



# CECG4505 - Essential Energy Retailer and Market Participant Handbook

Standards for Retailers, Metering  
Coordinators, Metering Providers, Metering  
Data Providers and Embedded Network  
Managers.

23 March 2026



[essentialenergy.com.au](https://essentialenergy.com.au)

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# Version History

Version	Effective Date	Comments
1	10 November 2017	Original version to meet Power of Choice changes
2	1 February 2019	Document updated to reflect feedback on version 1
3	1 April 2025	Updated to include Controlled Load Schedule 1 for MC's
4	23 March 2026	Updated corporate branding Update to introduction Updated to include information relating to "Knock to Stay Connected" process. Updated service order offerings for (OIAI) and amended description of existing (TIGS) service order Included information relating to MSM Program Various minor amendments. Updated Schedule 1 based on MC feedback

## TERMS AND DEFINITIONS

ASP	Accredited Service Provider
B2B	Business to business
Essential 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 Essential 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
MC	Metering Coordinator as defined in the Rules
MDP	Metering Data Provider as defined in the Rules



MP	Metering Provider as defined in the Rules
NMI	NMI National Metering Identifier as defined in the Rules
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. The NOSW is an essential component of the connection process. It advises Essential Energy of all Contestable Level 2 ASP work, is a mandatory requirement and is to be completed by the ASP using the eNOSW solution via the Essential Connections portal.
NUOS	Network Use of System
Rules	National Electricity Rules, National Energy Retail Rules

## Purpose and scope

The Retailer and Market Participant Handbook has been prepared to assist in defining the protocols for interaction between Essential Energy and market participants operating in our electricity distribution area which relate to shared customers and prospective shared customers. The Handbook aims to clarify the processes applied by Essential Energy across a number of key services and transactions.

The Handbook applies to all customer connection points in Essential Energy's distribution area and supports each party's respective obligations pursuant to legislation, regulation, guidelines and procedures.

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.

Essential Energy does not accept any responsibility and is not liable 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 subcontractors.

In this document, the term 'we', 'our' or 'us' means Essential Energy.

## Inconsistencies with applicable law

The Handbook is not intended to overwrite or vary the rights and obligations of any party under legislation or regulation.

The provisions of the applicable law will prevail over the provisions of this Handbook to the extent of any inconsistency.





# Information for Retailers

This section applies to all Retailers who are operating or intending to operate in our distribution network area and/or are making changes to their market participant IDs. In this section, the term 'you' or 'your' means Retailer or Financially Responsible Market Participant (FRMP).

## Accelerating smart meter deployment

In November 2024, the AEMC published the final rules for the Accelerating smart meter deployment rule change project, which aims to deliver an efficient rollout of smart meters to all customers by 2030. Link is provided below. <https://www.aemc.gov.au/rule-changes/accelerating-smart-meter-deployment>

The Legacy Meter Replacement Plan (LMRP) framework requires Essential Energy to develop a plan that details the basic meters replacement schedule. Essential Energy's AER approved LMRP is provided below. <https://www.aer.gov.au/industry/networks/compliance/legacy-meter-replacement-plans/essential-energy-legacy-meter-replacement-plan>

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

## Retailer onboarding

To create an account in our system and access our onboarding process, contact us by email via: [retailer.relations@essentialenergy.com.au](mailto:retailer.relations@essentialenergy.com.au)

## New or prospective Retailer prudential requirements

### Requirements for credit support

Essential Energy may require Credit Support under 6B.B2.1 of the National Energy Customer Framework (NECF) amendment rules 2023, which state:

A Distribution Network Service Provider may require a Retailer to provide credit support, but only in accordance with the credit support rules.

A Distribution Network Service Provider may only require a Retailer to provide credit support up to the required credit support amount.

### Network billing

Essential Energy will email network Statements of Charges to the Retailers nominated email address in accordance with the NSW B2B Technical Specification and B2B Process Specification.

The NUoS billing cycle for interval meters is monthly and may include temporary substituted metering data.

Premises with type 5 and 6 metering installations are typically billed on either a monthly or quarterly basis, depending on communications type. Under Chapter 6B of the National Electricity Rules, Essential Energy's default position is to issue the Statement of Charges to retailers on a weekly basis. Alternatively, Essential Energy will issue retailers with a Statement of Charges on an agreed basis – generally monthly, on the eighth business day of the following month.

Please note that if Essential Energy is not the MC, we are unable to provide the latest, or adjust, metering data. Before disputing a network invoice where there is a mismatch in consumption, please raise a Provide Meter Data (PMD) request.

## Network tariffs

Essential Energy's Network Price List is available on our website [www.essentialenergy.com.au](http://www.essentialenergy.com.au) under Our Network/Our Services/Electricity/Network Pricing & Information.

Changes to network tariffs must comply with rules published in our [Network Price List](#).

All new interval metered sites default to the appropriate Low Voltage (LV) Interval Meter Sun Soaker tariff. If a customer chooses to opt in to a LV demand tariff, you can request this via the network tariff change process.

## Network tariff change process

You must obtain prior approval of network tariff changes for all existing or intending customers by submitting a Supply Service Works Tariff Change transaction, as per the B2B Procedure. Please note that Essential Energy will not accept network tariff changes submitted to MSATS by MPBs or MCs.

Essential Energy will approve network tariff changes that comply with our Network Price List and update MSATS with the new network tariff code. Non-compliant network tariff change requests will be rejected.

Network tariff reassignment will apply from the beginning of the current billing period in which we receive written advice. Tariffs will not be reassigned retrospectively.

You can submit requests to update CTC & NMI Classification by completing our published form and emailing it to [lnsp@essentialenergy.com.au](mailto:lnsp@essentialenergy.com.au). A copy of this form is contained in appendix E and is available to download from <https://www.essentialenergy.com.au/cerm1136>.

Essential Energy will review the request and once approved, publish standing data updates to MSATS.

## NUoS dispute management

If a dispute is not resolved within 10 business days, under clause 6B.A3.3 of the NER you must submit the matter to dispute resolution under Chapter 8 of the NER. To help you manage this obligation, we will provide you with a dispute progress report before the 10-business day period expires.

## Revenue protection - illegal use

Illegal use can be the result of:

- Meter tampering
- Meter bypass
- Illegal connection
- Illegal reconnection
- Interference with Essential Energy equipment.

If Essential Energy becomes aware that a premises occupier has illegally used electricity, supply will be de-energised. We will advise the occupier to contact a licensed electrical contractor to rectify the installation to relevant electrical standards. If the occupier has an electricity retail contract, the Retailer will also be notified.

Other actions may include:

- Estimating consumption at the premises/NMI Issuing network bills based on estimated consumption



- Instituting legal action to recover lost revenue.

If you become aware of illegal connections or reconnections, please submit the appropriate work instruction to Essential Energy via the B2B Procedure.

In cases of other possible illegal use at a customer's premises – for example, meter bypass – please contact Essential Energy's Revenue Risk Team immediately, by email via: [revenueerisk@essentialenergy.com.au](mailto:revenueerisk@essentialenergy.com.au), and provide the following information:

- NMI
- Site address
- Nature of the potential issue.

## Essential Connections

If you are arranging a new connection or upgrading an existing network connection for your customer, you will need to determine which connection services are required and submit the relevant application to connect to our network. Please note that, in some circumstances, our electrical infrastructure may need to be extended or upgraded to accommodate your customer's additional electrical load. If this is the case, you may be required to arrange for and contribute to the costs involved.

Generally, a NMI is required before starting the connection process.

You will also need to obtain a Connection Contract Confirmation, including the appropriate Model Standing Offer and Schedule of Site-Specific Conditions, from Essential Energy before any new metering installation is approved for connection to our network, and for any alteration to an existing connection point. You can find more details about our network connection process, how to submit an application and when a NMI is, or is not, required on our website at [www.essentialenergy.com.au/connections](http://www.essentialenergy.com.au/connections).

In NSW, most connection and service works on electricity distribution networks are categorised as Contestable Works, which are provided by Accredited Service Providers (ASPs) under the NSW ASP Scheme. It is your responsibility to engage an appropriately accredited ASP for the connection and service works that you require.

### Arranging a new connection

To arrange a new connection, whether temporary or permanent, you must complete the following steps:

Obtain a NMI using the Supply Service Works Allocate NMI transaction as per the B2B Procedure.

Submit an Application for Connection via our Essential Connections portal and receive our Connection Contract Confirmation, Model Standing Offer and Schedule of Site-Specific Conditions.

Engage an appropriately accredited Level 2 ASP to undertake the service work.

Engage a MC to install the metering installation.

Essential Energy will activate the NMI in MSATS when the ASP submits the NOSW and the MP submits the NOMW. The NOSW and NOMW must be submitted within two business days of when the work is completed.

### Removal of an existing connection point

To arrange removal of a connection point, including the metering installation, you must complete the following steps:



Engage an appropriately accredited Level 2 ASP for the service work removal. A Class 2B ASP must be used for underground service works and a Class 2C ASP must be used for overhead service works. Please note that removal of our control load equipment must only be completed by a Class 2D ASP.

Engage a MC to remove Type 1-4 metering installations.

Essential Energy will make the NMI extinct in MSATS when the ASP submits the NOSW and the MP submits the NOMW. The NOSW and NOMW are to be submitted within two business days of when the work is completed.

If the NOSW and NOMW are unavailable and the NMI is demolished or destroyed, you will need to submit a B2B Supply Abolishment service order with supporting evidence to make the NMI extinct.

### **Change temporary supply to permanent supply**

To change a temporary supply to a permanent supply at an existing site in our network area, you must complete the following steps:

Follow the process for removal of a connection point.

Follow the process to establish a new connection point.

Please ensure you arrange to extinguish the NMI for the temporary supply and arrange a new NMI for the permanent supply.

### **Upgrade a connection point from single to three phase**

To arrange a single phase to three phase upgrade, you must complete the following steps:

1. Submit an Application for Connection via the Essential Connections portal and receive our Connection Contract Confirmation, Model Standing Offer and Schedule of Site-Specific Conditions.
2. Engage an appropriately accredited Level 2 ASP for the service work installation and connection. A Class 2B ASP must be used for underground service works and a Class 2C ASP must be used for overhead service works.
3. Engage a MC to upgrade the metering installation.

### **Installing generation at existing premises**

To arrange installation of generation at existing premises, you must complete the following steps:

1. Submit an Application for Connection via the Essential Connections portal and receive our Connection Contract Confirmation, Model Standing Offer and Schedule of Site-Specific Conditions.
2. Engage an appropriately licenced and authorised electrical contractor to complete the works.
3. If required, engage a MC to upgrade the metering installation.

### **Upgrading existing generation to larger capacity**

To arrange upgrade of existing generation to a larger capacity, you must complete the following steps:

1. Submit an Application for Connection via the Essential Connections portal and receive our Connection Contract Confirmation, Model Standing Offer and Schedule of Site-Specific Conditions.
2. Engage an appropriately licenced and authorised electrical contractor to complete the works.



3. If required, engage a MC to upgrade the metering installation.

## B2B communications

### Allocate a NMI

To request allocation of a NMI, you must raise a Supply Service Works Allocate NMI B2B service order.

Please note that Essential Energy does not offer contestable metering services under the following participant IDs:

- CNRGYMPB
- CNRGYMDP

If these participant IDs are nominated, Essential Energy will reject the service order.

In instances where these participant IDs need to be populated – for example, when a NMI needs to be split due to MSM remediation – please contact our Market Services team by email via:

[nmiallocate.market@essentialenergy.com.au](mailto:nmiallocate.market@essentialenergy.com.au) to discuss options. Once Essential Energy receives a Supply Service Works Allocate NMI Service Order, we will validate the site address and issue a NMI.

### Knock to Stay Connected

In line with the Energy Charter's national Knock to Stay Connected Customer Code, Essential Energy encourages customers who are scheduled to be disconnected for non-payment to contact their Retailer to make arrangements to avoid disconnection. When we receive a Disconnection for Non-Payment (DNP) B2B service order request, we will arrange for one of our field staff to visit the customer premises up to three business days prior to your requested disconnection date and:

Inform the customer that their Retailer has requested Essential Energy to disconnect their supply

Encourage the customer contact their Retailer to discuss options to avoid disconnection.

Concurrently, on behalf of non-profit organisations we will deliver a leaflet providing these customers with contact details to obtain financial and other forms of assistance, ranging from practical help with electricity bills, housing, food and clothing to domestic violence, drug and mental health counselling.

If no one is home or we cannot access the site, we will leave a letter asking the customer to contact their Retailer to discuss payment options, and the assistance leaflet (see Appendix B). A fee for this visit will apply only if the service order is cancelled before the requested disconnection date.

If a service order cancellation is not received from the Retailer, we will revisit the site on the requested date and disconnect supply. The normal disconnection fee will apply for this service.

More information regarding the Knock to Stay Connected initiative is available on the Energy Charter website: <https://www.theenergycharter.com.au>.

### Life support customer registration and notifications

Customers calling to notify Essential Energy that they have life support equipment at their premises are immediately flagged in our customer management system.

We also offer to transfer these customers to their Retailer to concurrently register their premises and arrange to claim the NSW Government life support rebate.



All life support customer notifications are updated in real time and are sent via the B2B Life Support Notification process.

### Site Access requests

Retailers and their nominated MC can submit a Site Access request to obtain customer premises information including:

- Access details
- Biohazard information
- Hazard descriptions.

Essential Energy's systems are automated to return a Site Access Notification (SAN) to the current FRMP with all known site access information.

### Temporary isolation of group supply

Retailers can arrange a supply interruption to install a smart meter for a NMI with multiple customers via the Shared Fusing Meter Replacement Procedure.

In some cases, this Procedure does not apply and Retailers will need to seek assistance from Essential Energy to temporarily isolate supply.

### Replace an existing smart meter

To arrange a temporary supply interruption to replace an existing smart meter at a multi-occupancy site, you must complete the following steps:

1. Raise a Supply Service Works Temporary Isolation-Group Supply transaction.
2. Ensure the scheduled date is a minimum of 20 business days in the future, but not more than 60 business days in the future and agree this date with the MC prior to raising the service order.
3. Provide a point of contact for the day of the scheduled interruption – preferably the MP's scheduler, rather than the meter technician. We will contact this person if we are unable to proceed with the interruption as scheduled.

### Replace a basic meter with a smart meter

To request temporary isolation of group supply (One in All in) to replace a basic meter with a smart meter at a multi-occupancy site – typically triggered when you received a MFIN with a value of One In All In within the ReasonForNotice – you must submit a Temporary Isolation – One in All In (OIAI) transaction, as per the B2B Procedure. The service order confirms your participation and asks Essential Energy to temporarily isolate supply to facilitate the Shared Fusing Meter Replacement Procedure (NER Ch 7).

To arrange a temporary supply interruption for a site with a shared isolation point, you must complete the following steps:

1. The MP must attend the site to identify and confirm that shared fuses exist.
2. The initiating Retailer must raise a Supply Service Works – Scoping Service order.
3. The Scoping Service order must include contact details for the MC who has advised the Retailer that there are shared fuses.
4. Essential Energy will advise the date scheduled for the outage via MFIN OIAI for all affected meters.
5. All participating Retailers must include the Co-ordinating ID advice in the MFIN in Supply Service Works – OIAI



6. All participating Retailers must include details of preferred MC/MP in Supply Service Works – OIAI
7. The Retailer must provide a point of contact for the day of the scheduled interruption – preferably the MP’s scheduler, rather than the meter technician. We will contact this person if we are unable to proceed with the interruption as scheduled.

### Notification of supply interruption

Essential Energy will notify impacted customers of a planned interruption we are undertaking (see our outage notification letter contained in appendix D).

The Retailer must separately notify the customer whose meter is to be changed that they will experience an additional supply interruption to enable their new meter to be installed and commissioned.

### Interrupting supply

Essential Energy will aim to attend the site at 8am on the day of the planned interruption. We expect the MC to be on site no later than 8:00am.

Essential Energy has 3 outage durations based off NMI count for exchange

1-2 NMIs = 8am to 10am

3-5 NMIs = 8am to 1pm

6 or more NMIs = 8am to 4pm

Start times and the duration for the outage will be displayed in the MFIN.

If the MC is delayed beyond 8.15am, the supply interruption may not proceed. If it does not, and the service order is signed off as not completed, we may charge you a ‘wasted visit fee’. You will need to raise a new service order request to reschedule the supply interruption.

In some cases, supply interruption may not be possible at the customers connection point or point of common coupling and will require switching of the distribution network to allow Isolation of the Premise and surrounding customers. When this is identified, an operating agreement is required to provide a safe work environment. Essential Energy will inform retailers of these instances via the MFIN for awareness as this will incur additional fees associated with the temporary isolation for meter exchanges.

### Notification of remote de-energisation and re-energisation

You must notify Essential Energy of all remote disconnections and remote reconnections via the Notified Party transaction, as per the B2B Procedure.

If we do not receive your notification of a remote disconnection and we receive a no supply call from a customer, we will attend the site, bypass the meter and charge you an approved fee.

If we receive your notification of a remote reconnection and a no supply call is received from a customer, we will refer the customer to you.

### Meter fault and issue notification

When Essential Energy identifies the need for any meter replacement (for example, due to defects that require a meter change to resolve, meter faults and failures or as a result of a shared fuse scoping activity), we will issue a Meter Fault and Issue Notification (MFIN) transaction to the FRMP. Please note that we will send the MFIN only to you and not to your MC or MP.



If there is a change in responsibility and you become the FRMP for a NMI that requires replacement of a Type 5 or 6 metering installation, and this replacement has not yet taken place, Essential Energy will re-issue the MFIN to you.

### Planned interruption notification

You must notify Essential Energy of a Retailer planned interruption via the Planned Interruption Notification B2B Procedure.

If we receive a customer enquiry relating to a Retailer planned interruption, we will provide them with details from your Planned Interruption Notification and may refer the customer to you.

If the date of the interruption changes, you will need to submit a new Planned Interruption Notification.

If we do not receive the Planned Interruption Notification or subsequent updates and receive an enquiry about an outage, we will attend the site to identify the cause of the interruption. A fee may be charged to the retailer. If the outage was caused by you or on your behalf, we may charge you a 'wasted visit' fee.

### Meter investigation – meter test

Essential Energy undertakes meter testing only after all other options to resolve account enquiries have been exhausted.

To request a meter test, you must raise a Meter Investigation – Meter Test service order, as per the B2B Procedure.

Once we have completed a meter test, we will provide the results in the SpecialNotes field in the service order response transaction.

### B2B services not offered

We do not offer the following B2B services:

SERVICE ORDER TYPE	SERVICE ORDER SUB TYPE
Supply service works	Supply alteration
Supply service works	Supply abolishment
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	Move meter
Metering service works	Remove meter

Metering service works	Install controlled load
Metering service works	Change time switch settings
Miscellaneous	

## Metering installations

### Meter reversion

All new or replacement meters for residential and small business premises must be a Type 4 or 4A meter, not a Type 5 or 6 meter.

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

We expect you to help customers understand their obligations and assist with ongoing education about processes for installing new, changing or removing metering installations.

### Physical disconnections and reconnections

To request a physical supply disconnection or reconnection, you must submit a De-energisation or Re-energisation service order using the appropriate sub-type.

We expect you to notify the MC of all disconnection requests, where a smart meter is installed noting that once we de-energise supply the MC may be unable to obtain meter data.

If the De-energisation Service Order sub-type is Recipient Discretion, Essential Energy will determine the method of disconnection and will charge a corresponding fee.

Generally, we will only attempt one method of disconnection. If this method is unsuccessful, we will close the service order as Not Completed and a site visit fee will be charged.

To ask Essential Energy to use a different disconnection method, you must raise a new service order.

## No supply calls

### Planned and unplanned supply interruptions

When Essential Energy receives a no supply call from a customer, we will investigate whether they could be impacted by a planned interruption.

If we have received a Retailer Planned Interruption Notification for that area and date, we will refer the customer to you.

If we are unable to determine the cause of the interruption, we will visit the site and, if necessary, bypass the electricity meter to restore supply to the customer. If we bypass the meter, we will send you a Meter Fault and Issue notification and may apply a service fee.

If we are unable to restore supply, we will ask the customer to contact you or an electrical contractor.

### Adding a new service for an existing Type 5 or 6 metering installation

Under the Rules, a metering installation cannot have a mix of meter types. If a customer intends to add a new service (for example, solar, controlled load, etc) to an existing Type 5 or 6 metering installation, the existing Type 5 or 6 meter must be replaced with a Type 4 or Type 4A meter.

## Upgrading from single phase to three phase for an existing Type 5 or 6 metering installation

Under the Rules, a metering installation cannot have a mix of meter types. If a customer intends to upgrade from a single phase to three phases for an existing Type 5 or 6 metering installation, the existing Type 5 or 6 meter must be replaced with a Type 4 or Type 4A meter.

## Replacing Type 5 or 6 metering installation switchboards

When a meter switchboard for Type 5 and 6 metering installations is replaced, the existing Type 5 or 6 meter must be replaced with a Type 4 or Type 4A meter.

## Unmetered connection points

Prior to arranging for an unmetered supply to be connected to our network, you must obtain Essential Energy's express written agreement.

# MSATS

## Nominating Essential Energy as MP or MDP

Essential Energy does not offer contestable metering services under the following participant IDs:

- CNRGYMPB
- CNRGYMDP.

Please do not nominate these participant IDs in any change request for installation of a Type 4 or Type 4A meter.

If Essential Energy is nominated as the MP or MDP but is not the current participant for these roles in the MSATS system, we will reject your request.

Additionally, if Essential Energy is no longer the MC for a Type 5 or Type 6 metering installation, we will not accept reversion of the MC role back to Essential Energy.

## Contestable metering services and participant ID nominations

### Changing MC, MP and MDP roles

The meter churn procedure – incorporated in AEMO's Metrology Procedure part A – allows for meter churn to be initiated only 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 may be rejected.

### Changing MP or MDP roles

You must not submit a change request nominating a new MP or new MDP for a site with an installed Type 5 or 6 meter unless you intend to replace the Type 5 or 6 meter.

Additionally, you must not submit a retrospective change request nominating a new MP or new MDP for a site with an installed Type 5 or 6 meter.



## Metering data

### Substituting a final Type 6 meter read

The Service Level Procedure for MPs stipulates that a NOMW must be provided within two business days of the metering work. If the MP does not send a NOMW, or the NOMW contains invalid data, Essential Energy will temporarily substitute metering data on the Type 6 meter removal date.

If a valid NOMW is not received, we will make the substitution final at our discretion.

## Key contacts

CONTACT	NATURE OF ENQUIRY	CONTACT DETAILS
Industry engagement	Business operations and procedures Participant Handbook Escalated Market Participant enquiries or complaints	Market Liaison Manager <a href="mailto:retailer.relations@essentialenergy.com.au">retailer.relations@essentialenergy.com.au</a>
Electricity supply interruptions	General emergencies Life Support emergencies Fault reporting and information	Phone: 13 20 80
General enquiries	Customer enquiries Customer complaints	Phone: 13 23 91
Service Order enquiries	Market Services team	As per Retail Operations Contacts List (ROCL)



# Information for Metering Coordinators and Metering Service Providers

## Introduction

This section applies to all Metering Coordinators (MCs) who are operating, or intending to operate, in our network area. Any reference to a MC includes their appointed Metering Provider, Metering Data Provider and any sub-contractors.

## B2B COMMUNICATIONS

### Notification of metering works

You must notify Essential Energy of all new, altered or removed metering installations within two business days of completing the metering work by submitting a Notification of Metering Works, as per the B2B Procedure. The NOMW should include details of Essential Energy load control devices installed at the metering installation.

### NEM12 file format

As required by the Australian Energy Market Operator (AEMO) meter data file format specification, NEM12 files 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 us to identify metering installations via the meter number for no supply enquires and B2B service order requests.

## METERING INSTALLATIONS

### Removing network metering assets

Under amendments to the *Electricity Supply Act 1995* (NSW) effective from July 2016, MCs and their contractors must work under a safety management system approved by the Office of Fair Trading.

If a safety management system has not been approved by the Office of Fair Trading, the MC must use Accredited and Authorised Level 2D ASPs.

### Service and Installation Rules of NSW

MCs must comply with the Service and Installation Rules of NSW, which are available from <https://www.energy.nsw.gov.au/nsw-plans-and-progress/regulation-and-policy/service-and-installation-rules>

### Level 2 ASPs

All service work for interval meter connection points – including new network connections and physical disconnections and reconnections – must be completed by an appropriately accredited Level 2 ASP. You are responsible for arranging these ASP services.

The ASP must submit a NOSW within two business days of completing the service work. The NOSW cannot be combined with the NOMW.

### Fuses with friable asbestos

Service fuses may contain friable asbestos. Please follow your safety procedure for managing friable asbestos.

## **Metal-clad and porcelain fuses**

If you determine that existing metal-clad or porcelain service fuses and associated service neutral links with new fuses and neutral links pose a fire or safety risk to a customer's installation, you must replace them. Service fuses must meet the performance requirements of clause 4.7.2 the Service and Installation Rules of NSW.

## **Defective wiring**

You must replace any defective wiring between the service fuse/neutral links and the customer mains switch(s) and neutral link(s).

## **Dangerous installations**

If you determine that a customer's electrical installation is immediately or potentially dangerous, you must report it as soon as possible via Essential Energy's Emergency Services line: 13 20 80 and notify the customer in writing that repairs are required.

You must not leave any unsafe installation energised.

## **Direct earthing configurations**

If you determine that a customer's electrical installation is connected in a direct earthing method, you must convert the earthing to a Multiple Earthed Neutral (MEN) system as per the Service and Installation Rules of NSW.

## **Neutral service faults**

If you determine that there may be a neutral service fault – for example, a high resistance neutral – you must report it as soon as possible via Essential Energy Emergency Services line: 13 20 80. Your installer must remain on site until an Essential Energy officer arrives to attempt to rectify the problem.

In general, if the installation is not in close proximity to the distribution substation and the active(s) to neutral fault loop impedance is greater than 0.4 Ohms with the MEN link disconnected, it must be reported to Essential Energy via our Emergency Services line: 13 20 80.

## **Other service faults**

If you determine that there may be another type of service fault – for example, high volts – you must report it as soon as possible via Essential Energy's Emergency Services line: 13 20 80.

## **Danger tags**

If you use a personal danger tag to isolate suspected faults, in line with the SafeWork NSW Code of Practice: Managing Electrical Risks in the Workplace, Essential Energy will not remove these tags.

Once we have rectified a network-related fault, you will need to return to remove danger tags and re-energise the installation.

## **Incorrect metering**

If you suspect that a metering installation has incorrectly identified meters in MSATS, or is metering the incorrect customer installation, you must not complete a meter change.

Ask the FRMP to raise a metering investigation service order, clearly articulating the issue.

The FRMP should advise you when the service work has been completed. You can then proceed with the meter change.

## Sealing

ASP sealing pliers must be registered with Essential Energy, nominating a specific authorised user.

You can use your own sealing pliers, provided you utilise individual numbering to identify the installer.

If required – for example, during an emergency, a no supply situation or to isolate supply to an Essential Energy load control device – we may break the seals on the terminal cover of a MPB meter.

If a seal needs to be removed, the person breaking the seal must reapply a seal as per the MC's or Essential Energy's approved methods.

## Locked meter boxes

In line with the provision of JM7 Master Keys to Metering Coordinators for replacement of legacy meters with smart meters under the Rules, MCs can obtain master keys under a Deed Poll.

Essential Energy will not respond to your request to unlock or remove customer-owned locks. This includes industry locks the customer may have purchased from Essential Energy and, as such, are the customer's property.

Please liaise with the customer to arrange appropriate access to their locked metering installation.

## Network devices

The following devices are deemed to be network devices in our network area:

Relays for controlled loads

Time switches for controlled loads

Any device that is labelled as 'network device'

## Disposal of Type 5 and 6 metering assets

Decommissioned Type 5 and 6 metering assets must be disposed of in accordance with legislative requirements. You must not install the removed meter at any other premises.

## Network tariffs

When multiple Type 4 meters are installed at a site, the MC is responsible for accurately identifying which network tariff is associated with each individual meter (for example, which meter has a controlled load connection, or which meter is linked to generation sources). This enables Essential Energy to assign the correct network tariff to the appropriate data stream.

## Physical disconnections and reconnections

You are only permitted to arrange a supply interruption on behalf of a FRMP for installing, maintaining, repairing or replacing an interval meter. We expect you to confirm that the customer has been given prior notification of the interruption to their supply.

You are not permitted to arrange a supply interruption that will impact a customer who is not the customer of the FRMP you are working for.



## No supply calls

If we receive a no supply call from a customer, we will attend the site and, if the meter is faulty, bypass it to restore supply to the customer. We will send you a Meter Fault and Issue notification and may apply a service fee.

If we are unable to restore supply, we will let the customer know and ask them to contact their Retailer or an electrical contractor.

Life support customers will be advised to initiate their outage action plan and make any other necessary arrangements during the supply outage.

## Electricity theft or metering installation tamper

If you are arranging a meter change and become aware of suspected electricity theft or meter tampering, do not complete the meter change. Please notify Essential Energy as soon as possible by email via [networkb2b@essentialenergy.com.au](mailto:networkb2b@essentialenergy.com.au) and provide the following information:

- NMI
- Full address of the site
- The Retailer you are working for
- Your name
- Your contact phone number
- Meter number
- Date you identified the issue
- Clear description of the issue and any other information that may help with the investigation.

We will notify you when our investigation is completed.

## MASTER SUBTRACTIVE METERING

Master Subtractive Metering (MSM) is a multiple metering system that comprises a master meter – usually located at the point where electricity enters the premises – and one or more downstream subtractive meters. The master meter measures total power consumption, and the subtractive meters measure a subset of the power already measured by the master meter. Subtractive meters are typically used to measure electricity consumption by hot water and in-floor heating systems, sheds and bore pumps.

Changes to the National Electricity Rules now require that an electricity connection point should have only one metering installation, and this form of metering is no longer compliant. Essential Energy is working to ensure all non-compliant master subtractive meters are replaced as soon as possible, aiming to achieve full compliance by 30 June 2029.

We are contacting all customers with a MSM configuration to arrange for each site to be reviewed on a case-by-basis and suitable rectification works to be completed. Our dedicated Master Subtractive Metering Program customer liaison team can help customers through all aspects of the process, and co-ordinate meter replacement with each customer's Retailer.

You can find further information about this program at <https://www.essentialenergy.com.au/at-home/master-subtractive-metering>.

## CURRENT TRANSFORMERS

Current transformers are the property of the customer. If you remove a current transformer, you do not need to return it to Essential Energy.



You can request test or compliance certificates from Essential Energy's Metering Services team by emailing [metering.services@essentialenergy.com.au](mailto:metering.services@essentialenergy.com.au). Please note that compliance certificates can only be provided for current transformers that have been installed in recent years.

#### Certificate of compliance of electrical works

If you are arranging installation of an interval meter, you do not need to submit a Certificate of Compliance for Electrical Works (CCEW) to Essential Energy. From 1 July 2026, paper and PDF versions of CCEWs will no longer be accepted. All CCEWs are to be submitted via the NSW Building Commission's eCert portal. Visit <https://www.nsw.gov.au/housing-and-construction/compliance-and-regulation/ecert-portal> for more information and access to the BCNSW eCert portal.

#### ISOLATION POINT SHARED WITH MULTIPLE CUSTOMERS

MPs must not perform temporary isolation or reconnection of group supply.

Essential Energy will aim to attend the site at 8am on the day of the temporary isolation of group supply.

We expect the MC to be on site no later than 8:15am. If the MC is delayed beyond 8.15am, the temporary isolation may not proceed. If it does not, and the service order is signed off as not completed, we may charge the FRMP a 'wasted visit' fee. The FRMP will need to raise a new service order request to reschedule the supply interruption.

Once Essential Energy has isolated supply, MCs are responsible for testing and proving that the circuit or electrical equipment intended to be worked on or near is de-energised.

Please complete meter protection device installation as a priority. This will minimise the length of the supply interruption to customers and enable you to safely install and commission a meter at your own pace using the meter protection device as the supply isolation point.

Essential Energy will return to site at 4pm to re-energise supply.

#### Metering works inspection

Under the NSW Government's current regulatory framework, NSW Fair Trading may inspect Type 4 metering works installed by MCs.

Essential Energy will inspect services provided by ASPs to connect customers to our distribution network, as per our customer installation safety plan. We will apply an inspection fee following submission of a NOSW lodged by an ASP, and levy MCs against the ASP.

#### Detecting illegal reconnections at de-energised sites

We expect you to have processes in place to detect illegal reconnections at de-energised sites. These could include:

- Turning on the data collection process on a monthly or other periodic basis to check whether the site is energised
- Installing meters that indicate when supply becomes available
- Installing meters that automatically push metering data to the MDP's MDM system when supply becomes available.

#### Fees

Essential Energy applies a range of AER-regulated fees to ASPs and MCs depending on the type of customer connection services they provide. For example, we will apply an inspection fee following submission of a

NOSW lodged by an ASP, and levy MCs against the ASP. You can find a full list of our Ancillary Network Service fees at: [Network Price List](#)

## MSATS

### Nominating Essential Energy as MP or MDP

Essential Energy does not offer contestable metering services under the following participant IDs:

- CNRGYMPB
- CNRGYMDP.

If these participant IDs are nominated for installation of a Type 4 or Type 4A meter, Essential Energy will reject the service order.

We will also reject change requests nominating Essential Energy as the MP or MDP if we are not the current participant for these roles in MSATS.

### Changing the MP or MDP roles

You must not submit a change request nominating a new MP or new MDP for a site with an installed Type 5 or 6 meter unless you intend to replace the Type 5 or 6 meter.

Additionally, you must not submit a retrospective change request nominating a new MP or new MDP for a site with an installed Type 5 or 6 meter, or submit a CR1500 to change the MC, MP or MDP roles while a metering installation is a type 5 or 6 metering installation.

### MSATS standing data

Essential 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:

- 'YES' if the meter register is measuring a load that is controllable by the Meter Provider
- 'NO' if the meter register is not measuring a load that is controllable by Essential Energy
- 'EXT' if the meter register is measuring a load that is controllable by Essential Energy.

### Network tariffs

The FRMP should provide the MC with the network tariff applicable for the NMI. The MC is responsible for correctly mapping the network tariff to the corresponding meter register in MSATS.

### Delivery of metering data

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



## Key Contacts

CONTACT	NATURE OF ENQUIRY	CONTACT DETAILS
MC, MPB, MDP Engagement	Escalated meter related enquiries or complaints	Meter Co-ordinator <a href="mailto:mc@essentialenergy.com.au">mc@essentialenergy.com.au</a> <a href="mailto:data@essentialenergy.com.au">data@essentialenergy.com.au</a>
Master subtractive metering (MSM) enquiries	Enquiries related to MSM rectifications	Customer Liaison Specialist (MSM) <a href="mailto:master.sub@essentialenergy.com.au">master.sub@essentialenergy.com.au</a>



# Information for Embedded network managers

## Introduction

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

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

### Establishing an embedded network connection

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

The process for establishing and operating an embedded network connection point is consistent with establishing a single occupancy site connection, apart from registering an embedded network parent code for the NMI with AEMO.

If the embedded network operator has embedded customers nominating a Retailer of choice, on-market child NMIs will also apply and will be linked to the parent code NMI.

Essential Energy will register the embedded network parent code with AEMO.

You will be responsible for issuing on-market child NMIs when requested by the Retailer following registration and normal NMI allocation processes.



# Schedule 1 Controlled load

## 1.0 General

### Conditional consent to disconnection of Essential Energy's load control equipment

The Metering Provider may only disconnect Essential Energy's Load Control Equipment if it (and all of its employees, contractors and agents) fully comply with this Schedule. The Metering Provider acknowledges clause 7.8.6 of the Rules, which prevents the Metering Provider taking any action that would adversely impact the operation of Essential Energy's load control equipment, except with Essential Energy's consent or in very limited other circumstances.

### Non-compliance

If the Metering Provider fails to comply with this Schedule and Essential Energy becomes aware of that non-compliance, Essential Energy will provide the Metering Provider with written notice of that non-compliance and ask the Metering Provider to rectify it (**Notice**).

If the non-compliance is not rectified to Essential Energy's reasonable satisfaction within five business days of the Notice, Essential Energy may do any of the following:

- if the customer(s) whose load is measured by the relevant Metering Installation receives a Controlled Load tariff, remove such customer(s)' access to the Controlled Load tariff (with sufficient notice to the Retailer and the Metering Provider to enable compliance by relevant parties with any notice periods regarding customer tariff re-assignment that apply under Applicable Law);
- if the customer(s) whose load is or will be measured by the relevant Metering Installation does not currently have access to a Controlled Load tariff, not provide such customer(s) with access to a Controlled Load tariff; and/or
- recover from the Metering Provider any direct costs reasonably incurred by Essential Energy caused by the Metering Providers unrectified non-compliance with the Schedule.

### Disputes

If there is a dispute between the Metering Provider and Essential Energy regarding this Schedule, the Metering Provider must work cooperatively and constructively with Essential Energy to resolve the dispute through good faith discussions at the Market Liaison Manager level. If the dispute cannot be resolved through such discussions within 10 business days, it must be referred to senior managers of both the Metering Provider and Essential Energy for resolution. The senior managers must use their best endeavours to resolve the dispute through good faith discussions within 10 business days of such referral.

1.1 Where load control is to be or is performed in the Metering Provider's smart meter, the Metering Provider must install their smart meter to provide controlled load services as per this Schedule.

1.2 Essential Energy will only make Controlled Load tariffs available to customers whose load is measured by a smart meter where:

- (i) the smart meter is installed, configured and operated in full compliance with this Schedule; and
- (ii) all other eligibility criteria applicable under Essential Energy's Network Price List and Explanatory Notes and Tariff Structure Statement (as approved by the Australian Energy Regulator for a relevant regulatory period) are satisfied.



1.3 The Metering Provider must implement load control switching schedules in accordance with Table 2 of clause 11 of this Schedule, unless it obtains written approval from Essential Energy for a different load control schedule. If a different load control schedule is proposed, the Metering Provider must provide full details of its proposed load control schedule to Essential Energy and obtain Essential Energy's written consent prior to applying the controlled load requirement to any customer. Controlled load times must not be changed without prior written consent from Essential Energy.

1.7 A Metering Provider must install or move load control into their smart meter in each of the following situations:

- (i) Whenever they replace an existing meter with a smart meter either individually or as part of a bulk replacement.
- (ii) Whenever they install a smart meter for a customer who is moving onto a Controlled Load tariff.
- (iii) Where the Essential Energy's load control equipment has failed, and the Metering Provider receives a service order.
- (iv) When there is a service order for a meter replacement and there is an existing controlled load device, and the customer has an ongoing Controlled Load tariff.

1.8 The Metering Provider must not use Essential Energy's existing load control equipment to perform load control once work under 1.7 is complete.

1.9 Essential Energy may update or amend this Schedule as reasonably required to meet its network needs or comply with applicable laws. Where Essential Energy does so, it will provide at least three business days' notice to the Metering Provider of the changes to the Schedule incorporating a time requirement to comply with the change, except where the timeframe is already stated in this schedule (or such other period as may be expressly provided in this Schedule).

## **2.0 Removal of existing load control equipment**

2.1 If a metering installation has Essential Energy load control equipment and the Metering Provider is installing or replacing a meter and moving load control into the new smart meter, then the Metering Provider must arrange for the removal and disposal of the Essential Energy load control equipment, noting clause 2.2 for any equipment containing polychlorinated biphenyls (PCBs).

2.2 The Metering Provider is made aware that the following items of load control equipment are known to contain polychlorinated biphenyls (PCBs):

1. Legacy relays in central and western New South Wales area, generally from Cowra, through Dubbo to Nyngan, Cobar, and in Broken Hill area, including remote towns such as Wilcannia, Tibooburra and Menindee. Refer to Appendix 1 for types.

The Metering Provider must ensure all such load control equipment is returned to an Essential Energy depot for disposal.

## **3.0 No hot water complaints**

### **3.1 Where Essential Energy load control equipment is installed**

Where a customer contacts Essential Energy and the customer's load is controlled by Essential Energy's load control equipment, Essential Energy will attend the site to restore hot water. Essential



Energy may bypass the load control equipment or a Metering Coordinator's meter if the issue is within the meter or otherwise take the actions it considers appropriate in the circumstances in order to restore hot water, at Essential Energy's discretion. Essential Energy will issue a Meter Fault Notification transaction via B2B to the Retailer, who will in turn issue a service order to the Metering Provider for installation of a smart meter with load control functionality via a smart meter be installed, rectified, or reconfigured.

### 3.2 Where Essential Energy Load Control Equipment is NOT installed

In instances where a customer contacts the Essential Energy call centre in relation to a no hot water complaint or other fault requiring emergency rectification, and the controlled load functionality is in a Smart Meter not owned by Essential Energy, Essential Energy will refer the customer to their Retailer.

The Metering Provider must ensure that they have sufficient arrangements are in place to facilitate service orders from the relevant Retailer (or Metering Coordinator) to rectify customer issues regarding customers' meter or controlled loads. It is expected that the Retailer (or Metering Coordinator) will have adequate systems and procedures in place to receive, manage and resolve these complaints in a timely manner.

If a customer complaint has not been resolved within a reasonable timeframe, Essential Energy may choose to, but is not obliged to, resolve the issue giving rise to the complaint by taking such steps as it considers reasonable in the circumstances, in its discretion. If it does so, it will levy a service fee to the Retailer, which will be calculated based on the rates approved by the Australian Energy Regulator for such services.

### 3.3 Test function

When a smart meter is installed with load control functionality, the Metering Provider shall ensure that a testing capability is provided for load control, to be able to be switched on for 1 hour minimum. This functionality can be provided.

- a) manually, where the meter has the capability for load control to be manually switched on by an appropriately trained Essential Energy field staff to conduct safety checks and fault-finding; or;
- b) by a 24/7 call centre with the capability for the Metering Provider to switch on the load control functionality remotely at Essential Energy's field staff request.

## 4.0 Application programming interface

The Metering Provider will work with Essential Energy to provide an application programming interface that enables Essential Energy's System Control to:

- turn off selected groups of customer load – for example, before a temporary planned network change which reduces network capacity, or
- turn on selected groups of controlled load – for example, prior to an overnight network outage which might otherwise leave customers with insufficient hot water.

## 5.0 Multiple controlled loads

**5.1 Multiple controlled loads at one installation** If an existing Essential Energy controlled load customer has multiple separately-switched loads, Metering Providers may either consolidate the controlled loads or install multiple smart meters to control each load independently.



## 5.2 Multiple NMIs with common existing load control equipment

When disconnecting a controlled load circuit in installations where existing load control equipment controls load for multiple NMIs, Metering Providers must ensure that only the NMI they are responsible for is affected.

## 6.0 Legacy sites – disposal of Essential Energy meters

Decommissioned Type 5 and 6 metering assets must be removed and disposed of in accordance with applicable laws. Metering Providers must not install the removed metering assets at any other premises.

## 7.0 Compliance with Australian Standards and legislation

The Retailer and Metering Provider must ensure that their smart meters and any additional contactors comply with relevant mandatory Australian Standards and applicable laws – in particular, the requirement to install contactors where load is 25 A in the Service and Installation Rules of NSW.

## 8.0 Legacy installations

If a MP becomes aware that there are many legacy configurations and Load Control Equipment performing Load Control and metering. Essential Energy and the Metering Provider must consider and work together to devise solutions for these installations.

## 9.0 Reporting update

Subject to confirmation by Essential Energy, Metering Providers must provide a report to Essential Energy on the first day of January, April, July and October of each year detailing a complete listing of the Metering Installations they are responsible for that utilise load control functionality within a smart meter. This report must include the NMI, meter serial ID, NMI suffix, network tariff and start date of the network tariff. The report must also include ON and OFF switch times for each of the individual controlled loads to assist Essential Energy's network planning purposes.

## 10.0 Audit

Essential Energy may audit compliance of metering installations with this Schedule, including inspection of metering installations at customer premises and requiring that the Metering Provider provide records of how the Metering Provider has ensured compliance with this Schedule.

## 11.0 Detailed controlled load requirements

All Metering Providers' smart meters performing load control must comply with requirements in Table 1. Essential Energy may change controlled load times in Table 2 upon 30 days' notice to the Metering Provider.



## 1. TABLE 1: LOAD CONTROL REQUIREMENTS

FUNCTION	ESSENTIAL ENERGY REQUIREMENT	FUNCTIONAL RATIONALE
Clock	Clock must be maintained within $\pm 20$ seconds AEST	Time must be synchronised to Australian Eastern Standard Time
Controlled load schedules	Minimum of two controlled load schedules (see Table 2). Schedules must be re-configurable. 95% of devices updated within 3 months and the remaining 5% within a reasonable timeframe depending on complexity, initiation by Essential Energy	Support for current controlled load schedule and future controlled load schedule to be activated on a specified date
Switching programs	See Table 2 for switching times	Support for up to ten ON/OFF schedules based on day of week defined seasons
Switch time randomisation	Randomised delay on start only, set at 120 minutes for Controlled Load 1 and 90 minutes for Controlled Load 2	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 before loss of supply



## 2. TABLE 2: LOAD CONTROL SCHEDULES – AUSTRALIAN EASTERN STANDARD TIME

CONTROLLED LOAD TARIFF 1 (BLNC1AU)			CONTROLLED LOAD TARIFF 2 (BLNC2AU)		
Day Type 1 (Weekday)	2200-2330	2100-2230	2000-0530	1900-0430	On/Off1
	0130-0500	0030-0400	0900-1530	0800-1430	On/Off2
	1030-1300	0930-1200			On/Off3
Day Type 2 (Weekend)	2200-2300	2100-2230	2000-1530	1900-1430	On/Off1
	0130-0500	0030-0400			On/Off2
	1030-1500	0930-1400			On/Off3
	Season 1 (Winter) 1st Sun April till day before 1st Sun Oct	Season 2 (Summer) 1st Sun Oct till day before 1st Sun Apr	Season 1 (Winter) 1st Sun April till day before 1st Sun Oct	Season 2 (Summer) 1st Sun Oct till day before 1st Sun Apr	
Randomised Shifting of On/Off period	120 minutes	120 minutes	90 minutes	90 minutes	

\* For example, if CL 1 in season 1 (Winter) turns on at 23:21 it will need to turn off at 00:51

### 12. Alternative arrangements

12.1 Clause 11 (Detailed controlled load requirements) of this Schedule, or any part of it, may be overridden in respect of a particular smart meter or class of smart meter by express agreement between Essential Energy and another party (an **Alternative Arrangement**).

12.2 Where an Alternative Arrangement has been agreed, the other party to that Alternative Arrangement (the **Alternative Provider**) is responsible for instructing the Metering Provider of how clause 11 is overridden by alternative technical requirements set out in the Alternative Arrangement. The Metering Provider may only deviate from clause 11 to the extent of such express instruction.

12.3 Despite any Alternative Arrangement and/or instructions received by the Metering Provider from the Alternative Provider under clause 12.2, if Essential Energy expressly instructs the Metering Provider directly to comply with this Schedule instead of the instruction from the Alternative Provide in respect of a particular Smart Meter or class of Smart Meters, the Metering Provider must comply with that instruction.

12.4 Notwithstanding clause 1.2 of this Schedule but provided all other eligibility criteria applicable under the Network Price List and Tariff Structure Statement are satisfied, Essential Energy will make

available a Controlled Load Tariff for a customer where the Metering Provider operates a Smart Meter for that customer in compliance with this clause 12.

### 13. Definitions

**Alternative Arrangement** has the meaning given in clause 12.1 of this Schedule.

**Alternative Provider** has the meaning given in clause 12.2 of this Schedule.

**Applicable law** means the National Electricity (NSW) Law, the National Energy Retail (NSW) Law, the National Electricity Rules, the *Electricity Supply Act 1995* (NSW) and any other legislation, regulation, rule, code, directive, licence condition, standard, directive or determination by an Authority or other instrument with which Essential Energy or the Metering Provider are required to comply in connection with this Schedule.

**Authority** means any government, governmental, semi-governmental or judicial entity or authority, including the Australian Energy Market Operator, the Australian Energy Regulator, the Australian Energy Market Commission and the Australian Competition and Consumer Commission.

**Controlled Load tariff** means the controlled load tariff listed in Essential Energy's then current "Network Price List and Explanatory Notes", or equivalent document setting out Essential Energy's current network tariffs, as updated or amended from time to time and as available on Essential Energy's website <http://www.essentialenergy.com.au>

**Load control** means the remote control or local control of a customer's load within a particular time range, as defined by the tariff of a customer's load.

**Load control equipment** means the devices enabling Load Control that are owned by Essential Energy and located at customers' premises, such as receiver relays and timeclocks.

**Metering Coordinator** has the meaning set out in the National Electricity Rules.

**Metering Installation** has the meaning set out in the National Electricity Rules.

**Metering Provider** has the meaning set out in the National Electricity Rules.

**Retailer** has the meaning set out in the National Electricity Rules.

**Smart meter** means a Type 4 or advanced meter on Essential Energy's network.



# Appendix A – Asbestos Fuses

Known friable asbestos service fuses and contaminated devices

SUPPLIER	DETAILS	PHOTO
Federal	30A, 500V AC	
Henley	Black plastic clad fuse	
Henley	Green metal clad fuse	



<p>Henley or Federal</p>	<p>Black metal clad fuse</p>	
<p>Energex</p>	<p>Energex type service fuse</p>	
<p>ISCO</p>	<p>250V</p>	
<p>B</p>	<p>20A, 500V</p>	

ISCO  
(Henley,  
Type M)

Metal clad service fuse



E.C.E.  
Sydney

E.C.E.  
Sydney



Landis &  
Gyr FTB

PCB Relays



# Appendix B – Knock to Stay Connected Letter & Flyer

**Advance Notice: Your electricity supply is being disconnected**

Your electricity retailer has instructed Essential Energy to disconnect electricity supply to your property within the next three business days.

**If you do not want electricity supply to be disconnected, please contact your electricity retailer immediately to discuss your options and agree an alternative course of action.**

To avoid disconnection, Essential Energy must receive a request from your electricity retailer to cancel their instruction.


Your electricity retailer's contact details can be found on your electricity account or in the telephone directory.

Please note that provisions under the *Electricity Supply Act 1995* enable Essential Energy and its agents to enter private land or a building to:

- ▶ read or check the accuracy of a customer's electricity meter
- ▶ disconnect or reconnect a customer's electricity supply.

If we are unable to gain access to your meter installation, we may be required to disconnect your property from the street, resulting in significantly higher associated fees and charges.

Please also note that once your property's electricity supply has been disconnected, it cannot be reconnected until we receive a request from your electricity retailer. Reconnecting the electricity to your property will incur a reconnection fee. We recommend you contact your retailer urgently to discuss the options available to you.



ABN 37 428 185 226  
PO Box 5720  
Parramatta NSW 2144

General Enquiries 13 23 91  
Interpreter Services 13 1450  
essentialenergy.com.au

**You are not alone. Help is available.**

Many people find it hard to pay their energy bills at times. Here is what you can do to stay connected and get the support you need to get back in control.


**What should you do first? Contact your energy retailer for help.**


If you are having trouble paying your bills, contact your energy retailer and let them know. Your energy retailer must help keep you power connected. Your retailer can set up or change a payment plan, or you can ask to be put on their hardship program to get extra support. Your retailer will help you with:

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

**Do you need help managing your bills?**

Speak to a financial counsellor on the National Debt Helpline. They provide free and confidential financial advice to help you pay your bills. Call 1800 007 007 Mon to Fri 9.30am to 4.30pm or go to [www.ndh.org.au](http://www.ndh.org.au)

 If you need a translator or interpreter call 131 450 for the cost of a local call, then ask them to contact the National Debt Helpline on 1800 007 007.

 If you are speech or hearing impaired call the National Relay Service on 1800 555 660 or (TTY) 133 677 or (SRI) 1300 555 727 or go to [www.accesshub.gov.au](http://www.accesshub.gov.au) and ask them to contact the National Debt Helpline on 1800 007 007.

**What can you do next? There is more help available.**

**Up to \$500 is available.**

Contact an Energy Accounts Payment Assistance provider who can provide up to \$500 to help you pay your energy bills. To find a provider go to [www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-epa-scheme](http://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-epa-scheme)

**Government financial support is available.**

The ServiceNSW Cost of Living service will show you the full range of financial assistance offered by the NSW Government including energy rebates. Call 13 77 88 or go to [www.service.nsw.gov.au/campaign/cost-living](http://www.service.nsw.gov.au/campaign/cost-living) or visit your closest Service NSW Centre.

**Family safety support is available.**


If you are experiencing any sort of family or domestic violence, let your energy retailer know as they are required to take this into account and this may help prevent disconnection. Contact your energy retailer for confidential support on your energy bills.

For counselling and information about what you can do and help to work out your options. Call NSW Domestic Violence Line on 1800 65 64 43. You can also call 1800 RESPECT (1800 737 732)

**You are not alone. Help is available.**


**What else can you do? Contact services who can help.**

There are other services who can help you and your family with whatever challenges you are facing.

 **Help with an issue with your retailer is available.**

The Energy and Water Ombudsman NSW provides free and independent dispute resolution. If you can't resolve an issue with your energy or water provider, they can offer you advice and assistance.


Freecall 1800 246 545 or go to [www.ewon.com.au](http://www.ewon.com.au)

 **Find support services near you.**

Asklizy can connect you with housing, a meal, money help, health and wellbeing services, family violence support, counselling and more.


Go to [www.asklizy.org.au](http://www.asklizy.org.au)

Some mobile phones can allow you to visit the website without credit or access to Wi-Fi.

 **For food, clothing or household goods.**

These services will offer financial or other assistance such as food and clothing and advice. They will also help you connect with other local support services.

Call Vinnies Adelaide (metro areas) on 1300 729 202 Mon to Fri 9am to 1pm.  
For regional areas visit a SA Vinnies shop. To find a shop go to [www.vinnies.org.au/shops](http://www.vinnies.org.au/shops)


 **For housing support.**

Headflight SA's housing advice and advocacy service is a free, independent service, helping people sustain their tenancies in private rental, community housing, rooming houses or public housing.

Call 1800 060 462 Mon to Fri 9am to 5pm or go to [www.youcanaskheadflight.org.au](http://www.youcanaskheadflight.org.au)

Homeless Connect SA is state-wide 24-hour telephone service for anyone experiencing or worried about homelessness.

Call 1800 003 388 or go to [www.homelessconnectsa.org](http://www.homelessconnectsa.org)



 **If you're feeling distressed or overwhelmed.**

These services will listen to you, offer support, and help you connect with other services.

Call LifeLine on 13 11 14  
Call Beyond Blue on 1800 512 348  
The suicide call back service on 1300 659 467

Go to [www.headtohealth.gov.au](http://www.headtohealth.gov.au) for resources to help you with your mental health and wellbeing.  
Call the Drug Info line on 1300 85 85 84 for confidential information about alcohol or other drugs and support for yourself or someone you're concerned about.

Delivered in partnership by:

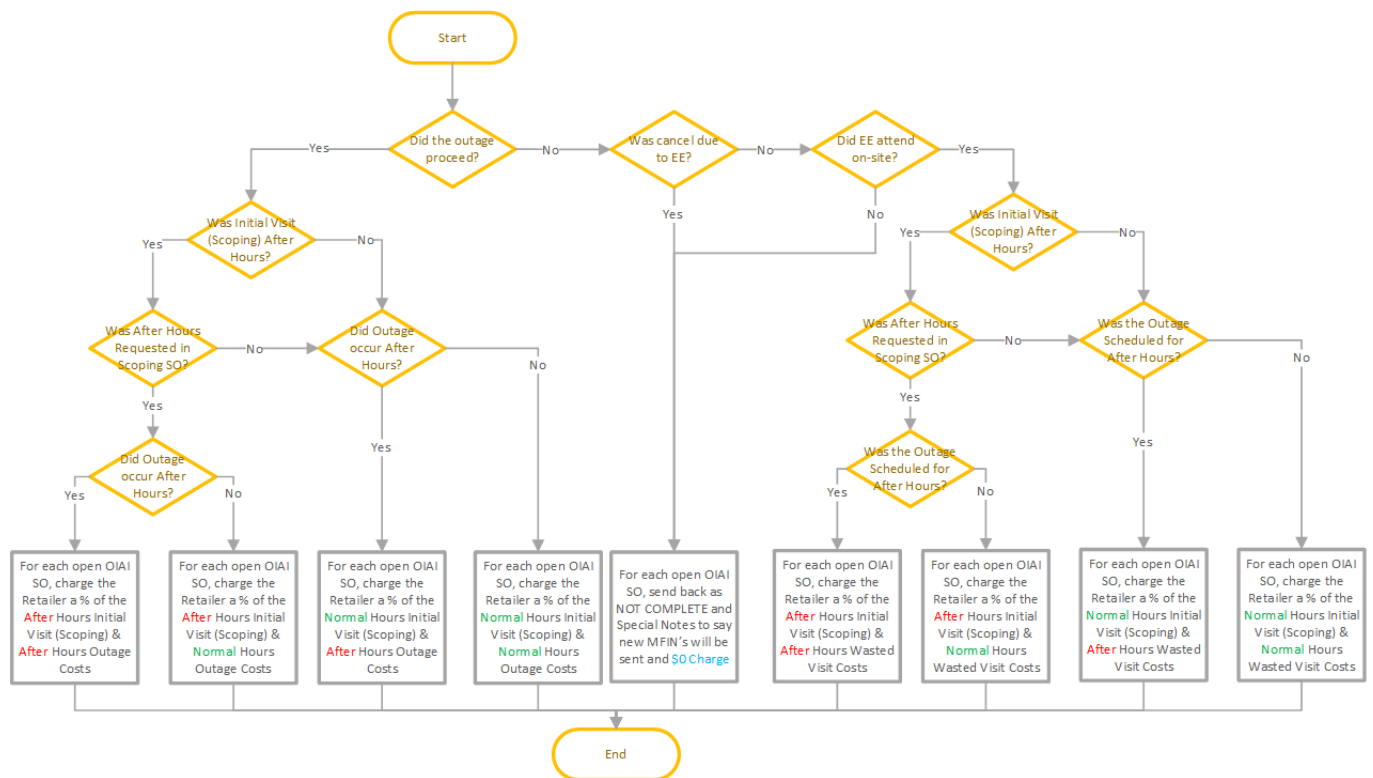



CECG4505 - Essential Energy Retailer and Market Participant Handbook  
Approved by: Head of Customer

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# Appendix C – OIAI process diagram



# Appendix D – OIAI Outage notification letter

## PLANNED POWER OUTAGE NOTIFICATION

Premises Number: «Account\_Premise\_Number\_\_\_\_\_»  
NMI Number: «Account\_NMI\_\_\_\_\_»

[Date]

«Communication\_Addressee\_\_\_\_\_»  
«Post\_Line\_1\_\_\_\_\_»  
«Post\_Line\_2\_\_\_\_\_»  
«Post\_Line\_3\_\_\_\_\_»  
«Post\_Post\_Code\_\_\_\_\_»

Dear Customer,

Essential Energy plans to temporarily interrupt power supply to the following premises:

«PremiseAddress\_Line\_1\_\_\_\_\_» «PremiseAddress\_Line\_2\_\_\_\_\_»  
«PremiseAddress\_Line\_3\_\_\_\_\_» «PremiseAddress\_Post\_Code\_\_\_\_\_» on:

Date*	Time off	Time on	Duration
	8:00 am	4:00 pm	480 minutes

We apologise for any inconvenience this may cause. However, this planned power outage is necessary to enable our crews or contractors to safely carry out improvements to the electricity network in your area.

Tips to help minimise inconvenience:

- you can help protect sensitive electrical appliances, such as computers, by switching them off and unplugging them before the planned outage time
- if you rely on an electric pumping system for your household water supply, make sure you store enough water for your needs while the power is off
- switch off stove hotplates, ovens and any other small appliances in case you're not home when power is restored, and avoid opening your fridge or freezer while the power is off
- there should be no need to turn off solar inverters – they should automatically turn off and back on.

Please check with your electricity retailer to ensure they have your correct address, phone and email details so Essential Energy can share updates and information about future planned work. If your retailer has a valid mobile contact number, Essential Energy may provide future notifications via SMS - you can opt out from SMS updates at any time by calling 13 20 60.

For more information about this power outage, please call our 24 hour Customer Contact Team on **13 20 80**. Alternatively, please visit [essentialenergy.com.au/outages](https://essentialenergy.com.au/outages).

\*Please note: Essential Energy will do its utmost to adhere to the stated duration times. However, as we cannot always predict the precise duration of works, the power outage may occur at a different time on the specified day and/or last for a shorter or longer duration than notified. If the date of the planned outage needs to be changed for any reason, Essential Energy will advise you at least four business days in advance of the new date.



ABN 37 428 185 226  
PO Box 5730  
Port Macquarie NSW 2444

General Enquiries 13 23 91  
Interpreter Services 13 14 50  
[essentialenergy.com.au](https://essentialenergy.com.au)



# Appendix E – CTC & NMI classification change requirements



## Request to Change

### Customer Threshold Code/NMI Classification Code

#### What can this change request form be used for?

This form can be used to request changes to:

- Customer Threshold Code
- NMI Classification Code where no field visit is required

Email completed form to: [Insp@essentialenergy.com.au](mailto:Insp@essentialenergy.com.au)

#### Customer and premise details (\*Indicates a mandatory field)

\*Retailer:  \*NMI:   
Email of person completing form:   
Customer's Name:   
\*Street Number:  \*Street Name:   
\*Suburb/Town:  Post Code:

Briefing: General Brief or Memo v2.1.docx  
Prepared by: <Name>

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### Customer Threshold Code/ NMI Classification

#### Please Note:

Some classification changes may trigger a requirement to upgrade the metering at the customer's premises; these require Essential Energy to review the Network Tariff Code applicable to the NMI.

Requested Classification:   Low (NMI Classification Small)

Medium (NMI Classification Small)

High (NMI Classification Large)

Previous 12 months consumption:





Average Daily Load:

Reason for change:

Briefing: General Brief or Memo v2.1.docx  
Prepared by: <Name>

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