation Service Order, that the service main is safely removed or does not exist</p> <p>Extinct NMI if no PTC ever issued</p>	Will accept to confirm if the service main is disconnected from the network at the point of common coupling

Appendix H – Knock to Stay Connected Letter & Flyer

Date & Time: _____

NMI: _____



Dear Customer

URGENT

Notice of Potential Electricity Disconnection

PLEASE CONTACT YOUR ELECTRICITY RETAILER

Endeavour Energy has received a request from your Electricity Retailer instructing us to disconnect the electricity supply to your property within the next two days.

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 contact us on 131 003.

Please note that once your property's electricity supply has been disconnected, it cannot be reconnected until we receive a request from your Electricity Retailer.

Please contact your Electricity Retailer urgently to avoid disconnection.

Yours sincerely,



Danielle Manley
Manager Customer Experience

51 Huntingwood Drive, Huntingwood, NSW 2148
Electrical Emergency (24 hours) 131 003

endeavourenergy.com.au
ABN 11 247 365 623

YOU ARE NOT ALONE. HELP IS AVAILABLE.

Many people find it tough to make ends meet at times.

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.

1 CONTACT YOUR RETAILER

How can this help?

If you are having trouble paying your bills, contact your retailer and let them know. This will stop your electricity from being disconnected. Your retailer can help you set up or change a payment plan. You can also ask to be put on a hardship plan, where you should be offered:

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

2 CONTACT AN ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) PROVIDER

How can this help?

The EAPA scheme can help people having trouble paying their energy bills up to \$300 to help. You can find a nearby EAPA provider at energysaver.nsw.gov.au/media/1331/download

3 USE THE SERVICE NSW COST OF LIVING SERVICE

How can this help?

The Cost of Living service can help you access the full range of rebates and assistance measures offered by the NSW Government. Call 13 77 88, find the service online at www.service.nsw.gov.au/campaign/cost-of-living, or visit your closest Service NSW Centre.

4 SPEAK TO A FINANCIAL COUNSELLOR ON THE NATIONAL DEBT HELPLINE

How can this help?

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.ndh.org.au

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:



endeavourenergy.com.au

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Phone: 131 003