



Endeavour Energy Dog Policy

Protecting your family and ours.

Did you know there are more than 6.4 million dogs nationally?

A 2022 survey undertaken by Animal Medicines Australia (AMA) reported that almost half Australian households have at least one dog. While many pet owners are convinced their dogs would never bite a person, there were more than 9,500 hospital admissions in the 2021-22 financial year due to dog related incidents.

Over the last 2 years our meter readers have experienced an increasing number of dangerous encounters with family pets. With 50,000+ premises in the Endeavour Energy network area flagged as 'Dog onsite' it's important we have clear procedures in place to ensure the ongoing protection of our team.



I am writing to share important information about a new initiative we are implementing in the interest of safety for both our staff and the customers we serve.

In November 2022, a Queensland electricity distributor experienced a tragic incident in which a fatality occurred due to dogs being present on a site that a worker accessed. This unfortunate event has prompted us to review our safety protocols and consider preventive measures to mitigate such occurrences in the future.

Recently, we attended a Dog Attack Forum facilitated by Australia Post, which saw participation from numerous utilities and customer facing companies. The consensus reached at this forum was that 'avoidance is key'. Many distribution businesses and companies already have practices in place to ensure this, and we are now aligning our operations accordingly.

Our meter readers and field officers attend approximately 15,000 properties daily, of which around 1.5% have a dog present. To reduce the risk of dog bites and attacks we will no longer attempt to access a site if a dog is present, or if our systems indicate a dog is at the property. Instead, we will provide an estimate to the retailer for that quarter.

This approach requires your ongoing assistance to ensure that customer access details are as accurate as possible. If either a retailer or customer informs us that a dog is no longer present and market data is updated, we will remove the comment and proceed with the next quarterly read as per normal.

What customers must do:

Based on an extract from the Endeavour Energy Deemed Standard Connection Contract, we encourage you to remind customers of the following obligations:

9.1 Your obligations

Under the energy laws, you must provide us and our authorised representatives (together with all necessary equipment) safe and unhindered access to the premises, including taking appropriate action to prevent menacing or attack by animals at the premises, at any reasonable time to allow us to:

(a) read, test, maintain, inspect or alter any metering installation at the premises;

What Retailers can do:

If you'd like a customer to receive an actual read of their meter, please ensure that your customers' family pets are restrained and provide our meter readers with safe & unhindered access to their meter box.

Alternatively, you can advise your customer to:

1. Where possible, encourage customers to participate within existing photo read programs available through your organisation.
2. Take a photo of their meter and meter box and email both photos within 72 hours of taking the photos to **MDPservices@endeavourenergy.com.au**, or
3. Upgrade to a smart meter, which eliminates the need for our meter reader to enter their property & potentially have an unsafe encounter with a family pet.

For more information, please visit our website: [Your electricity meter | Endeavour Energy](#)

Over the past two years, our meter readers have repeatedly faced dangerous encounters with family pets. We don't want to put our staff at risk, and we believe this initiative will significantly reduce the chances of such incidents while also respecting the natural protective instincts of family pets.

We appreciate your understanding and cooperation in this matter. Please don't hesitate to reach out if you have any questions or need further clarification.

Best Regards,

Anthony Farinola

Market Engagement Manager

retailerrelationship@endeavourenergy.com.au